



# Frequently Asked Questions

We know any change can raise a lot of questions, so we have tried to answer some typical questions that we think would be important to you.

We will keep you up to date with the partnership process and update the frequently asked questions on our website to reflect any new questions raised during the consultation period.

**Victory**  
HOUSING TRUST

 **Flagship**  
Group

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# Frequently Asked Questions

## Do I need to do anything?

No. You don't need to do anything, although we would really like your thoughts and opinions on the proposed partnership, as well as any ideas on how we can make the most of the opportunities it offers.

## What will happen?

If the partnership goes ahead, Victory would join the Flagship Group, as a wholly owned subsidiary of Flagship. We would retain the Victory brand and identity, but would no longer be independent.

## Will this mean that Victory will be too big and impersonal?

We hope not. There is always a risk that by becoming bigger we could lose the personal touch you have become accustomed to. However, we will continue to keep residents at the heart of everything we do and continue to focus on our local communities and residents.

## What will happen to tenancy agreements, tenancy rights, rents and service charges?

There will be no changes. Your tenancy agreement or lease will stay the same and you will have the same rights as you do now, including the preserved right to buy, the right to acquire and succession arrangements (where applicable).

Rents and service charges will also be unchanged and continue to be set in line with Government regulations and as set out in your tenancy/lease agreement. You should continue to pay your rent and service charge as you currently do.



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## **I have a protected tenancy because I transferred from North Norfolk District Council, will my tenancy rights change?**

Your tenancy agreement will stay the same and you will have the same rights as you do now, including the preserved right to buy and succession arrangements.

## **Who will carry out repairs to my home and how do I report a repair after the partnership?**

For the time being, there won't be any changes to the contractors who carry out repairs, undertake gas/oil servicing or complete electrical checks. But over time, as contracts end, we will need to consider the best way to deliver these services for the new organisation.

We will keep you informed of any changes to contractors but we know that the delivery of the repairs service is a top priority for our residents.

## **How will staff be affected and will I still talk to the same members of staff?**

We are involving both Victory and Flagship staff in helping us shape how we will deliver services to residents in the future. Both organisations employ a skilled and talented workforce who will be vital in ensuring we continue to deliver high quality services to residents. Colleagues may choose to leave Victory or move to other teams as a result of the partnership so we can't always guarantee things won't change at all, but we will make sure residents are kept closely informed if they will affect the service you receive.



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## **Is this being proposed because either Victory or Flagship are in financial (or any other) trouble?**

No. Both organisations are long-established and successful. The Regulator of Social Housing has assessed both Victory and Flagship at the very highest level for both financial viability and governance. We are looking to unite because we know that together we can achieve more than we can by staying apart.

## **Will residents get to vote on the partnership?**

There will not be a ballot, so there is no vote for residents, but we will ensure that through consultation you are given the opportunity to raise your thoughts and opinions. Your feedback will then be taken into consideration by both Victory and Flagship Boards before making the final strategic decision.

Those residents who are Shareholding Members of Victory will be invited to vote upon the change in our Articles of Association (the rules that govern how we operate), should the Board agree that the partnership should go ahead.

## **What costs are involved in setting up the partnership?**

The partnership will inevitably involve initial staff time and external advisors' costs. Residents will not incur additional costs as a result of the partnership.



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## Will I need to move house?

You will not be asked to move house as a result of the partnership.

## What will happen to resident involvement?

Resident involvement is a key part of the success of Victory and Flagship and will continue to be very important to us. We will work with involved residents from both organisations to develop our resident engagement structure, bringing together the best of what we currently both do.

## Will new homes continue to be built in Norfolk?

Yes, the partnership commits us to build 500 new homes a year in Norfolk, although as is currently the case this will be dependent on securing sites and relevant consent.

## What happens next?

We would expect the Board and our Shareholding Membership will reach a decision towards the end of 2018.

We will report back to you on the feedback we receive from our residents.

Further questions and answers are available on our website  
[www.victoryhousing.co.uk](http://www.victoryhousing.co.uk)

