



EDINBURGH TENANTS
FEDERATION



Edinburgh Tenants Federation

2016/2017 Annual Report





Introduction

This is the 2016-2017 Annual Report of Edinburgh Tenants Federation, Edinburgh's Federation of Tenants' and Residents' Associations.

ETF is the umbrella organisation of tenants' and residents' groups and our purpose is to represent tenants at a citywide policy level. During 2016-2017, 35 tenants' and residents' groups were members of ETF, there were 19 Individual Non-Voting Associate Members and 8 Non-Voting Organisation Associate Members.

ETF aims to promote the improvement of the quality of life of residents and the housing conditions of all tenants of rented accommodation.

We provide:

- Development support for local tenants' and residents' groups;
- Independent advice, information and training for tenants;
- A mechanism for bringing local organisations together to work on issues of common concern;
- Opportunities for people to participate individually and through their groups in decision making about their homes and environment.

Executive Committee Report

It gives us great pleasure to introduce, on behalf of Edinburgh Tenants Federation, this *Annual Report*, which outlines our activities over the past year. Here is a flavour of our work.

Our joint housing rights in practice project with the Scottish Human Rights Commission (SHRC) and Participation and the Practice of Rights (PPR) to improve housing conditions is progressing well. Throughout the year tenants from Leith took centre stage talking about human rights in housing. From speaking at an event in the Scottish Parliament to mark International Human Rights Day to meetings with the City of Edinburgh Council, our work continues to strengthen the message that housing is a human rights issue.

The Sheltered Housing Liaison Group (SHLG) held a very successful first Conference in partnership with ETF and the Council. The event had over 50 sheltered housing tenants from all over Edinburgh in attendance. Tenants on the SHLG continue to meet with Council staff on a regular basis to discuss issues relating to tenants living in sheltered housing.

Tenants in Edinburgh once again led the way in rents issues, with members on the Rent Matters Working Group taking an increasingly important role in developing the Council's Rent Consultation. ETF took a deputation to the Council meeting to seek a rent freeze for one year. This was well received by Councillors, but was unfortunately not agreed by the Council.

It's been a particularly busy year for our Tenant Led Inspection Team. A group of inspectors carried out an inspection of the Council's approach to insulating external walls and agreed an action plan with Council staff on how the inspector's recommendations would be taken forward. A second inspection is underway looking at the various ways the Council communicates with tenants regarding rent collection. The fieldwork and a report will be concluded later in the summer.

ETF was involved with a number of organisations in a co-production process to come up with ideas about a new service specification for

tenant participation and engagement services in Edinburgh. ETF met elected members throughout the year to discuss the future of tenant participation in Edinburgh.

We were delighted to recruit David Kyle as an Admin Assistant to ETF through the Community Jobs Scotland Scheme.

This year has been one of transition for ETF as we focussed on the development of our organisation. From the 'wicked questions' at our Conference, to the discussions about the constitution, we are progressing well in the proposed change of legal structure.

We hope you will enjoy reading the *Annual Report* and would welcome your feedback on the work we do.

The Executive Committee of Edinburgh Tenants Federation

Highlights from August 2016



ETF was successful in obtaining funding and recruiting David Kyle, Admin Assistant through Community Jobs Scotland.



ETF representatives met with Professor Alicia Ely Yamin, a leading human rights activist and academic from Georgetown University, USA and United Nations Advisor about the Federation's human rights project.

Outcome one:

Tenants are taking part and influencing City of Edinburgh Council housing and related services citywide and are contributing to national housing policy.

The Executive Committee of ETF are continually working to develop tenant participation in Edinburgh and through a partnership approach with the City of Edinburgh Council, tenants take part in a range of ways.

Tenant Led Inspections

It's been a particularly busy year for ETF's Tenant Led Inspection (TLI) Team. Firstly our Inspectors carried out an inspection of the City of Edinburgh Council's approach to insulating external walls. The Inspectors made ten recommendations on how the service could be improved and the Council produced an action plan to put these recommendations into place. Recommendations centred on:

- More consultation and information provided between the Council and tenants;
- Information sent to tenants should be in plain English and have no jargon;
- Improved communication with tenants that have literacy problems or whose first language is not English.

Five new Inspectors were recruited and trained. ETF forged links with Glasgow University throughout the learning modules for the new inspectors. Dr Jo Ferrie of Glasgow University talked about developing interviews and questionnaires. The inspectors also attended an Equalities Training Session with Positive Action in Housing.

The Inspectors worked with Council staff to agree the purpose, scope and methods for the Rent Collection Communication Inspection and the fieldwork has begun. This includes:

- A desk top exercise to review the Council's different rent collection communications methods;
- Face to face interviews with City of Edinburgh Council staff;
- A Focus Group with Council tenants to find out if there are any common themes about rent collection communication;
- A benchmarking exercise with other local authorities to compare their rent collection communication methods with Edinburgh's.

The inspection will be completed by the end of summer 2017.



The TLIs and Council staff planning the Rent Collection Communication Inspection

Rent Matters Working Group

ETF supported tenants in the Rent Matters Working Group to help redesign the way Council tenants are consulted about their rents. The research group of Derek Thomson, Sharon Robertson and Theresa Biggs found out how five landlords in Scotland were consulting about rents and presented their findings to senior managers in the Council, making recommendations about best practice. This resulted in new consultation methods being trialled including increased use of social media, improved advertising, informal conversation cafes, workshops in local offices and tenant to tenant on-street surveying. The consultation response rate increased and the group has now evaluated the most successful methods to make the 2018/19 consultation even better.

Housing Revenue Account Scrutiny Group

Tenants involved in the Housing Revenue Account (HRA) Scrutiny Group have been learning about housing finance. The group has been considering the HRA budget, learning about the importance of value for money in assessing a landlord's performance and beginning to explore some of the issues for tenants in relation to the Council's HRA. Using a mix of quizzes, presentations and open dialogue, this group has been interactive and fun and tenants have increased their understanding and confidence about housing finance. The group has developed well and is now on track to undertake detailed scrutiny work on the HRA.



Discussions take place at a recent HRA Scrutiny Group Meeting

Highlights from September 2016



ETF's Convenor and Development Coordinator gave deputations to Councillors regarding tenants' views on the procurement of tenant participation and engagement services.



A group of ETF's TLIs spoke at a Housemark Scotland seminar and feedback was very positive.

Repairs

The ETF Repairs Group held a meeting at which two of ETF's Tenant Led Inspection Team gave a presentation on the Insulating External Walls Inspection.

ETF representatives on the Performance Working Group continue to work with Council officials to take forward the Housing Asset Management Action Plan. The group discussed the Key Performance Indicators which the Council use to monitor their performance. ETF representatives had played a key role in the implementation of Key Performance Indicators. These are discussed at each of the Performance Working Group Meetings which take place every two months.

Senior Managers' Meeting

Representatives of ETF met with Senior Managers of the Council every two months. These meetings enable tenants to have the chance to guide housing issues and ETF representatives played a key role in influencing:

- The development and review of the Council's Antisocial Behaviour Strategy;
- Co-production of Tenant Participation Services;
- The development of locality working in Edinburgh.

Other highlights of influencing issues throughout the year include:

- Stair Cleaning Monitoring Group – ETF representatives met with Council staff on a quarterly basis to monitor the Stair Cleaning service. Representatives from ETF continued their unannounced 'hot spot' visits to a number of stairs throughout the city to check the standard of the Stair Cleaning service.
- Meetings with Council Administration – ETF representatives met with the Council's Housing Leader every six weeks. These meetings are for ETF representatives to bring up strategic housing related issues of concern and ensure there is joint working between ETF and the Council.

- The ETF High Flats Group - Two meetings were held during the year. The topics discussed at the meetings included the four new localities in Edinburgh and how it will affect tenants living in high rise flats.
- City of Edinburgh Council draft Allocations Policy – As a result of discussions at a previous Federation Meeting, ETF submitted a response to the City of Edinburgh Council’s draft Allocations Policy.

ETF on the National / International Scene

We’ve been busy this year responding to national consultations, forging new partnerships and meeting with MSPs about housing issues. Some of the highlights include:

- Responding to the Scottish Government’s Social Security Consultation; the Scottish Social Housing Charter Consultation and the Consultation on Universal Credit (Claims and Payments) (Scotland) Regulations 2017;
- Meeting the First Minister and Ben Macpherson MSP about the Federation’s opposition to the “Rape Clause” as well as writing to all party leaders inviting to meet;
- Meeting the Minister for Local Government and Housing, Kevin Stewart MSP about defining rent affordability, housing as a human rights issue and rent control for private tenants in Edinburgh;
- Joint session with the Equality and Human Rights Commission (EHRC) to enable tenants to pass on their views and concerns to the EHRC Inquiry on Housing for Disabled People.

We were delighted to welcome Elena and Sergei Yoshima from the Russian Tenants’ Federation to a study visit in Edinburgh in October 2016. We hosted a lunch and tour of the city, enabling the Russian delegates to meet with tenants in Edinburgh.

We are thrilled that our Development Coordinator Clare MacGillivray was awarded the prestigious Nette Nelson Travel Scholarship from



We were delighted to welcome Elena and Sergei to Edinburgh

the Community Development Society in the USA to present at their Conference in Montana about our housing rights in practice work with tenants in Leith. Clare was also invited to meet with the Federation of Tenants in Chicago and present at the University of Kentucky, forging links between our organisations.

Clare's article about the housing rights in practice project featured in the International Union of Tenants' global newsletter in spring 2017.

ETF remains a proud member of the International Association for Community Development and supporter of the International Union of Tenants as we connect with other community organisations worldwide to share practice about tenants' issues.

Outcome two:

Tenants' and residents' organisations are stronger, more effective and are influencing local City of Edinburgh Council housing and neighbourhood services.

Highlights from October 2016



The Council's Rent Consultation took place. ETF and tenant representatives actively supported the consultation by attending rent consultation events.



The Sheltered Housing Liaison Group held a very successful first Conference at the City Chambers.



The Council Tenants' Conference was held. The Conference looked at the Council's Rent Consultation and plan for Locality Working.

Housing Rights Project

Our joint project with the Scottish Human Rights Commission (SHRC) and Participation and the Practice of Rights (PPR) in Belfast to support West Cromwell, Citadel and Persevere Court Residents Association (WPCRA) achieve improved living conditions by linking their issues to international human rights standards has gone from strength to strength.

The residents carried out a survey about issues in their area and results were presented to Council staff, Councillors and the local MSP. Regular meetings are now taking place with City of Edinburgh Council officers and residents to improve housing conditions in the area. Residents had the opportunity to meet with Scotland's Commissioners for Human Rights to tell them about the project and take them on a walkabout of the area.



Residents meet with Commissioners as part of a walkabout



We are delighted with the feedback we have received on the film

On International Human Rights Day in December 2016, tenants from Edinburgh took centre stage at the Scottish Parliament talking about human rights in housing. WPCRA introduced a film to MSPs in which local residents spoke about their right to adequate housing. Tenants and residents had been filming progress on the project over a six month period, which documented their housing conditions.

The project received a glowing endorsement from Professor Alicia Ely Yamin, Georgetown University and United Nations Adviser. Professor Yamin met with ETF staff, members and residents from WPCRA and was impressed by the work being carried out.

Sheltered Housing Liaison Group

What a year it's been for the Sheltered Housing Liaison Group (SHLG). Their first Conference in partnership with ETF and the Council saw over 50 sheltered housing tenants from a number of schemes across the city attend. Presentations were given by the City of Edinburgh Council and Police Scotland and discussion groups centred on the theme of what sheltered housing means to you and your family. The event ended with delegates participating in a seated fitness demonstration.



The fitness demonstration

After the success of the Conference, the City of Edinburgh Council Sheltered Housing Team won the Honesty and Transparency category at the Council's Outstanding Achievement Awards Ceremony for the joint work in planning the Conference.

Ongoing discussions have been taking place in the SHLG meetings. Issues the group have discussed include:

- Dealing with faults in the alarm cords in sheltered housing complexes;
- Replacing laundry facilities in complexes;

- Sheltered housing tenants knowing who their Housing Support Officer is.

ETF and the SHLG were saddened by the passing of John Fayrer who was a member of the group. John had been involved in tenant participation and ETF for a number of years and he will be sadly missed.



John Fayrer

Highlights from November 2016

The ETF Learning Session on Committee skills was held and the evaluation was very positive.



ETF held a Federation Meeting to discuss the Council's Rent Consultation.

ETF's work with tenants' groups

ETF has worked with a number of groups over 2016/17

Number of groups' ETF has worked with 2016/17



We have worked with a total of 16 Registered Tenants' Organisations (RTOs).

Support includes group development, training, event planning, sourcing and applying for funding and checking finances to name a few.

We have also provided development support to the Sheltered Housing Liaison Group.

Every year ETF carries out a survey to monitor and evaluate the services it provides to members and to collect the views of service users. The tables indicate the satisfaction of groups who responded to the survey.

Satisfactory Rating	Percentage
Very satisfied	63%
Satisfied	37%
Dissatisfied	0%
Very dissatisfied	0%

Remit	Excellent	Good	Satisfactory	Poor
Developing and supporting tenants' groups to take part and influence decisions on housing and related services	58%	26%	11%	5%
Supporting tenants' groups to work better together by sharing information and strengthening relationships	53%	31%	11%	5%
Supporting tenants' groups to become more involved in their neighbourhoods to strengthen tenant influence	63%	16%	16%	5%
Co-ordinating tenants' groups on citywide work to achieve improved Council housing and related services	53%	31%	11%	5%
Providing relevant and clear information on current issues	58%	26%	11%	5%

Highlights from December 2016



The Housing Rights Project featured in the Scottish Human Rights Commission Parliamentary Reception for International Human Rights Day.



The City of Edinburgh Council Sheltered Housing Team won the Honesty and Transparency category at the Council's Outstanding Achievement Awards Ceremony.

Outcome three:

Tenants are increasingly aware of Edinburgh Tenants Federation, have wide opportunities for tenant participation and are aware of good practice in tenant participation.

Leadership Training

Undoubtedly one of the highlights of the year was the community leadership programme delivered by the Social Enterprise Academy in partnership with ETF. Fourteen tenants' representatives completed the innovative programme to explore their leadership strengths and values. The programme was about empowering tenants' groups to engage, motivate and communicate even more effectively on behalf of residents.

Action ideas as a result of the programme include:

- Inter-generational work with Citadel Youth Centre;
- Connecting communities;
- Holding effective meetings.

The Scottish Government has provided funding to expand the programme, which includes funding for the Institute of Leadership and Management (ILM) qualification. As a result of this funding ten tenants are signed up for the qualification.

Thanks to the Social Enterprise Academy, Trust Housing Association, OneCity Trust and the Scottish Government for enabling us to provide bursaries to the participants and the Registered Social Landlords who funded their tenants' places.



Highlights from January 2017



ETF representatives were present at the launch event of People Know How.



The Leadership Training Programme started.

Housing Roadshows



ETF and the Council held three Housing Roadshows in 2016. The Roadshows were held in Morrisons at Granton, Tesco at Corstorphine and Sainsburys at Meadowbank. The aims of the Roadshows were for Council tenants to:

- Find out more about the City of Edinburgh Council housing services;
- Get advice on rent and tell us what you need;
- Join the Tenants' Panel to help keep improving your housing services;
- Raise awareness of ETF and local Registered Tenant Organisations.

ETF and the Council will be holding more Housing Roadshows in 2017.

People Know How

ETF representatives took part in a launch event organised by People Know How, a social innovation charity that has acquired a Community Hub in Ocean Terminal. ETF delivered two workshops on our housing rights work and held an information stall over the successful two day community event.

Highlights from February 2017



ETF representatives took a deputation to a full meeting of the Council seeking a rent freeze.



ETF and the Albion Trust arranged a screening of I, Daniel Blake, followed by a question and answer session involving ETF, the Scottish Human Rights Commission and Cyrenians.



The EC Review Day was held.

Outcome four:

Good organisation, governance and member participation are making Edinburgh Tenants Federation stronger and more effective.

Developing ETF as an organisation

It has been a busy and productive year for the Federation's Executive Committee in developing the organisation. Highlights included:

- An Induction Programme and a Review Day to monitor progress on work and plan ahead;
- Events for members to network and learn from each other including:
 - Five Federation Meetings;
 - Learning Sessions;
 - Consultation events.
- A survey of Member groups and interested individuals about the strengths of ETF and what can be improved. This information helps guide work for the future.

We have worked hard this year to develop the organisation, particularly in grappling with the proposed change of legal status from an Unincorporated Organisation to a Scottish Charitable Incorporated Organisation (SCIO). This legal form would give limited liability protection to the Executive Committee, as well as enabling ETF to become a charity and open new funding opportunities. Supported by Edinburgh Voluntary Organisation's Council, a new constitution has been developed, members have tackled 'wicked questions' about who the Federation is for and what our purpose is, and a vote to consider applying for SCIO status will take place soon.

Highlights from March 2017



Tenant representatives completed the Leadership Programme.



ETF learners at the 'Getting Your Message Across' Learning Session.

Co-production of Tenant Participation Services

ETF took part in a 'co-production' of tenant participation and engagement services as the Council looked to review how services for tenants are delivered in the city. A service specification was approved by elected members in September 2016. Federation Members had a number of criticisms regarding the Council's approach to this, and made these to deputations as well as inviting councillors to a special event at the City Chambers in October 2016 to meet with tenants. ETF members' position remains that tenant participation services should be run by tenants, for tenants, with full accountability to tenants.

Highlights from April 2017



ETF held a 'Balancing The Books' Learning Session.

Highlights from May 2017



ETF EC members and staff took part in a Human Rights Awareness Training Session.

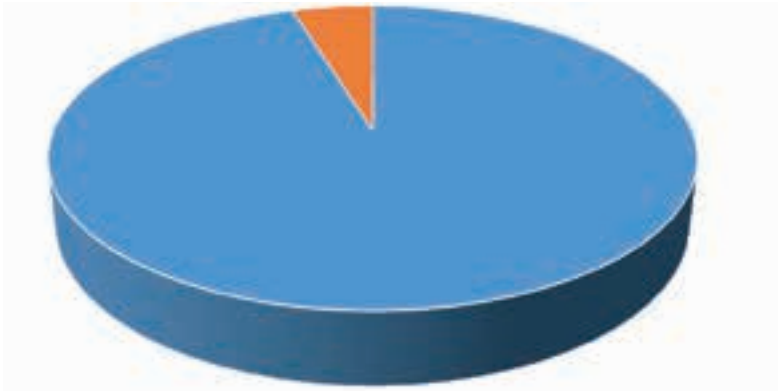


ETF representatives spoke at the Tenants Information Service Tenant Scrutiny seminar.

INCOME AND EXPENDITURE FOR THE YEAR TO 31 MARCH 2017

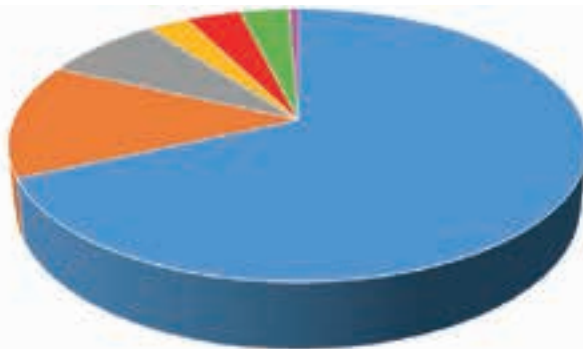
	2017	2016
	£	£
Income		
City of Edinburgh Council service agreement	241,083	241,083
Other income	12,028	9,371
	253,111	250,454
Less: Expenditure		
Staff Costs	166,672	170,789
Operating Costs	32,989	37,282
Professional fees	6,750	5,008
Meetings and Events	19,326	19,321
Publicity	8,873	9,034
Project Work	8,141	7,210
25th Anniversary expenses	-	3,442
Miscellaneous	1,350	4,461
	244,101	256,547
(Deficit) / Surplus before Taxation	9,010	(6,093)
Taxation	(14)	(76)
(Deficit) / Surplus for the year	8,996	(6,169)

Income 2016/17



■ City of Edinburgh Council SLA ■ Other income

Expenditure 2016/17



■ Staff costs ■ Operating costs ■ Meetings and Events ■ Professional fees
■ Publicity ■ Project Work ■ Miscellaneous

BALANCE SHEET AS AT 31 MARCH 2017

	2017	2016
	£	£
Fixed assets		
Tangible assets	<u>4,752</u>	<u>7,078</u>
Current assets		
Debtors	5,350	3,850
Cash at bank and in hand	<u>99,134</u>	<u>98,129</u>
	104,484	101,979
Creditors: amounts falling due within one year	<u>(23,892)</u>	<u>(23,079)</u>
Net current assets	<u>80,592</u>	78,899
Creditors: amounts falling due greater than one year	<u>(157,323)</u>	<u>(166,953)</u>
Net liabilities	<u>(71,979)</u>	<u>(80,975)</u>
Represented by:		
Edinburgh Tenants Federation funds - unrestricted	86,515	92,447
Edinburgh Tenants Federation funds – pension	(171,295)	(180,518)
Edinburgh Tenants Federation funds - designated	10,929	6,724
Edinburgh Tenants Federation funds - restricted	<u>1,872</u>	<u>372</u>
Net funds	<u>(71,979)</u>	<u>(80,975)</u>

Members Groups 2016/2017

21st Century Gracemount Residents Association
Bingham Neighbourhood Association
Birnies Court Tenants and Residents Association
Calders Residents Association
Calders Sheltered Housing Residents Association
Coillesdene Complex Neighbourhood Association
Community Regeneration Forum
Craigmillar Castle Regeneration Group
Craigour Drive & Green Residents & Owners Association
Crewe Excluded Residents
Edinburgh Registered Social Landlords Residents Network
Gateside Tenants & Residents Association
Goosander Residents Association
Greendykes Neighbourhood Association
Hailesland Park Neighbourhood Council
Hays Neighbourhood Association
Inch Community Association
Laichfield Community Association
Magdalene Neighbourhood Association
Maidencraig Court Residents Association
Meadowfield, Lady Nairne & Paisley Residents Association
Moredun 4 Multis Residents Association
Muirhouse Hi-Rise Action Group
Murrayburn Residents Organisation
Niddrie House Neighbourhood Association
Niddrie Marischal Neighbourhood Association

Niddrie Mill Tenants & Residents Association
North Sighthill Residents Association
Ratho Station Residents Association
Redbraes Residents Association
Restalrig House and Lochend House Residents Association
Saughton Mains Terrace Residents Association
Tenants & Residents in Fidra Court
Top Block Residents Association
West Cromwell, Persevere and Citadel Court Residents Association

Individual Associate Members 2016/2017

John Fairgrieve	Ken McKay
James Galloway	Maureen Miller
Henry Guntley	Cait Ni Cadlaig
Adam Hunter	B & M Poplawski
Ankhra Laan-Ra	Mohammed Rahman
Alexander Lazarenko	Joan Robertson
Jan Mawdsley	Lynne Tait
Eileen May	Matthew Wheatley
Mrs McClenning	Ralf Wrubel
Donald McDonald	

Organisation Associate Members 2016/2017

Castle Rock Edinvar Housing Association	Link Housing Association
Changeworks	Muirhouse Housing Association
Dunedin Canmore Housing	Neighbourhood Alliance
Friends of Moredun	Port of Leith Housing Association

Executive Committee 2016/2017

John Aitken - North Sighthill Residents Association

Heather Ford - West Cromwell, Persevere and Citadel Court Residents Association

Niel Hansen - Moredun 4 Multis Residents Association

Nicol Johnstone - Niddrie Marischal Neighbourhood Association

Irina Lazarenko - Edinburgh Registered Social Landlords Residents Network

Mark Mulgrew - Inch Community Association (Resigned 03.10.16)

George McKie - Gracemount Tenants Association (Honorary Member)

Sheila Rutherford-McCallum - Ratho Station Residents Association

Betty Stevenson - Birnies Court Tenants Association

David Thomson - Redbraes Residents Association

Maud Wylie - Hailesland Park Neighbourhood Council

Staff 2016/2017

Admin Assistant: David Kyle

Development Coordinator: Clare MacGillivray

Development Worker: Mark Henry

Office Manager: Mary Callaghan (Nee Cockburn)

Outreach Worker: Justine Bradd

Student: Fraser McDonald (Left 31.10.16)

Kirstin Gray (Left 15.03.17)

Stefan Holt (Left 05.06.17)

Edinburgh Tenants Federation

2016/2017 Annual Report



Tel: 0131 475 2509
Email: info@edinburghtenants.org.uk
Website: www.edinburghtenants.org.uk

Produced by
Edinburgh Tenants Federation,
Norton Park, 57 Albion Road,
Edinburgh, EH7 5QY

