



EDINBURGH TENANTS
FEDERATION



Edinburgh Tenants Federation

2015/2016 Annual Report





Introduction

This is the 2015-2016 Annual Report of Edinburgh Tenants Federation (ETF), Edinburgh's Federation of Tenants' and Residents' Associations.

ETF is the umbrella organisation for tenants' and residents' groups in Edinburgh and our purpose is to represent tenants at a citywide policy level. During 2015-2016, 43 tenants' and residents' groups were members of ETF, with 14 Non-Voting Individual 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:

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



It gives us great pleasure to introduce this Annual Report on behalf of Edinburgh Tenants Federation (ETF). It has been a particularly busy year for ETF, but it has also been very rewarding and we hope you enjoy reading our report. Here is a flavour of our work:

This was a great year for ETF as we celebrated our 25th Anniversary with a number of events, including a party, Civic Reception and a Parliamentary Reception as part of a week long exhibition at the Scottish Parliament. It's incredible to believe that ETF, as an organisation, has been representing tenants' views in Edinburgh for so long. Here's to the next 25!

The work of ETF's Tenant Led Inspection Group continues to go from strength to strength. Our inspectors agreed an action plan with the City of Edinburgh Council on their Repairs Reporting Process and plans are already underway on the latest inspection which will look at the insulation process used by the Council. Furthermore, the group is in the process of training up new inspectors with a view to carrying out another inspection later in the year.

A new piece of work that ETF has been involved in is working with the Scottish Human Rights Commission to introduce a human rights based approach to tenant participation in Edinburgh. We are very proud of the work that ETF has done in this field and we look forward to this continuing in the coming year.

Another major piece of work for ETF has been to discuss the future of tenant participation services in Edinburgh. We have had ongoing

dialogue with the Council about the way tenants are supported in Edinburgh.

This Annual Report is intended to give you a flavour of the activities of ETF. We hope you enjoy reading it and look forward to working with you all in the year ahead.

The Executive Committee of Edinburgh Tenants Federation

Highlights from August 2015

The ETF Executive Committee Induction Days were held.



ETF representatives and staff attended two days of training in Belfast with the Participation and Practice of Rights (PPR) and the Scottish Human Rights Commission about human rights work being done in Northern Ireland.

Outcome one:

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

The Executive Committee of ETF are always working to develop tenant participation in Edinburgh and through a partnership approach with City of Edinburgh Council, tenants are involved in a range of activities.

Rents

Involving tenants in Council rent discussions has been a main priority for the Federation this year. ETF established a Rents Group for tenants to come together to influence rent issues. Tenants wanted to find out what their rent pays for and to assess value for money for services. The ETF Rents Group held four meetings and following dialogue with the City of Edinburgh Council agreed two new strands of rent work which kicked off last summer.

Firstly – the Rent Matters Working Group was set up jointly by the Council and ETF to plan and evaluate the Council's rent consultation process for 2015/16. This consultation brought in more tenants' views on rents than in previous years and the group wants the consultation process to be even better next year. A tenant research group found out national best practice in rent consultations and presented their recommendations to Senior Managers in the Council with a view to increasing tenant understanding and feedback on rents in 2016/17. For tenants on this group, a priority is examining rent affordability and this will be a main focus going forward.

Secondly – the Housing Revenue Account (HRA) Scrutiny Group has been set up to enable Council tenants to learn more about what rents pay for and to hold the Council to account on the HRA. Top of tenants' agenda is scrutinising each budget heading and finding out if services are value for money.

Tenant Led Inspections

What a year it has been for ETF's Tenant Led Inspection Group. The group completed an inspection of the Council's Repairs Reporting Process and submitted a report of findings with 19 recommendations. The Council produced an action plan highlighting how they would address tenants' points. All 19 recommendations were agreed and 18 were completed by 20th December 2015. A group of inspectors gave a deputation on the report and action plan to the City of Edinburgh Council's Health, Social Care and Housing Committee. This was a great opportunity for inspectors to tell Councillors their views directly.

A Public Meeting was held for Council tenants to find out more about what is involved in becoming an inspector. The TLI Group were delighted with the turnout and the enthusiasm of those who attended, and managed to recruit six new inspectors. ETF is looking forward to working with our new recruits to help them make a difference for other tenants. The first learning module for the new inspectors took place at the end of April and all the modules will be finished by the end of June.

If that wasn't enough, ETF's established inspectors began an inspection of the Council's approach to insulating external walls, which will be complete by Summer 2016.



Iain Murray, Senior Surveyor, City of Edinburgh Council giving a talk on insulating external walls.

Highlights from September 2015



ETF kicked off its 25th Anniversary celebrations by holding a party at the Minto Hotel.



ETF representatives took part in the See Me Lets Walk A Mile Campaign.

Senior Managers' Meetings

Representatives of ETF continued to meet with Senior Managers of the City of Edinburgh Council every two months. These meetings are designed to ensure that tenants have the opportunity to influence housing issues and ETF representatives played a key role in influencing:

- Tenant Led Inspections;
- Support for Registered Tenant Organisations and engaging with Neighbourhood Partnerships;
- Planning for Tenants' Conferences.

Repairs

ETF representatives on the Council's Performance Working Group have been working hard with the Council to take forward the Housing Asset Management Strategy Action Plan. The ETF representatives identified the following actions that they would like to be involved in:

- Recharging Private Owners;
- Fire Safety Strategy for Low Rise Council housing;
- Fire Safety Strategy in Multi Storey Blocks;
- Energy Efficiency Standard for Social Housing.

These are discussed at each of the Performance Working Group Meetings which take place every two months.

The ETF Repairs Group identified their top five priorities for tenants in terms of making improvements to the Council's Repairs Service:

1. Quality of workmanship;
2. Improved communication between tenants and Council;
3. Ensuring efficient insulation of properties from the outside to prevent dampness;

4. Using too many outside contractors when work should be done within Edinburgh Building Services;
5. Encourage owners to contribute to repairs in mixed tenure blocks.

These priorities have helped to influence topics for future Tenant Led Inspections and are monitored in meetings with the Council.

Highlights from October 2015



ETF, Council staff and volunteers facilitated a workshop at the Tenants Information Service Tenant Scrutiny Event highlighting the work carried out by ETF's Tenant Led Inspection Team.



Emma Sangster started her student placement with ETF.



The City of Edinburgh Council hosted a Civic Reception for ETF as part of the 25th Anniversary celebrations.

ETF on the National / International Scene

This year saw ETF take part in a number of national good practice events, an international conference, and saw one staff member travel to India for a community development practice exchange. This work is important in maintaining our connections, keeping us at the sharp end of housing and community development practice and bringing our stories of the work of tenants in the city to a wider audience.

These initiatives included workshops hosted by ETF at the:

- Community Development Journal International Conference held in the University of Edinburgh about the value of tenant Participation;
- Community Learning and Development (CLD) Standards Council for Scotland Conference with Education Scotland linking ETF practice with CLD professional competences;
- Scottish Human Rights Commission (SHRC) International Innovation Forum launching our housing rights project with the SHRC and Participation and the Practice of Rights (PPR) organisation in Belfast;
- Chartered Institute of Housing event about good practice in tenant participation;
- Tenants Information Service Scrutiny Stories good practice event.

Four ETF participants took part in a two-day training programme in Belfast, sponsored by the SHRC, about using a human rights based approach in housing and community development.

ETF also contributed to the review of the National Standards for Community Engagement, arranging a session with the Scottish Community Development Centre, for Edinburgh's tenants to have a say, as well as holding briefing sessions for tenants about the Community Empowerment Act.

Our Development Coordinator, Clare MacGillivray took part in the International Association for Community Development Practice Exchange Programme in North India in March 2016, learning about grassroots community development (CD) practice and connecting with leading global CD practitioners and academics.

Highlights from November 2015



ETF held a week long Exhibition at the Scottish Parliament which culminated in a Parliamentary Reception hosted by Sarah Boyack, MSP.



ETF held an interactive Federation Meeting to discuss the City of Edinburgh Council's Rent Consultation.

ETF signed up to the Poverty Alliance's Stick Your Labels Campaign. The campaign aims to reduce the stigma of poverty by challenging negative stereotypes of people living in poverty and highlighting that poverty is not inevitable.

Outcome two:

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

Sheltered Housing Liaison Group



This new group brings together Sheltered housing tenants in Edinburgh to work with the Council on tenants' issues. A visit to the Community Alarm Telecare Service took place in early 2016. This gave tenants representatives a good insight; allowing them to see how the service works following concerns about community alarms in one of the sheltered housing schemes.

Repairs issues were discussed at a number of meetings with tenants reporting serious concerns about these either not being carried out or completed to a poor standard. Staff from Edinburgh Building Services attended to discuss these issues. Although useful, it was agreed that further repairs issues would be discussed outwith the Sheltered Housing Liaison Group meetings.

A survey on the use of laundry facilities will take place in the summer of 2016; this survey has been produced by the tenant representatives on the group after concerns that a survey the Council had carried out in the Coillesdene area was not robust enough. This survey bears the groups' new logo which is a fantastic way for the group to identify with the sheltered housing tenants they represent.

Housing Rights Project

This year saw ETF team up with the Scottish Human Rights Commission (SHRC) and the Participation and the Practice of Rights (PPR) in Belfast to develop a human rights based approach to tenant participation in Edinburgh. Representatives from PPR and SHRC were taken on a tour of Edinburgh to speak to groups and hear about their issues. One area in particular that stood out was West Cromwell, Persevere and Citadel Court in Leith. With tenants hearing from PPR and their project in Belfast, it was agreed that we would focus the pilot in West Cromwell Street. Representatives from ETF, SHRC and West Cromwell Street, Persevere and Citadel Residents Association visited Belfast in August to attend training and take a study visit to the Seven Towers of Belfast. The project continues to develop well and the first housing conditions survey took place in December and January. Progress on the Project was presented to the United Nations in March 2016.

Highlights from December 2015

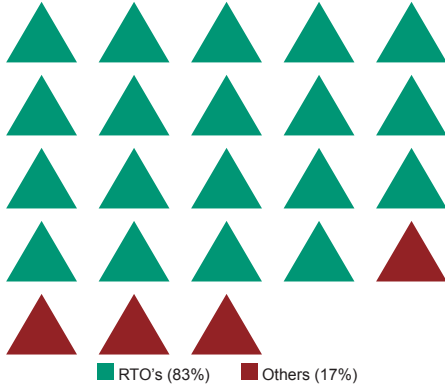


ETF representatives spoke at the Scottish Human Rights Commission Innovation Forum.

ETF's work with tenants' groups

ETF has worked with a number of groups over 2015/16

Number of groups' ETF has worked with 2015/16



We have worked with a total of 19 Registered Tenants' Organisations (RTOs). The range of support includes funding applications, group development support, survey planning and checking finances to name a few.

Some other support that ETF has provided includes setting up a Syrian tenants' group, mediation, Improving Muirhouse and Pennywell and 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	67%
Satisfied	33%
Dissatisfied	0%
Very dissatisfied	0%

Remit	Excellent	Good	Satisfactory	Poor
Supporting tenants' and residents' groups?	76%	19%	5%	0%
Gathering and representing tenants' / residents' groups' views on city-wide housing issues?	52%	38%	10%	0%
Promoting tenants' housing rights?	62%	28%	10%	0%
Providing a way for tenants' / residents' groups to share information and support each other?	57%	29%	14%	0%
Providing relevant and clear information on current issues?	62%	24%	14%	0%

Highlights from January 2016

Two of ETF's Tenant Led Inspectors gave a deputation to the City of Edinburgh Council's Health, Social Care and Housing Committee.



ETF held a Federation Meeting to discuss the role of the housing sector in improving health and well-being in Edinburgh followed by a Burns Supper.

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.

Housing Roadshows



ETF and the City of Edinburgh Council undertook three Housing Roadshows across the city in 2015. The aims of the Roadshows were to provide housing information to Council tenants, promote the support available to Council tenants, promote the Council's Tenants' Panel and raise awareness of local Registered Tenant Organisations and ETF. These took place at the Westside Plaza Shopping Centre, Wester Hailes, Tesco in Oxburghs and Tesco in Leith. ETF and the Council will be holding more Housing Roadshows in 2016.

Highlights from February 2016

The ETF Executive Committee Review Day was held.



As part of ETF's 25th Anniversary celebrations we held two 'Communities United' Seminars.



ETF held a very successful Public Meeting to recruit new Tenant Led Inspectors.

Outcome four:

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

Developing ETF as an organisation

The Federation's Executive Committee has had a very productive year in developing the organisation. The EC held an Induction Programme in August 2015 and a Review Day in February 2016 to check progress on work and plan ahead.



Identifying priorities for ETF at the EC Review Day.

ETF holds different events throughout the year, including Federation meetings, which give tenants an opportunity to come along and share their views.

Every year we send out a survey to all member groups and interested individuals asking what they like about the services that ETF provides and what, if anything, can be improved. This information is used in deciding the content of future work plans.

Highlights from March 2016

ETF's Housing Rights Project was featured in a report to the United Nations.



ETF's Convenor held a meeting with Andrew Kerr, Chief Executive, City of Edinburgh Council.



ETF's Convenor and Outreach Worker gave Paul Lawrence, Director of Place and Susan Mooney, Head of Housing and Regulation from the City of Edinburgh Council a tour of three communities in the South West of the City.

ETF Development Group

One of the main activities for the Executive Committee (EC) this year has been in reviewing the Governance of ETF and preparing the organisation for change. Some of the key activities in this regard include:

- Recruitment of six new Executive Committee Members;
- A training and induction programme for the EC;
- Training in leadership development, tender writing, legal status, finances, pensions, mediation skills and employment law for the Executive Committee and key staff;
- Implemented a new staff appraisal system;
- Secured a bid for independent business development support from Forth Sector;
- Researched options for changing the legal status of ETF;
- Members Meeting vote to seek Scottish Charitable Incorporated Organisation status for ETF;
- Involvement in a national employers' group to seek solutions to the pension fund deficit.

These activities are strengthening the Federation as an organisation so we are fully equipped to tackle future opportunities and challenges.

Co-production of Tenant Participation Services

ETF has been involved in discussions with the Council about the future of tenant participation services for Council tenants to support delivery of the Tenant Participation Strategy (2015-2018).

ETF held a Federation Meeting for Members and tenants to discuss the issues and delivered three deputations to councillors outlining tenants' views, including a number of concerns about short timescales, outcomes being changed and the opportunity for tenants to be at the heart of discussions. A co-production process for tenant participation and engagement services has begun which ETF is participating in through a Co-Production Working Group, as well as supporting tenants on an Advisory Group.

Whilst co-production gives the opportunity to think afresh about how services could be renewed, Federation Members strongly support this role being retained in the current model – with ETF continuing to lead in its representative role for tenants and in providing independent development support to tenants and tenants' groups. The strength in this model is that tenants are in the driving seat as they set the work plan, employ the staff who deliver services and regularly monitor progress.

25th Anniversary Celebrations

This has been a fantastic year for ETF as it marked our 25th Anniversary. We held a number of exciting and well attended events, which allowed ETF activists to reflect on the outstanding work they have done to improve housing conditions in Edinburgh over the past 25 years.

The celebrations began back in September with a 25th Anniversary Party. In October, tenant volunteers received a Civic Reception from the City of Edinburgh Council to celebrate 25 years of campaigning for improvements to housing conditions. ETF was congratulated on its 25th Anniversary by the Deputy Lord Provost, Councillor Steve Cardownie.

Highlights from April 2016



ETF's Tenant Led Inspection Learning Programme started.



ETF representatives met with Sarah Davidson from the Scottish Government to give an update on the Human Rights work.

The 25th Anniversary celebrations continued with a week long exhibition and Parliamentary Reception at the Scottish Parliament, which was sponsored by former MSP, Sarah Boyack. ETF members old and new joined in the celebrations along with representatives from Tenants Information Service (TIS), Blackwood Homes, Shakti Women's Aid, the International Association for Community Development and Inverkeithing Community Initiative. We would like to thank the sponsors who gave so generously to ETF's 25th Anniversary celebrations. These include:

- Morningside Community Council;
- Muirhouse and Salvenson Community Council;
- Northfield and Willowbrae Community Council;
- TIS;
- Ross and Liddell;
- Link Group;
- Hillcrest Housing Association;
- Blackwood Homes;
- Dunedin Canmore Group.

Our student Emma Sangster arranged two seminars to take place called *Communities United: what role for community workers and representatives?* Alan Twelvetrees, a well-known academic and practitioner in community development facilitated them. This was a fantastic opportunity for ETF and places were opened up to community workers and representatives to allow for a range of discussions to take place.

Finally ETF is in the process of producing a booklet which looks at many of the highlights of the last 25 years. It will be launched later in the year.

Highlights from May 2016



Federation members approved a move towards ETF becoming a Scottish Charitable Incorporated Organisation and discussed the Council's draft Lettings Policy.

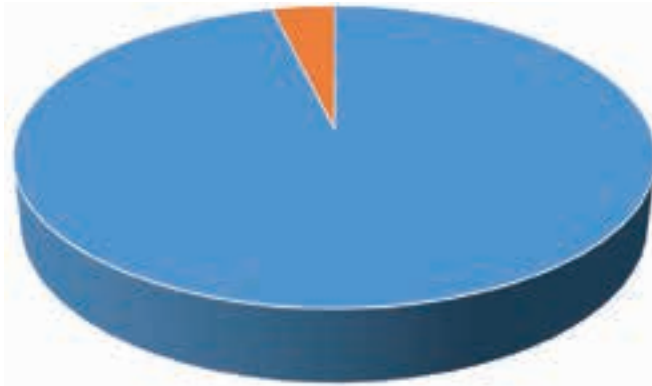


Jo Ferrie, Lecturer of School and Political science, University of Glasgow facilitated one of the TLI learning modules.

INCOME AND EXPENDITURE FOR THE YEAR TO 31 MARCH 2016

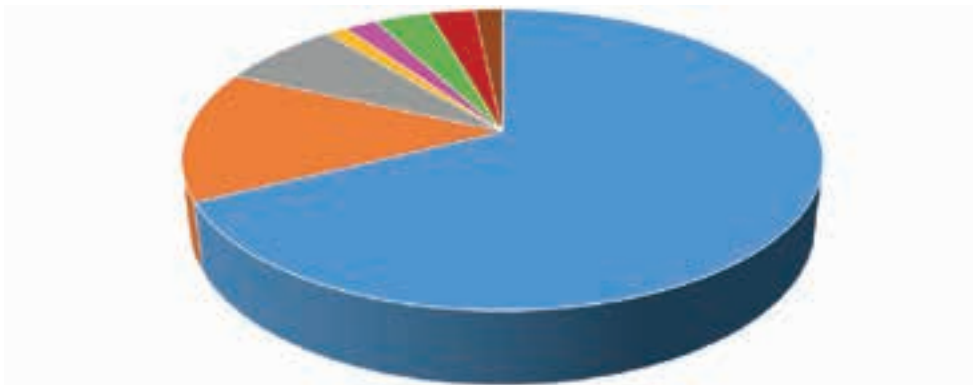
	2016	2015
	£	£
Income		
City of Edinburgh Council service agreement	241,083	241,083
Other income	9,371	3,056
	<u>250,454</u>	<u>244,139</u>
Less: Expenditure		
Staff Costs	179,383	165,791
Operating Costs	37,282	31,413
Professional fees	5,008	7,272
Meetings and Events	19,321	20,915
Publicity	9,034	12,967
Project Work	7,210	2,442
25th Anniversary expenses	3,442	-
Miscellaneous	4,461	1,461
	<u>265,141</u>	<u>242,261</u>
(Deficit) / Surplus before Taxation	(14,687)	1,878
Taxation	(76)	(76)
(Deficit) / Surplus for the year	<u>(14,763)</u>	<u>1,802</u>

Income 2015/16



■ City of Edinburgh Council SLA ■ Other income

Expenditure 2015/16



■ Staff costs ■ Operating costs ■ Meetings and Events ■ 25th Anniversary
■ Professional fees ■ Publicity ■ Project Work ■ Miscellaneous

BALANCE SHEET AS AT 31 MARCH 2016

	2016 £	2015 £
Fixed assets		
Tangible assets	<u>7,078</u>	<u>1,821</u>
Current assets		
Debtors	3,850	5,121
Cash at bank and in hand	<u>98,129</u>	<u>116,479</u>
	<u>101,979</u>	<u>121,600</u>
Creditors: amounts falling due within one year	(9,515)	(9,116)
Net current assets	<u>92,464</u>	<u>112,484</u>
Net assets	<u>99,542</u>	<u>114,305</u>
Represented by:		
Edinburgh Tenants Federation funds - unrestricted	92,446	97,428
Edinburgh Tenants Federation funds - designated	6,724	13,580
Edinburgh Tenants Federation funds - restricted	<u>372</u>	<u>3,297</u>
Net funds	<u>99,542</u>	<u>114,305</u>

In our opinion the financial statements:

- give a true and fair view of the state of the Federation's affairs as at 31 March 2016 and of its deficit for the year then ended; and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.

BDO LLP
Chartered Accountants
 Edinburgh
 United Kingdom

Members Groups 2015/2016

21st Century Gracemount
Bingham Neighbourhood Association
Birnies Court Tenants & Residents Association
Calders Residents Association
Calders Sheltered Housing Association
Coillesdene Complex Neighbourhood Association
Community Regeneration Forum
Craigmillar Castle Regeneration Group
Craigour Drive & Green Residents & Owners Association
Crewe Excluded Residents
Dumbryden Neighbourhood Council
Easter Drylaw Residents Association
Edinburgh RSL Residents Network
Gateside Tenants and Residents Association
Goosander Residents Association
Gordon Street & Manderson Street Residents Association
Greendykes Neighbourhood Association
Hailesland Neighbourhood Council
Hailesland Park Neighbourhood Council
Hamilton Wynd Residents Association
Hyvot & Moredun Residents Association
Inch Community Association
Laichfield Community Association
Loaning Sheltered Housing Association
Magdalene Neighbourhood Association

Maidencraig Court Residents Association
Meadowfield, Lady Nairne and Paisley Residents Association
Moredun 4 Multis Residents Association
Muirhouse Hi-Rise Action Group
MY (Murdoch and Yeaman) Residents Group
Niddrie House Neighbourhood Association
Niddrie Marischal Neighbourhood Association
Niddrie Mill Tenants & Residents Association
North Sighthill Residents Association
Prestonfield Tenants & Residents Association
Ratho Station Residents Association
Redbraes Residents Association
Restalrig House & Lochend House Residents Association
Saughton Mains Terrace Residents Association
Southhouse and Burdiehouse Residents Organisation
Tenants and Residents in Muirhouse (TRIM)
Top Blocks Residents Association
West Cromwell, Persevere & Citadel Court Residents Association

Individual Associate Members 2015/2016

George Anderson	Donald McDonald
Lillian Anderson	Rahel McKay
Henry Guntley	Cait Ni Cadlaig
Adam Hunter	B & M Poplawski
Ankhra Laan-Ra	Muhammed Rahman
Alexander Lazarenko	Joan Robertson
Janice Mawdsley	Matt Wheatley

Organisation Associate Members 2015/2016

Castle Rock Edinvar Housing
Association
Changeworks
Dunedin Canmore Housing Ltd
Friends of Moredun

Link Housing Association Ltd
Muirhouse Housing Association
Neighbourhood Alliance
Port of Leith Housing Association

Executive Committee 2015/2016

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 RSL Residents Network
Ken McKay - Loaning Sheltered Housing Association (Resigned
21.03.16)
George McKie - Gracemount Tenants Association (Honorary
Member)
Sheila Rutherford-McCallum - Ratho Station Residents Association
Elizabeth Page - 21st Century Gracemount (Resigned 21.03.16)
Betty Stevenson - Birnies Court Tenants Association
Lynne Tait - Southhouse and Burdiehouse Residents Organisation
David Thomson - Redbraes Residents Association
Maud Wylie - Hailesland Park Neighbourhood Council

Staff 2015/2016

Admin Assistant:	Pryde Baxter (Left 08.10.15)
Development Coordinator:	Clare MacGillivray
Development Worker:	Mark Henry
Office Manager:	Mary Cockburn
Outreach Worker:	Justine Bradd
Student:	Emma Sangster (Left 17.03.16)

Edinburgh Tenants Federation

2015/2016 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

