

Scotland's first social enterprise letting agency





Why are we here?

Susan's story

Office of Fair Trading Report (2013)

- Tenant Concerns
 - Charges
 - Deposits
 - Misleading adverts
 - Issues with repairs
- Landlord Concerns
 - Not meeting the promises in their contracts
 - Not passing on rents collected

Housing in Glasgow

Population 596,000 (2014)

296,000 households

42% owner occupied

36% social and public housing

22% private rented sector

Social housing waiting – 2-12 years

Our Aims

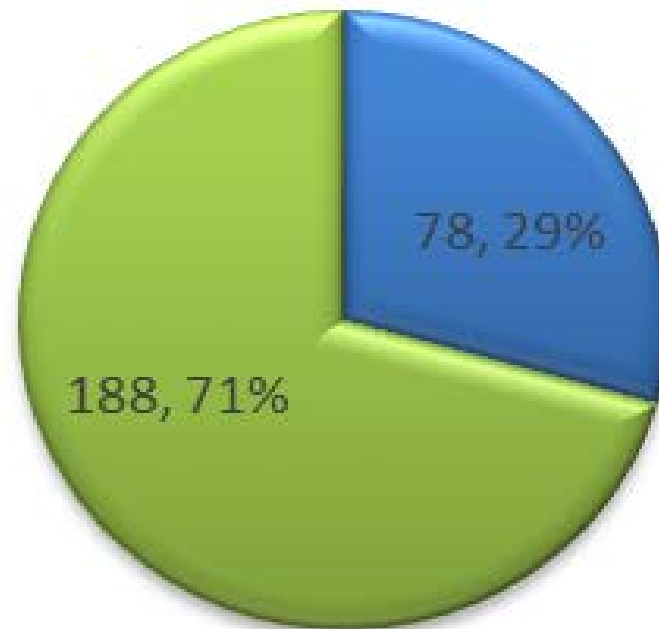
- **Raise standards in quality of property and management within PRS**
- **Lead by example within the industry**
- **Increase access for people on low incomes to quality homes**
- **Deliver innovative solutions to ensure people have a home they can make a life in**

Our business model

- Flat rate commission – no hidden charges
- Operating across all areas of market
- Parity of service for landlords & tenants
- Specialism and commitment to people on lower income /LHA tenants
- “Blended” earned revenue model – higher value flats more profitable

Who are our tenants?

Commercial vs Social Tenancies

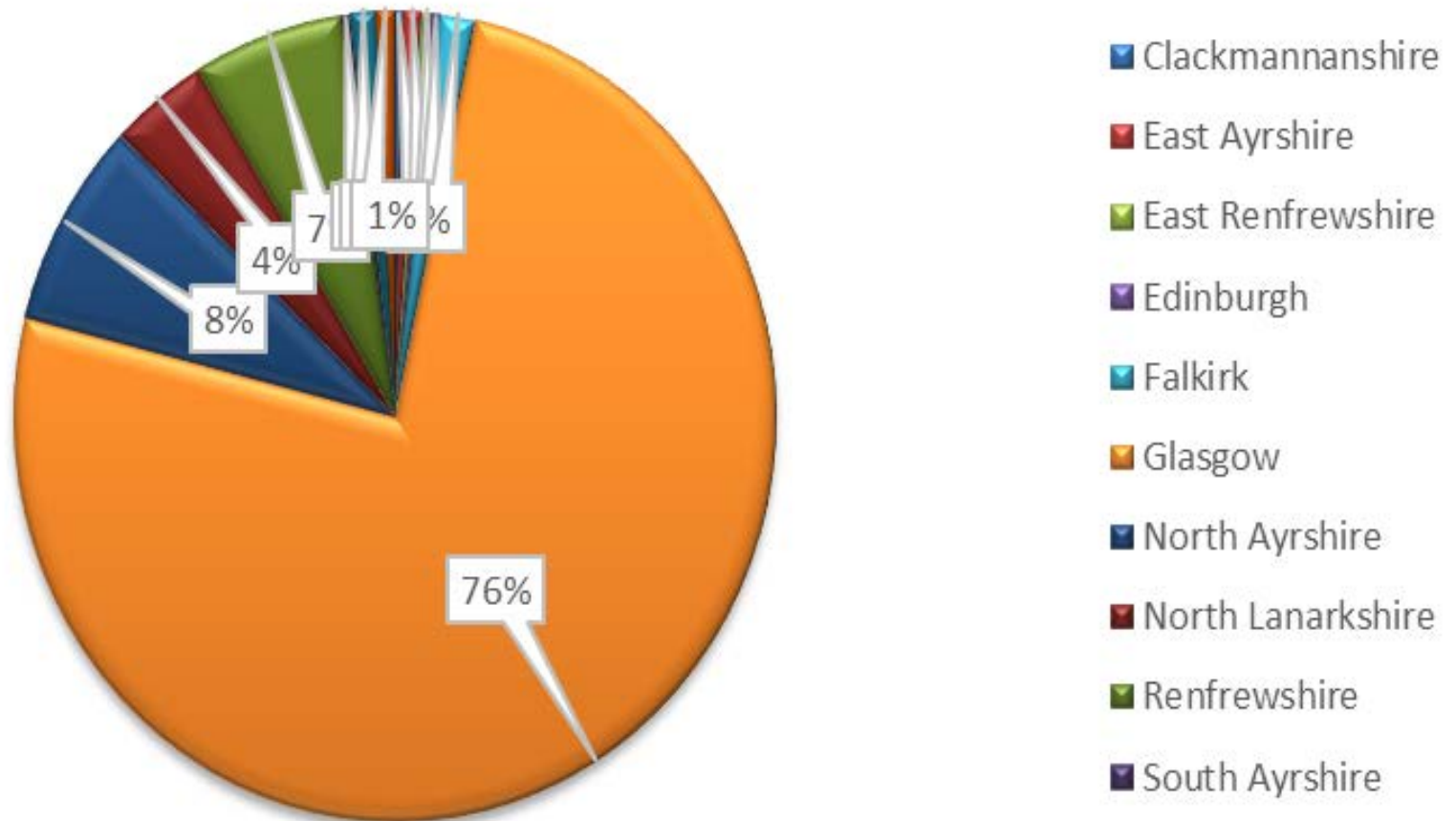


■ Commercial ■ Social



Where are our properties?

All Properties - Location Distribution



Where are we now?

- 427 properties in management
- 135 landlords
- 71% low income / LHA tenants
- Staff team 16
- Minimal rent arrears (1.75%)
- Focus on creating relationship and sense of home
- Tenancy Support Team for all tenants, with varying interventions
- Our new home in Bridgeton
- PRS Housing First pilot underway

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HOMES
FOR
GOOD

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What have we learned?

- Importance of values in day to day delivery & in recruitment of team members
- Landlords overwhelmingly price sensitive
- Landlords need two things – rent and protection of property
- Benefits of joined up working with partners

Challenges

- **Changes to housing benefit rules /UC**
- **More households in poverty**
- **Complex tenancy support issues**
- **Mediation between tenants and landlords**
- **The importance of Traffic Lights**

What's next ?

- Letting agency regulation
- 1000 properties by 2020
- Landlord Tax – reducing supply
- More partnership working
- Purchasing more homes after securing our next £2.85 of investment



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