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Pennaeth Dros Dro Gwasanaethau
Cyfreithiol a Democrataidd



TO: ALL MEMBERS OF THE COUNCIL

Your Ref /
Eich Cyf

Our Ref / *Ein Cyf*

Date / *Dyddiad* 09/02/2012

Ask for / *Gofynner am* Ceri Owen

Direct Dial / *Rhif Union* 01352 702350

Fax / *Ffacs*

Dear Sir / Madam,

A SPECIAL MEETING OF THE FLINTSHIRE COUNTY COUNCIL will be held in the
COUNCIL CHAMBER, COUNTY HALL, MOLD on **WEDNESDAY, 15 FEBRUARY**
2012 at **14:00** to consider the following items.

Yours faithfully

Democracy and Governance Manager

AGENDA

1. PRAYERS
2. APOLOGIES FOR ABSENCE
3. DECLARATIONS OF INTEREST
4. HOUSING BALLOT
Report of Chief Executive and Director of Community Services and
Head of Housing enclosed

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 4

REPORT TO: **SPECIAL MEETING OF THE FLINTSHIRE COUNTY COUNCIL**
DATE : **15 FEBRUARY 2012**
REPORT BY: **CHIEF EXECUTIVE AND DIRECTOR OF COMMUNITY SERVICES AND HEAD OF HOUSING**
SUBJECT : **HOUSING BALLOT**

1.00 PURPOSE OF REPORT

- 1.01 To report the responses from tenants and leaseholders during the Stage 1 Consultation (Choices Document) and to recommend that the Council proceeds to issue the Stage 2 Notice and to ballot secure and introductory tenants.

2.00 BACKGROUND

- 2.01 Council resolved to ballot tenants on the choice of transfer at its meeting on 17 February 2009 (Minute No. 101). This would give tenants the right to choose whether the stock transfers to a new landlord (called Dee Housing) or remains with the Council.
- 2.02 At its meeting of 22 November 2011 (Minute No. 90) the Council approved the draft Choices Document, Assured Tenancy Agreement and Leaseholder Consultation Document as the basis on which tenants would be formally consulted prior to the ballot. The final version of the Choices Document was subsequently approved by the Welsh Government.
- 2.03 In accordance with the Welsh Government's Housing Transfer Guidelines 2009 the Stage 1 Notice (the issue of the Choices Document) gives tenants 28 days to respond on the Choices Document. The Council is required to consider any representations made within this period and, based on the responses, can revise the document. The Welsh Government would need to agree any changes to the Choices Document, after which, the Council would be required to serve a further written notice to tenants setting out:-
- Any significant changes to the transfer 'proposal'
 - That objections may be made to the Welsh Government within 28 days
 - Drawing attention to the fact that the Welsh Government cannot give consent to a transfer if it appears that the majority of tenants who vote in the ballot do not wish the transfer to proceed.
- 2.04 The ballot process, as administered independently by the Electoral Reform Services, commences immediately after the serving of the Stage 2 Notice. Neither the Council nor Dee Housing has any direct involvement in the ballot itself.

Date: 09/02/2012

- 2.05 The Council should be aware that the Choices Document is a legally binding contract and that all commitments contained in the document must be kept by Dee Housing should tenants vote for transfer. Progress would be monitored by both the Council and Welsh Government and Dee Housing would be audited at regular intervals.

3.00 CONSIDERATIONS

Stage 1 Consultation

- 3.01 The Council's Choices Document sets out the commitments made to tenants if they vote to transfer their homes to a new, not for profit Registered Social Landlord and the plans of the Council, if tenants vote to keep their homes with the Council. The Choices Document was developed through extensive consultation with tenants, Elected members and the Shadow Board of Dee Housing.
- 3.02 The Choices Document included a prepaid reply form which allowed all tenants to make formal written comments and representations to the Council.
- 3.03 Welsh Government guidance states that all leaseholders affected must also be consulted and should receive all documentation issued to tenants. In addition, it is also a requirement that leaseholders receive their own Leaseholder Consultation document which clearly explains how they would be affected. As with tenants, leaseholders were able to respond via a prepaid reply card.
- 3.04 The Council will be aware that a significant amount of consultation has been carried out with Council tenants in order to raise awareness of the options and to determine tenants' aspirations for their homes, the environment and services to be provided. This consultation has been aimed to ensure that all tenants have been fully informed of the options and are therefore able to make an informed choice. This consultation has included:-
- Issuing all tenants with a copy of the Choices Document including an Easy Guide and a DVD (audio versions have also been provided for a number of tenants for the Easy Guide and Choices Document).
 - A County-wide road show at over 40 locations.
 - Four tenants conferences.
 - 46 Independent Tenant Advisor facilitated consultation events (including specific events for sheltered housing tenants and leaseholders).
 - 8 newsletters to all tenants and leaseholders.
 - 19 Elected Member/employee briefing sessions.
 - Written briefings for Members and employees.
 - A postal survey of 2,000 tenants.
 - Three waves of telephone research with tenants.
 - Quarterly briefings for housing Trade Union representatives.

- Monthly electronic bulletins for housing employees.
 - Monthly briefings from the Federation of Tenants and Residents Associations.
 - Over 600 tenants are now on the Independent Tenant Advisor mailing list.
 - Copies of all tenant consultation material have been circulated to all Members and made available to employees.
- 3.05 During the stage 1 formal consultation, the Independent Tenant Advisor (TACT@Dome), organised a roadshow that visited 26 locations across the County for tenants to discuss the Choices Document and ask questions. Around 180 tenants attended the roadshow.
- 3.06 To ensure that tenants had received the Choices Document around 5,700 tenants were contacted by telephone. Where tenants had questions, this was followed up by a telephone call from the Independent Tenant Advisor. (In total 178 tenants were contacted by the Independent Tenant Advisor).
- 3.07 Throughout the consultation, the Independent Tenant Advisor has been available to provide free, independent and impartial advice to tenants and has operated a Freephone Information Helpline for both tenants and leaseholders. Tenants could also contact the Independent Tenant Advisor by email, text and via their website.

Representations received from Tenants

- 3.08 All secure and introductory tenants (including joint tenants) have been sent a copy of the Council's Choices Document. At the time of writing this report a total of 252 tenants have responded to the Choices Document by returning the prepaid reply form during the Stage 1 consultation period. The comments on the Choices Document are listed in Appendix 1. The comments cover a number of issues. None of the comments received necessitate a change to the document.
- 3.09 All leaseholders (112 in total) have received a copy of the Council's Choices Document in addition to the Leaseholder Consultation Document. At the time of writing this report none of the leaseholders have responded to the consultation by returning the prepaid reply form during the Stage 1 consultation period.

Stage 2 Consultation (Ballot)

- 3.10 The Stage 2 Consultation process involves a ballot of secure and introductory tenants (leaseholders do not get a vote). The ballot will be administered by the Electoral Reform Services (ERS). Neither the Council nor Dee Housing are involved in any part of the ballot apart from supplying a list of Council tenants and addresses to ERS. Ballot papers are then sent direct to tenants' homes with a prepaid reply envelope enclosed - return address being the ERS. Tenants can vote by post, on-line (Internet) or by telephone.

- 3.11 To ensure the integrity and credibility of the ballot process, Electoral Reform Services have as standard a number of approaches to prevent fraud. Ballot papers will be printed on an ERS tinted paper in order to mitigate against fraudulent duplication. Each voters ballot paper number will be solely assigned to them for the purposes of the ballot. By assigning a unique ballot paper number to each voter, ERS can confidentially trace receipt and handling of all ballot papers against possible fraudulent voting. It furthermore enables ERS to handle any duplicate requests or changes of tenancy which may result in a change of eligibility to vote.
- 3.12 Internet and telephone voting channels are hosted from ERS systems, and include randomly generated security PINs onto the voting materials. These are required in order for the electors to vote. The level of web security and encryption that ERS use for internet election sites is comparable to that of internet banking. Telephone voting is provided via a freephone number and ERS have over 1000 phone lines available over 2 servers, ensuring that there is more than sufficient capacity at any time. Each set of security PINS can only be used once to safeguard against multiple voting.
- 3.13 Upon receipt of postal votes ERS will scan and verify each ballot paper before cross referencing the unique ballot paper sequence number against the data files from the electronic voting methods. This enables ERS to identify any duplication in voting whereby a voter may have voted using an electronic method and the postal method.
- 3.14 Subject to the recommendations in this report being approved, the ballot will commence on 20 February 2012 and conclude at 12 noon on 20 March 2012.
- 3.15 The results of the ballot will be provided to the Council at the end of the 28 day voting period. The Council will receive no information about how individuals have voted as is normal elections practice.
- 3.16 In accordance with Welsh Assembly Transfer Guidelines, 2009 local authorities should refrain from issuing any further material about the options to tenants. There are exceptions to this such as responding to inaccurate claims or information about the nature of the transfer process.
- 3.17 Throughout the consultation the Council has maintained its neutral stance and is not seeking to promote a particular result from the ballot, believing that it is the tenants' right to decide the future of their homes.

Conclusion

- 3.18 There has been a reassuring response from tenants to the Council's Choices Document. All comments received (see Appendix 1) have been examined to determine whether changes are required to the Choices Document.
- 3.19 Based on the written responses received from tenants, the Council's Choices Document does not need to change as a result of the Stage 1 Consultation.

4.00 RECOMMENDATIONS

- 4.01 That Council approve to proceed to issue the Stage 2 Notice and to ballot secure and introductory tenants on the options to transfer the Council's housing stock to Dee Housing.
- 4.02 That Council makes no changes to the Choices Document as a result of the Stage 1 consultation.

5.00 FINANCIAL IMPLICATIONS

- 5.01 The Choices Consultation Document outlines the maximum investment that the Council could make in the event of tenants voting to stay with the Council.
- 5.02 The Choices Consultation Document sets out a number of service improvements that the Council would deliver for tenants. These service improvements have been included on the basis that efficiency savings and/or service charges will be available to fund them.
- 5.03 The transfer business plan shows that Dee Housing would have the ability to deliver the required investment within the first five years to achieve WHQS and maintain this over the 30 year period of the business plan. The business plan has been reviewed and approved by the Welsh Government. Dee Housing would borrow significant sums of money to deliver the investment programme and in accordance with its current business plan would have a peak debt of £141.376 million. The current business plan shows that this debt would be repaid from income by year 30.
- 5.04 In addition to meeting WHQS for all properties within five years of transfer, Dee Housing's business plan also makes provision for an extra investment to fund new and/or enhanced services. Resources for service improvements are built into the Dee Housing business plan and are not dependent on efficiency savings or service charges.
- 5.05 The financial projections for both the Council and Dee Housing assume the continuation of the Major Repairs Allowance "the Dowry", in accordance with Welsh Government expectations.
- 5.06 If tenants vote in favour of transfer, the post ballot costs involving set up costs for Dee Housing, which Welsh Government expects to be limited to £4 million, would also need to be funded from "the Dowry". These costs have been factored into the Dee Housing business plan. In the event of tenants voting to staying with the Council, pre-ballot eligible costs of up to £1 million will be reimbursed to the Council by the Welsh Government.
- 5.07 In the event of transfer the Housing Revenue Account (HRA) would be closed. The costs of the retained housing function would continue to be met by the Council (General) Fund. Under the current arrangements for debt redemption, the Welsh Government has confirmed HM Treasury would provide the financial support to meet the overhanging Public Works Loan Board (PWLB) debt and associated early

redemption penalties attributable to the HRA, currently estimated at £33 million, but only if transfer takes place.

6.00 ANTI POVERTY IMPACT

6.01 None directly at this stage.

7.00 ENVIRONMENTAL IMPACT

7.01 None directly at this stage.

8.00 EQUALITIES IMPACT

8.01 None directly at this stage.

9.00 PERSONNEL IMPLICATIONS

9.01 In the event of a "yes" vote there are major implications for the Council workforce eligible for TUPE transfer and risks to the continuity of services provided to the Housing Revenue Account by the Council under contract/Service Level Agreements.

9.02 If tenants vote in favour of transfer, and the housing stock transfer proceeds, those employees who are directly employed in managing and maintaining the Council's landlord service would transfer to Dee Housing. The majority of the employees providing landlord services in housing services within the Community Services Directorate and in the Building Maintenance DLO would have the right to transfer under TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006).

9.03 In addition to the staff carrying out housing management and housing building maintenance functions there are likely to be a limited number of employees in other directorates who may also have a right of transfer. This is likely to include staff who are assigned to services which support management of the housing stock even if they are part of other (non-housing) departments, and will include staff from support services for example, Finance and Human Resources. Some employees who spend a lesser part of their time working on the landlord service may also transfer if this is agreed between the Council and Dee Housing.

9.04 Some services receive income from the HRA that contributes to staff salaries. Staff in these services may not be on the transfer list but will be affected as their workload will reduce if stock is transferred. In these instances there will be a need to review structures to ensure that loss of income and reduction in workload are effectively managed.

9.05 The Council has already decided that, in the event of a transfer that services funded by the Council (General) Fund would remain with the Council. These services and employees working on them include:-

- The Wardens Service and managing the Supporting People budget.
- Review housing conditions and assessing housing need in the County.
- Deciding on housing strategy for providing new affordable housing.
- Tackling homelessness, providing housing advice and assisting homeless people.
- Providing a Housing Register and making nominations to Housing Associations.
- Giving loans and grants for repairs and improvements to private properties.
- Providing the Housing Benefit and Welfare Rights services.

9.06 Exactly who will transfer will be confirmed as soon as practically possible after the result of the tenants ballot, if this is in favour of transfer. The final TUPE list will be subject to agreement with Dee Housing in the post-ballot period.

10.00 CONSULTATION REQUIRED

10.01 Stage 2 consultation (the Ballot) as set out in the report.

11.00 CONSULTATION UNDERTAKEN

11.01 As set out in 3.01 – 3.07 of the report.

12.00 APPENDICES

12.01 Appendix 1 - Responses from secure and introductory tenants (including joint tenants) on the Council's Choices Document.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 **BACKGROUND DOCUMENTS**

As contained and listed in the relevant files contained within the Executive office.

Contact Officer: Colin Everett
Telephone: 01352 702103
E-Mail: colin_everett@flintshire.gov.uk

Flintshire County Council: Stage1 Formal Consultation

Reply Form: Comments received on the Choices Document

- After reading the Choices Document, I find it quite easy to understand, and look forward to further newsletters etc.
- You have done an excellent job with the document. No need for improvement, everything explained. Well done.
- I would like to stay with Flintshire County Council.
- I am very happy with the Council and want to stay with the Council.
- I wish to stay with Flintshire County Council.
- My view on this document is that things should be left as they are at this moment in time. I am quite satisfied with the ownership of these flats, houses and bungalows remaining with Flintshire County Council.
- I would choose to stay with the Council. I cannot think of a time when I have been let down or not helped by them. Good luck whatever the outcome.
- Quite happy with the way things are and would prefer to stay with the Council.
- By what I have read, I'm made to think that moving to a new owner would be in tenants favour.
- I just want to say I have seen a vast improvement in the repairs over the years. I am very pleased with the Council and I will be staying with them as a tenant.
- I have read this document, which I have no doubt cost thousands of pounds. Whilst I realise that you are obligated to cover every conceivable point which may arise, I do feel there is a lot of repetition. Your Easy-Guide was just as informative at a lot less cost. If Dee Housing is voted for, it is to be hoped that they are more efficient and less incompetent than the Council.
- I found the Choices Document well laid out and easy to understand. I have no views on how it could be improved. Well done.

- As long as the services and repairs are carried out with the same efficiency and timeframe as at present, I have no problem with the transfer.
- From what I have read I cannot see any change in the foreseeable future. We are promised this and that, but I don't see any improvements at all, just a lot of noise and no action.
- I am concerned that the new proposed tenancy precludes parking on pavements since this would block some areas, albeit it is preferable not to have to do so.
- My husband is not well enough to answer or take part in any of your questions.
- Myself and my husband have been Flintshire County Council tenants for a long time and we are quite happy to stay as we are. They have always done work we have asked them to so we don't want to change to anybody else as we are happy as we are.
- Dee Housing will most likely get my vote. Is it possible they will consider loft conversions for people with large families.
- In my opinion the only sensible decision would be to go for Dee Housing, as tenants would have more up-to-date secure tenancies.
- I believe that Flintshire County Council are doing everything possible to maintain all council properties and help in any way to make sure tenants are happy in their homes. I am very satisfied with what they have done for me over the years. My choice is with Flintshire County Council.
- I have read through the book and I would rather stay where I am with Flintshire County Council.
- I have been with my local Flint Council all my life and I still would like to stay with my local Flint Council as I have been very happy and content with the service that they have supplied.
- Reply card returned but without comment.
- The right to manage my own home would be taken away from me. It is my belief that regardless of any ballot, you are going to transfer us over to Dee Housing as that is your ultimate goal. Sooner or later this will happen. I don't think that it is fair to tenants at all. Promises made by the Council haven't been followed through as it is, so I don't believe that Dee Housing would be any different.
- Parking for disabled people has not been considered.

- Complete waste of money, come clean and make public how much this crazy exercise has cost.
- The document is well planned and full of useful information. It appears Dee Housing would be well run, it also has the financial back-up for improvements. But my generation feel unease at change when we have trusted in our Council for so long.
- Reply card returned without comment.
- Reply card returned without comment.
- I think this document is excellent. It is comprehensive and well written so that everyone understands the wording. It has enabled me to decide how I vote and is actually quite an enjoyable, as well as informative read!
- Reply card returned without comment.
- I find it interesting that Council staff transfer without having to re-apply for their jobs. In wonder if some may find it hard to adapt to a new system and may treat it as a secure council job. Also this document makes Dee Housing to good to be true.
- Reply card returned without comment.
- I would like to stay with the Council as they have always been here for me when I needed them.
- I am not convinced that this new landlord would have the guaranteed long term resources of the Council.
- We want to stay with the Council. We do not want to move to Dee Housing. We have been with you for a long time.
- Reply card returned without comment.
- Why do we have to do this, for we are happy with the Council and we do not want to move and we always be happy with the Council.
- I would like to stay with the Council because I have been with you for a long time.
- Whatever happens, Garden City will always be the same. If Dee Housing gets it, I hope they clean the place up and if it stays with Flintshire Council I hope they can improve things and get the jobs done on these flats and houses.

- Quite happy, no change.
- The documents are swayed in favour of transfer. I have concerns about some of the people on the proposed Board. We are better off with the Council.
- I am not convinced the private landlord would have the guaranteed long-term resources of the Council.
- I wish to remain with Flintshire County Council.
- I wish to remain with Flintshire County Council.
- Please can you help us to understand what it is all about.
- I would like to see somebody to call and go over the book and documents with me before I will fill out what is necessary in the document.
- Could you please ask someone to call to discuss the document.
- I would like more information on transfer from the Council to Dee Housing please.
- We want to go to Dee Housing but as we get Housing Benefit, we would like to know if we would still get it.
- Have been a secure tenant for 33 years and have doubts.
- It would be in my best interests to switch to Dee Housing, as when there is a problem i.e. getting the Council to come out and do some repairs they seem to take a while to do these repairs. I need new windows and maybe Dee Housing could get this matter sorted for me.
- Why would any new landlord wish to employ the same workforce that has failed the Council and its tenants since the Flintshire Unitary Authority was established? This could cripple the new company at birth and should be scrapped. Let staff apply and be appointed on merit.
- Secure V Assured? Not sure about this. Vehicles – Police do not enforce the law as the roads are too narrow.
- Nothing I have listened to, or read over the last year has convinced me that a Social Landlord would be of any benefit to Council tenants in the long term. The WAG should give the £166m to the Council and let them get on with the job. I will be voting to stay with the Council.

- Obviously an expensive document to produce and circulate, money could have been saved. I am against change as it seems to me to be about paying lip service to a fait accompli. All I read between the lines is gross increases in rents to maximise profits.
- I would like to stay with Flintshire County Council, not Dee Housing.
- I would like to stay with Flintshire County Council, not Dee Housing.
- Reply card returned but without comment.
- Since the beginning of the war, our family moved into Council property and I don't want it any other way. If I have a problem, your staff have been wonderful and sorted me out, so I will say many thanks.
- I am quite happy to stay with the Council as my landlord. They have always treated me fairly and their employees who come to my home for repair work have always been very courteous and polite.
- Reply card returned but without comment.
- Reply card returned but without comment.
- Stay with Council.
- Will tenants of property adjoining Council land have the same rights to enclose land as appear to exist for tenants and private owners elsewhere.
- Why are the Council housing in such poor condition, it would seem to me someone has been neglectful and why cannot the Council receive £166m, the document is biased towards the new housing association, if only because of the money available. Also most tenants receiving Housing benefit so it does not matter to them who their landlord is.
- The Choices Document was clear and well presented.
- Biased to Dee Housing. Not enough Council tenants on the Board.
- I would like to stay with the Council. Thank you.
- I have been with Delyn or now Flintshire County Council for nearly thirty years and would prefer to stay with them. I think the card method of repairs was much better than ringing for repairs from Delyn House.
- It all seems very good. I am 88 years old and have lived under the Council for over 60 years and they have looked after us very well.

- I feel the Council need to pay more interest in their properties, do more follow-up inspections and listen to tenants complaints.
- I think the Council should have a shorter timescale to get major works carries out a.s.a.p. I have now waited for a new bathroom for 2 years.
- I would like to remain with Flintshire Council, always had good service from them.
- Present system found to be very satisfactory.
- Board not representative of Council tenants. Biased to Dee Housing.
- Whoever is in charge of Flintshire housing, it must please be an improvement in repairs.
- I prefer to stay with the Council.
- Reply card returned but without comment.
- When the Council changes it can be improved by doing repairs when requested.
- I also watched the DVD with my husband and I agree with him, I prefer to stay with the Council, so when the time comes I'll be voting to stay with the Council. Better the people you know, than the people you don't know.
- How can you say this is a 'not for profit' company, when on signing, you will be giving Dee Housing millions of pounds worth of property and land. I shall certainly be voting no.
- I'm watching the video and reading the Choices Document all through – they were very informative. My vote is going to the Council to stay as we are.
- Having read and watched the video and the Choices Document and taking in the amount of money that the Council have to spend and Dee Housing can get, I feel I will still be better staying with the Council.
- I am very satisfied with the service provided by the Council and see no reason to change over to another landlord.
- We don't have any comments.
- My mother has been told she will only get a visit from the warden only one day a week. I don't think this is enough.

- Council homes were built for people who were unable to afford to buy or rent private property. Therefore they should stay the property of the Council. Therefore we would like to stay with the Council that we already have.
- I wish to stay with the Council as I am quite happy with things the way they are.
- Dee Housing would be my first choice.
- I can't understand how Dee Housing is able to have 166 million and the Council can only afford 49 million in five years. My vote and my wife's vote will be to stay with the Council.
- Offer Flintshire Council the same choice as Dee Housing.
- Reply card returned but without comment.
- We would like to remain as Flintshire County Council tenants as we have trust that repairs are done when asked and with satisfaction. We are very happy that Flintshire County Council remains as our landlords.
- We would like to stay with Flintshire County Council. Repairs are done when asked and repairs are done with satisfaction. We are very happy.
- I would like to inform you that when the vote is approved my house needs repairs.
- If you look after your property you seem to go to the back of the queue when it comes to repairs.
- Being disabled, I find it very inconvenient to get to my car.
- I would like to stay with the County Council. They have always served us well over the years, so I will vote for Flintshire County Council.
- As I have been a Council tenant for many years I would like to remain with them.
- Happy with the Council's service.
- Reply card returned but without comment.
- The way I see it you are telling people if they vote for Dee Housing they won't get the necessary repairs done, and considering you don't do anything where we live anyway, anything you have said you would fix over the years hasn't been done. I don't trust you.

- I agree with the choice of Dee Housing and it is very encouraging that they will by the sound of it spend more money and get jobs done much quicker as we don't get a lot done considering the rent and council tax we pay.
- I as a tenant of Flintshire County Council have read and understood the Choices Document. I am grateful that you have written a document explaining the transfer proposal and I feel you have no need to improve it in any way. Thank you for involving me as a tenant.
- The meetings and the Choices Document have explained things well.
- After 61 years with the Council, I would not like it to change to the housing association/assured tenancy agreement.
- Under no circumstances will I vote to transfer Flintshire's assets to anyone. These belong to Flintshire and should be retained for use of anyone who needs somewhere to live. Not for Flintshire to dispose of. Please do your job and manage Flintshire's assets.
- I am staying with the Flintshire County Council.
- If the Council go to Dee Housing would the Council offer the tenants to buy their houses at a reduced rate before they go over to Dee Housing.
- Happy with Council's service.
- I am a deaf person living alone with a host of other health problems. It is hard work managing my daily life, but I cope. What I could not cope with is a number of workmen taking over my home and ripping it a part to bring it up to 'standard'.
- We would like a disabled walk in shower as my wife is disabled, as we are staying with the Council.
- The Choices Document is very good. It explains everything very simply.
- Not bothered. Need a company that finishes upgrading the street, not let one out.
- First and foremost make it not such a daunting read. I think we as Council tenants only want what's best for all. If the Council can assure us these people once have the deal will not put rents up.
- I fully understand everything set out in the Choices Document and will vote accordingly, later.

- Me and my partner have no comments to make but we want to stay with Flintshire County Council the only difference is that you get the repair work done quicker.
- I am quite happy with the way things have been explained.
- I am staying with Flintshire County Council because I'm happy with them.
- As a Council tenant, I would like to bring to your attention the wording of 'Assured' and 'Secured'. It seems to me the latter being the safer bet.
- Informative and useful.
- I feel the document was over-complex and only confirmed my view that social housing should remain in Council ownership – Nye Bevan is now turning in his grave!
- I would be more than happy to join Dee Housing in this choice, repairs with Flintshire County Council have fallen below par over many years now, so feel a change is very welcome.
- What a load of biased rubbish. You might just as well send leaflets out telling us to vote yes. The money you have used on all this propaganda could have been put to much better use.
- I've no comments. I'm very pleased with all the work Flintshire Council have done for me and my wife.
- The document answers the questions I needed. Thank you.
- Staying with Flint Council. Like to see improvements in repairs and showers in bathrooms.
- I want to stay with Flint Council but I would like to see improvements in the repair system.
- Information given acceptable. Thank you.
- I am happy to stay with Flintshire Council, plus the work force are all very nice.
- Dee Housing, if there is a proper professional service, not a skeleton service.

- As long as good contact can be maintained with Dee Housing. Officers being bat least as good as council contacts. In other areas where this sort of housing association has taken place the contact has never been as good.
- I will stay with the County Council. I will say they are very good. I am happy to stay.
- We have lived here for 3 and a half years. In this time the damp has been looked at three times and decorated with a solution - but always comes straight back. Would Dee Housing give more help with this. It's not worth decorating as the damp is still there.
- Houses to stay as Council houses, you won't get the same service with Dee Housing, it's been proven with other Councils.
- Why do you need replies off Council tenants when you have already decided to hand over to private company. This is a waste of time and money!
- Reply card returned without comment.
- I'm gonna go with Dee Housing only because my guttering has been leaking the back and the side of my house since Nov last year and I'm still waiting. I've also asked for a security light for mine and my children's safety, still waiting.
- I'd like to know if Dee Housing propose a realistic timescale for doing repairs as it took the Council repair team months to fix my shower pump. I was paddling in water when I went to the toilet – not very good for a 64 year old! It took numerous phone calls.
- I have no comment to make. I want to remain with Flintshire Council. I have found them to be satisfactory so wish to remain with Flintshire Council.
- I would like to stay with the Council, I have bought a bungalow with them over the years and I am a Flint person and was born in Flintshire and don't want to move out of Flint.
- Looks like the Council is trying their best for the tenants to move to Dee Housing. The book you sent gives the impression that the Council wants to pass the bucket to Dee Housing. Doesn't matter what we think. Dee Housing will get the £166 million from the Council.
- Very professional and clear.

- If it goes to Dee Housing, how long will you have to wait for repairs to be done and how will the waiting list work and what will happen to outstanding repairs if Dee Housing takes over.
- I am happy to be a Council tenant. Thank you.
- I am happy to be a Council tenant and would like it to remain. I hope they stay as Flintshire County Council. I will wait for my vote.
- I don't feel like any changes as I am well into my 80's. Thank you.
- Not happy, I want to stay with Flintshire County Council.
- I would like to stay with Flintshire Council.
- Too complicated, don't understand it at all.
- No comment. I wish to stay with Flintshire County Council. I have found them to be satisfactory.
- I have been a Council tenant for almost 50 years and have lived in the same house. I am very happy with the Council as my landlord for all this time and see no reason to change now.
- I am very happy with the services provided by the Council at the present time. Since I have lived here, if any repairs have needed doing, the Council have always obliged. I would rather like things be left as they are.
- I happy with the Council. Thank you.
- To Dee Housing (Choice).
- Happy remaining Council tenant. Love the idea of one day in the future being able to purchase the property. Although not financial, the Council offer many utilised advantages that a housing association does not. Feel political pressures over accountability is forcing this transfer which is just not necessary.
- Will my and other people's property standards in Flintshire be assessed and maintained and if the work needs to be done, the work will be fixed before handover to prevent one blaming the other for future repairs.
- Having read all the information I would like to vote for the Council. I have always been pleased, the work the Council do, repairs, are always done.

- Have been a tenant with both Council and association. I prefer to be a Council tenant, as services are a lot better and as a tenant get treated more fairly.
- Reply card returned but without comment.
- Well documented facts and lots of information for tenants.
- I have always been with Flintshire County Council and I am staying with Flintshire County Council. The jobs do get done, what need seeing to.
- I think the jobs could be improved hell of a lot. When you ring the Council for a job to be done it takes months to do and you need better quality of employment to put in these houses that's why you always have to go and do the jobs again.
- I'd like to see rules of tenancy to include, under-occupation of family houses, bungalows for over 60's and empty 'Council' homes should not exist. I will be voting for a new landlord as the Council has been a failure past, present and hopefully not the future.
- Stay with Council.
- I wish to remain with Flintshire County Council. They do the best they can with the resources they have. Also the Council have years of experience regarding people, repairs etc.
- I think it is a good idea and should go ahead.
- My choice is to stay with Flintshire County Council.
- I am voting to stay with the Council.
- I am happy to stay with the Council or go to Dee Housing. We have had enough upheaval here with jobs that the Council have done, rewiring, new doors, which was an excellent job done. I don't need a new kitchen and I have already had my bathroom altered with a shower, so I'm very pleased to live here happy ever after. Thank you.
- Like my wife I have been very satisfied with the my Council. As the saying goes its better the devil you know than the one you don't. If you do go over to the housing, does it mean your employees are put out of work?
- I feel after being born and bred in this house I live in for just gone 79 years, and have been very satisfied with the response if I reported any work that needed doing and have no complaints about your workforce that did the jobs, so my feelings are to stay with the Council.

- Very informative, put off as it is so large.
- At this moment in time, I am on the fence as regards to the £49 million FCC say they will only have. But Dee Housing say they 'plan' to have a capital of £166 million. It's the word 'plan' that gives me some doubt.
- I am convinced that the 'change over' is already a 'fait accompli'. This would explain, in my view, why 2 important pieces of repair work on my property have not been attended to despite a wait of over two years (one of which was reported by one of your own building inspectors).
- I am 81 years old. I don't like change so I am going to stay where I am. Also I would like to hear some good things about changing if I am to accept the change and know it is right for me.
- Reply card returned but without comment.
- I am quite happy to stay with the County Council. I am 91 years old and don't feel like being messed around at my time of life. I have been with the Council for 63 years and am quite happy with the services given.
- Have read and understand. No comment to be made.
- I wish to stay with the Council.
- This would of made my decision easier If I would have had a visit off a Council employee to explain and have a look at my property and told me what sort of work I need replacing (i.e. windows, kitchen etc) and what timescale I would be looking at. Nobody ever calls to have a look at what state the property is in.
- Satisfied with the Choices Document, all the information needed was there, was very informative.
- Have read and no comments to be made.
- Having read all the for and against on most pages, I have decided to stay as a Council tenant after due consideration.
- Having read through some pages not any particular points of change so I don't find any reason for transfer.
- I have lived here for 61 years and am happy with things as they are. Only choice is to stay with Flintshire County Council.
- I haven't got any comments to make. I think we are alright as we are with Flintshire Council we have always had good service.

- I would prefer to keep to my current Council.
- We are quite happy we want to stay with the Council where we are living.
- No change.
- I would like a new kitchen and bathroom.
- I am quite happy as a council tenant but would appreciate a bath installed in the bathroom instead of a shower.
- How it would help us.
- I wish to stay with the Council. I know this is not the ballot but this is my vote. I have no problems with the Council.
- I have lived in this house since it was built. I have paid rent all these years as a Council tenant and do not want to give this house away to anyone else. These houses were for local people a housing association will move people in from outside the area and cause problems as has happened in the past.
- Excellent. Information clear and concise. I think the document should have been split into two documents i.e. English and Welsh and not combined. This would have saved on costs. Good to see what the meetings discussed has all been included in the document.
- The money given by the Welsh Assembly to Tact Dome over the past 12 months would have been better given to Councils – they could have upgraded more Council houses. The Welsh Assembly obviously wants to get rid of the Council houses in Wales. I have been to lots of Tact Dome meetings.
- I wish to stay here. I am elderly and do not wish to change the Council.
- Tenants do not realise and are not told that if deciding to leave Council care there is no reversing the vote. To me this does not sound good. Stay with the devil we know.
- I would like to stay Flintshire Council.
- Very well laid out and understandable.
- Why must rent increase be 1.7% above inflation each year as over six years this amounts to well over 10%. A few years above inflation to rectify deficits is understandable but beyond that may cause impoverishment to some. After an initial period of “catch-up” it should be linked to inflation only.

- Thank you for the documents. I do not have any comments other than some concern over any unforeseen effects and possible knock-on costs, especially if transfer does not take place. It is very weighty reading and I can imagine there are many tenants struggling with the choice they are making.
- Reply card returned but without comment.
- A very good, well laid out document easy to understand, telling me all I need to know about the choices ballot.
- None.
- We have no problems with our current housing wish to stay with Flintshire County Council.
- I have no problems with my current housings and wish to stay with Flintshire.
- Reply card returned but without comment.
- I'm not changing from the Council as I've been with for 50 years.
- I have read and understood the Choices Document. I have no comment at this time.
- I am not changing from the Council.
- Dear Flintshire County Council, I would like to stay with Flintshire County Council as I am happy to stay with them as a tenant. Thank you.
- I fully support the take-over as this will provide a better service to all tenants, which can only be a good thing.
- I would prefer to stay with Flintshire County Council. FCC have been a good landlord for nearly 60 years.
- Been with FCC for many years and I am staying with them. The jobs do get done.
- I would like to stay with the Council.

- Thank you for the very detailed and well presented Choices Document and Easy Guide and also the vast amount of time spent on the preliminaries and meetings leading up to this stage. Would it be possible to clarify the £166million figure which is vastly more than the £49million of the Council. Tenants should have a booklet on electricity in the home and should be told where there stop tap is for the water supply.
- We wish to stay with the Council and that is because we are pensioners and have been with the Council all our life, I think repairs could be done quicker with Council as that can take a while.
- We wish to stay with the Council and that is because we are pensioners and have been with the Council all our life, I think repairs could be done quicker with Council as that can take a while.
- We are quite satisfied with the Council. Only we are not satisfied with the cold. It's a very cold bungalow. Yes we have the heating on high.
- You state that all housing should have new bathrooms and showers. I was told I could have a new bathroom but no shower over 12 months ago, and it has not been done yet. I have put in my own kitchen saving FCC a considerable amount, will it be reimbursed and the new panel fencing if the transfer goes ahead.
- My sisters and I as tenants are in our eighties and find all the documents too confusing. So we will leave decisions to the younger people.
- I have to say, at this point, I feel satisfied with the information both on paper and DVD. Too much information for me is more of a block, rather than an aid to making an informed decision. Thank you.
- I prefer to stay with the Council as I find them very good. I have lived in Flintshire/Clwyd for 44 years and have no complaints. Since I started renting 4 years ago, the Council have really looked after me, adapting my home as needed.
- Reply card returned without comment.
- I like a lot of comments in the document, but there is a lot of things that make it difficult for me to say stay with the Council or go over to private company as I have been with the Council many years about 40 years.
- Reply card returned without comment.
- My intention is to stay within FCC property.
- Don't want to change landlords would like everything left as it is.

- Reply card returned without comment.
- Having read your information book I am in favour of the transfer to Dee Housing.
- I would like to stay with the Council.
- I am staying with the Council.
- Stay with Council.
- Stay with Council.
- I think in the long term, a proposal to transfer to Dee Housing would be a good choice to be able us to maintain the work standard that the homes will need in the future.
- A well presented document, but to send it to everyone even if they live in the same house is completely over the top. A less expensive booklet could have been sent to tenants and the more in depth version left in libraries, Council offices etc. I am sure that anyone who is interested and concerned would have made the effort to read it.
- Regarding the transfer proposal to Dee housing my own opinion really don't think it is necessary as I have no complaints about Flintshire County Council.
- I am glad we are being consulted about what is going on – I will be very pleased if you keep your promises of everything that has been suggested. I also hope the emergency services will be kept in place and not cut.
- The statement that Dee Housing has £166 million is misleading. The money or loan has yet to be applied for, with no guarantee. The vote will be unbalanced and unfair, there should be one vote per household.
- I have read through the Choices Document also seen the DVD, both were extremely informative and gave you an insight as what was on offer from Flintshire County Council and Dee Housing.
- I wish to stay with Flintshire County Council, I have always found them satisfactory, always there when I need them.
- I would like to stay with the Council, I have been a tenant for a long time and I am very pleased with them.
- Reply card returned without comment.

- I am not interested in going over to Dee Housing or any one else for that matter. The Flintshire County Council have been very good and have never let me down. Don't know why you are trying to push us over, you say you are not but all your figures say differently. Most jobs are done essentially so what is the argument. Also you are not telling people if they do not vote it will automatically go to the other side.
- No comments, I think everything is explained clearly.
- Reply card returned without comment.
- Reply card returned without comment.
- I am writing to you to ask if any of these people get in who will keep their promises. Thanks for the books and DVD. I hope who ever gets in keeps promises.
- Tenants need to know why Dee Housing get £166 million and Flintshire Council £49 million. If Welsh Assembly it should be available to both. Dee Housing is purchasing housing stock with loaned money, if so they will have high interest payments to be made, from where, if non profit making, rent. Tenants need to know why £6.5 million to Government. Council tax payers should also be consulted as it is they who have been paying for money borrowed to build stock. What has happened to money from Council house sales, this should have been spent renewing stock. If Dee Housing take over what happens to the debt still outstanding on housing stock. I am not happy with current support officer. You dangled a few carrots of benefits to tenants, a pity Flintshire Council was not offered same.