



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.

Following our 6 week consultation with residents some additional questions were raised and have been included towards the end of this document (October 2018).

Victory
HOUSING TRUST

 **Flagship**
Group

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.



Frequently Asked Questions

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.



Frequently Asked Questions

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.



Frequently Asked Questions

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.



Frequently Asked Questions

As part of the Resident Consultation exercise, many of you asked questions or wanted further information about what the partnership will mean for you. We can't answer every question individually, but to make sure we keep all residents up to date with the partnership process, we have updated the frequently asked questions on our website to reflect a summary of any new questions raised during the consultation period.

[Is there going to be a public tenants meeting to discuss views and queries, will residents get a vote on the proposal and what is North Norfolk District Council's view?](#)

Residents have been formally consulted on the proposal. As part of that consultation we held 4 pop up events across the area to encourage discussion. There will not be a ballot, so there is no vote for residents, but all resident feedback will be taken into consideration by both Victory and Flagship Boards before making a final decision on the partnership proposal. North Norfolk District Council have been consulted on the proposal and are supportive.

[How do Flagship residents feel about the partnership?](#)

Flagship residents living in North Norfolk were sent a copy of Victory's Resident Consultation document to ensure we communicated openly and honestly with all relevant residents. To date no comments have been received from Flagship residents.



Frequently Asked Questions

Will the Partnership mean that Victory tenants will be able to do home exchanges with Flagship tenants and will I be able to view my rent account online?

Residents of Victory and Flagship are currently able to exchange homes with each other and this won't change as a result of the partnership. The introduction of a tenant portal to enable residents to view their rent account online is a key priority for us going forward.

How many of the new homes you plan to build as a result of the partnership will benefit existing residents and communities in North Norfolk and will Victory money be used to fund Flagship properties?

Over the next 10 years, we intend to build 11,000 new energy efficient homes for new lets and transfers. At least 5,000 of these new homes will be in Norfolk. This means we can build more than 2,000 extra homes than we could have done if we remained as individual organisations.

There are no plans to use Victory's finances to fund Flagship properties. If the Partnership goes ahead, both organisation will work closely together but Victory will continue to operate as a separate company and publish its own Financial Statements annually.



Frequently Asked Questions

Why does Victory sometimes sell empty properties rather than reletting them to people on the Housing Waiting Lists?

One of Victory's key priorities is to manage the housing stock we have so it meets the needs of our residents, both now and in the future. There is a current mismatch between the composition of our housing stock (in terms of the number of bedrooms) and the sizes of the households which occupy them. To help redress this imbalance, Victory is actively building new homes, in part funded from the sale of some existing properties. By selling properties we also ensure our property investment is targeted at the right properties and has maximum impact. Properties are selected for sale based on their energy efficiency, condition, construction, location, size and amenity, as well as the cost of short term and longer term repairs and maintenance.

When we sell a property as part of our sales programme, the money received is ring-fenced for investment in new homes within North Norfolk. We accept it is not always possible to build new homes in the same local community where properties are sold but where opportunities exist for us to do this we actively explore them.

Will there be more tenant representation on the Victory Board in the future and how will you make sure all age groups are represented?

Details of the make-up of the Victory Board are yet to be finalised but 50% of board members will be current Victory residents. The board terms of reference includes a commitment to making the board more diverse and that includes representation from all age groups.



Frequently Asked Questions

How will you make sure that repairs are still completed within timescales?

We know that the delivery of the repairs service is a top priority for our residents, and we will work hard to ensure service levels remain consistently high. 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.

I understand the current Chief Executive of Victory used to be the Chief Executive of Flagship, is this a factor in the partnership talks?

John Archibald has been the Chief Executive of Victory since 2006 when the organisation was created. He has never been the Chief Executive of Flagship. He has previously worked at Flagship but that was over 18 years ago and has had no bearing on the current Partnership discussions.

What happens next?

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

Further questions and answers are available on our website
www.victoryhousing.co.uk

