



Update on the resident consultation regarding the merger of Chapter 1 with saha

Firstly, thank you to those residents who took the time to send us their thoughts on the merger and to those resident reps that attended a meeting with me in London. As a reminder, a four week resident consultation exercise was launched on 18th April 2017 in accordance with the new Tenant Involvement and Engagement standard to seek Chapter 1 tenant views on the proposal to do a full merger with saha.

A letter was sent to all residents along with a fact sheet that included the advantages and disadvantages as well as a set of FAQs that reflected the concerns raised in the previous consultation that was undertaken in 2016.

A meeting of three of the National Client representatives was held in London on 25th April 2017, and a flyer was included in the spring edition of “The Loop” (the resident’s newsletter) reminding residents that they had the opportunity to pass their opinion and raise questions on the proposed merger. Residents were encouraged to respond via an electronic survey which was available on the Chapter 1 website or by calling the CSC. The options of sending comments by email or letter were also available.

The outcome

The consultation period closed on 16th May 2017. The response rate was disappointing with a total of 29 responses representing a response rate of 4.9%. This level of response was not sufficient to be statistically reliable, however, analysis was undertaken and the highlights are set out below:

- The majority of residents felt there were benefits to the merger and listed improved efficiency and value for money (44.83%) and more resources and experience (41.38%) as the main benefits. 2 respondents didn’t know what the main benefits were and the following comments were received:

“Great meeting saha, they seemed positive, genuine and dedicated to people, residents and the future. They seem to have expertise and experience. Supported Housing is great. I like their mission - similar to ours.”

“I think the main benefits are clients will get more support from what they getting and they’ll [sic] be more opportunities for example training courses. The target operating model programme is the benefit I think we will be getting as we can access our files and then we will be confirmed of what is happening on our progress of any complain or repairs.”

- 5 respondents (17%) checked the box that there were no benefits to the merger
- 93% said they had no concerns about the merger while 2 respondents (7%) said they did have concerns. The concerns were:

“That saha will sell off properties to make money. I hope they continue to keep the services and continue the services, keeping all of them, even under-performing ones there are any [sic], but try to improve them.”

“Worried about the people coming in and changes that might bring [sic]. Worried about losing some of our staff.”

The Board Decision

The saha and Chapter 1 Boards met at the end of May and considered the business case for a full merger. This included considering the feedback from residents (as set out above).

The board decided that the full merger would benefit the organisations and residents and approved the full merger.

Next Steps

The shareholders of Chapter 1 met in June and agreed to convert Chapter 1 to a Community Benefits Society. Once this is completed, there will be a legal process to complete a transfer of engagements from Chapter 1 to saha, which should be completed by the end of September when we will become one organisation.

You will start to see some re-branded leaflets and website in September, and there will be some organisational changes. Please rest assured that as per the information sent out during the consultation, **this will not affect your support, your home, your tenancy or your rent.**