

FORMAL CONSULTATION ON PROPOSED TRANSFER OF CLARION PROPERTIES TO EASTLIGHT COMMUNITY HOMES



Q	Resident Question	Answer from Clarion to Resident
1	Will residents be able to continue to pay rent via direct debit following transfer?	Yes, Eastlight has confirmed that residents will have the option to pay rent by direct debit once the transfer takes place.
2	Will Eastlight regularly inspect our area to maintain good standards of the estate?	Eastlight conduct block and communal area inspections on a quarterly basis. Estate inspections (external grounds that are not directly connected to a block) take place twice a year. However, if there are any reported issues, Eastlight will increase the frequency of such inspection if needed. Communal areas will contain posters showing when the block inspections have taken place.
3	How will Eastlight make sure that residents are keeping to the criteria of their tenancy agreements?	Eastlight will be looking to speak to all residents within the first 100 days of the transfer completing and will carry out a Tenancy visit, where needed. At these visits, residents can discuss any concerns they have about their property and area, as well as raise any support needs and any concerns or issues they have found since Eastlight has become their landlord. Following on from that, whilst Eastlight do not currently have a rolling programme of tenancy visits, it is something that they will be looking to put into place. In the meantime, residents can always telephone to advise them of any concerns which will be investigated when reported.
4	Will all ASB records be passed onto Eastlight?	Any reports of ASB that are open at the time the transfer completes will be passed to Eastlight to progress.
5	What will happen to existing complaints?	Any open complaints at the time of transfer will be passed to Eastlight.
6	How can Eastlight improve the biodiversity around the blocks? Would they invest in solar panels?	Eastlight is committed to improving the energy efficiency of all their properties and have targets in place to ensure all their homes are to EPC C by 2030. As part of this, they will consider all measures that contribute to achieving this goal, including solar panels. They are keen to improve bio-diversity around their estates and will consult with residents when they plan to do this.