

RURAL SERVICES NETWORK RURAL CONFERENCE 2019

“PROVIDING HOMES - A PLACE TO LIVE”

3rd September 2019

Peter Moore
Chief Executive
Cornwall Rural Housing Association

Cornwall Rural Housing Association



...is a not for profit social business which exists to benefit rural communities by:



building, managing and maintaining good quality affordable housing of all tenures



promoting and championing the case for rural affordable housing



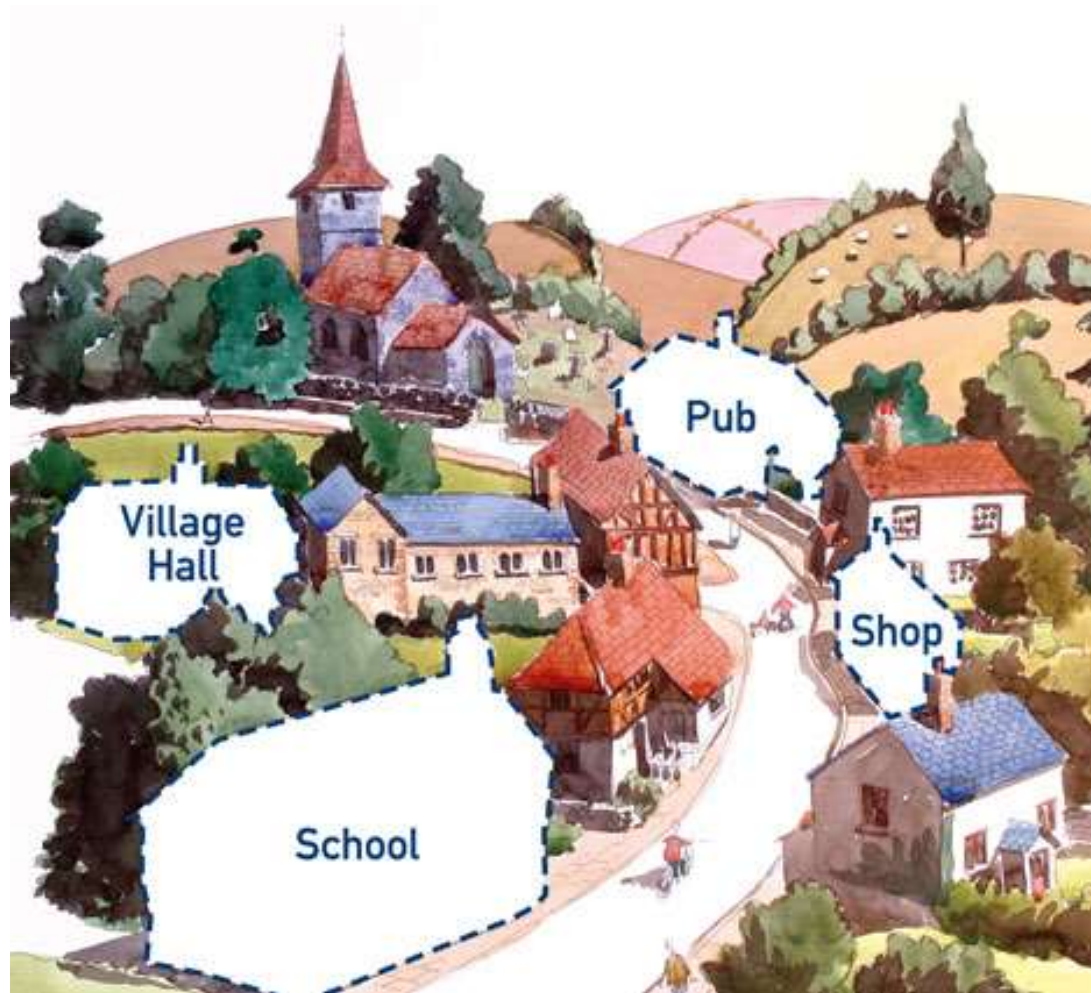
helping local communities to produce their own solutions



Housing Associations exist to
create a world where...



...everyone in the country has
the opportunity to live in a quality
home that they can afford.



Cornwall Rural Housing Association

Founded 1985

First homes completed
1988

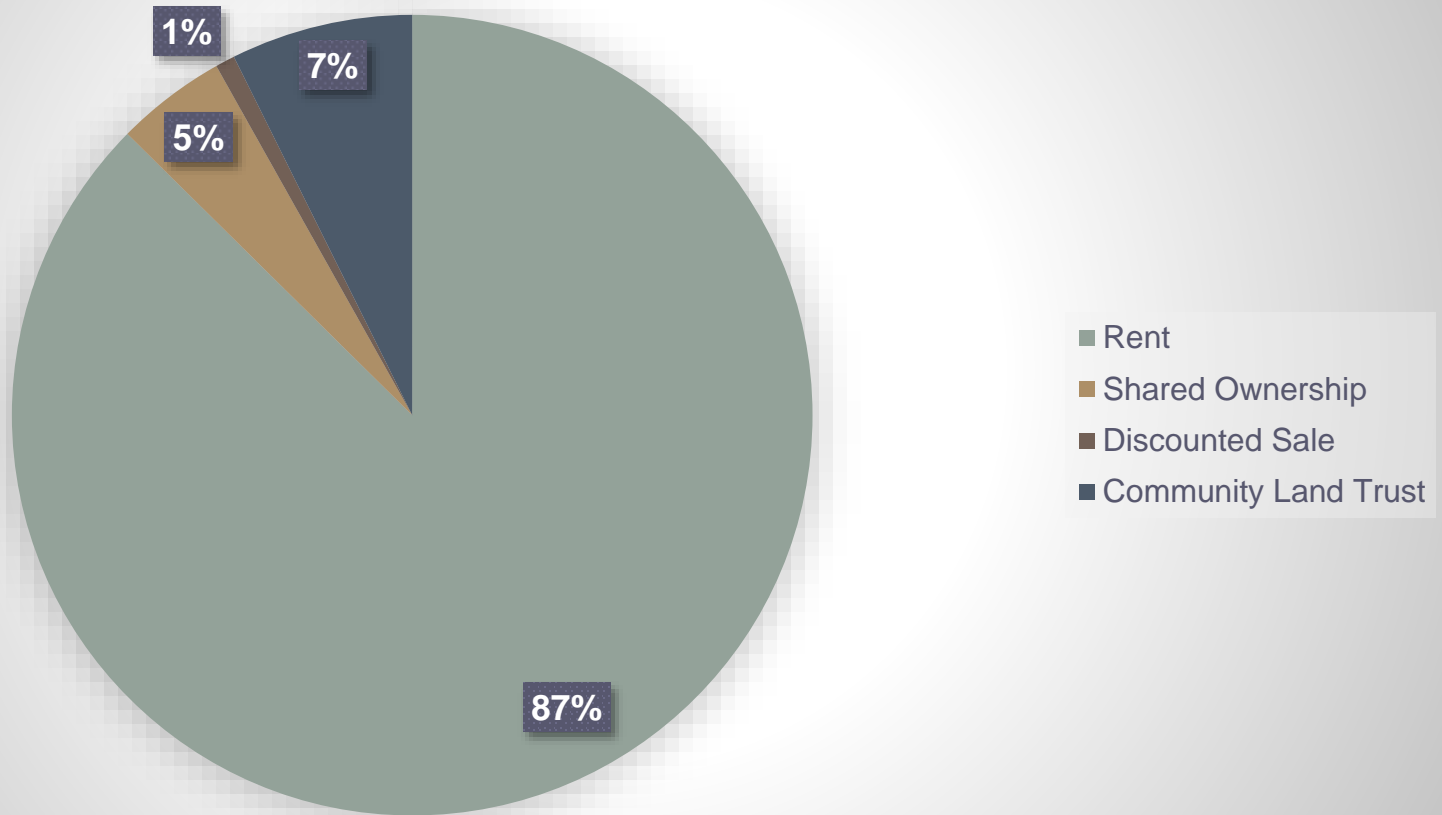
Employed staff directly
from 1993 (with 78
homes)

Now employs 8 staff

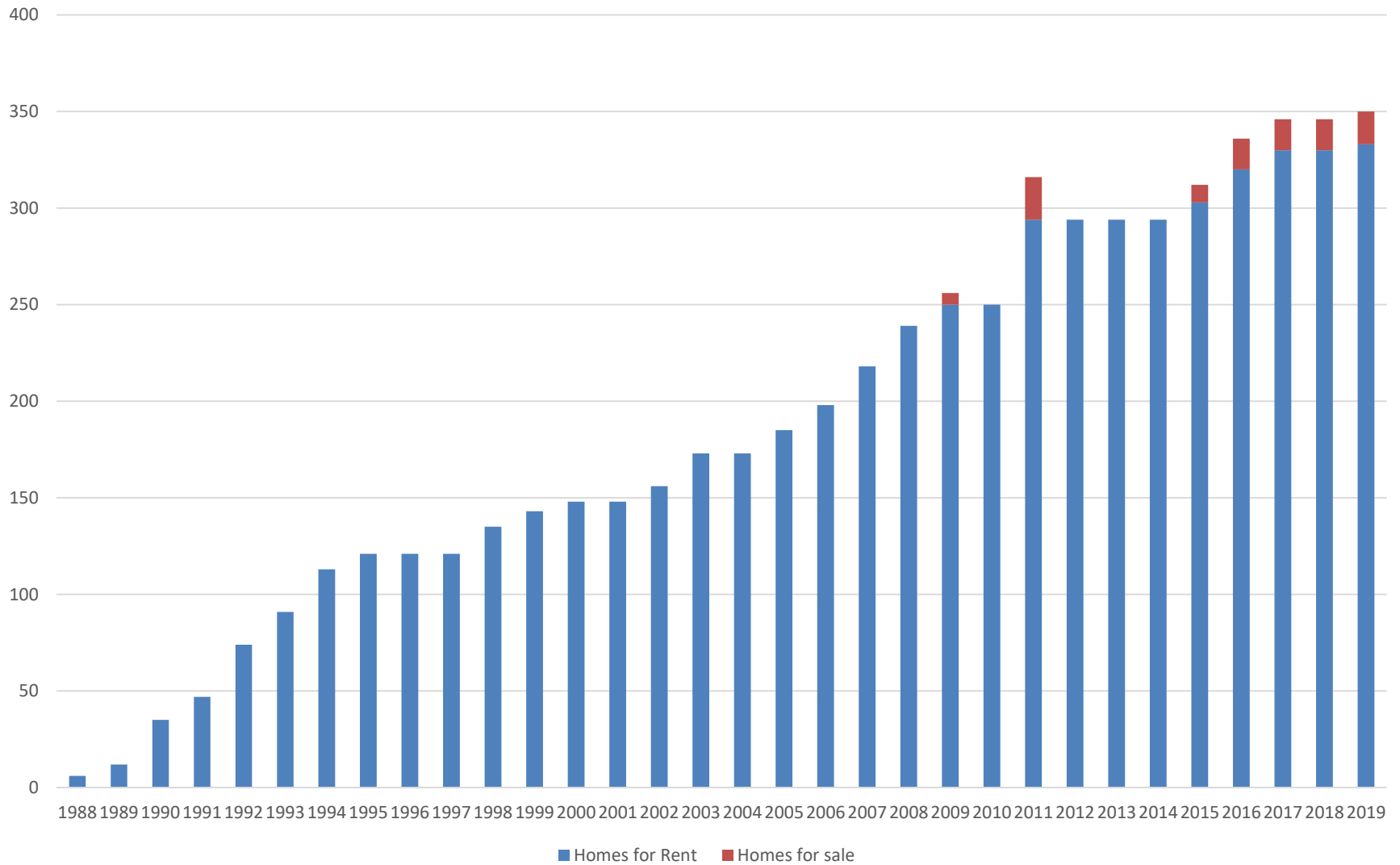
333 rented homes; 17
shared ownership



381 Homes Developed by CRHA

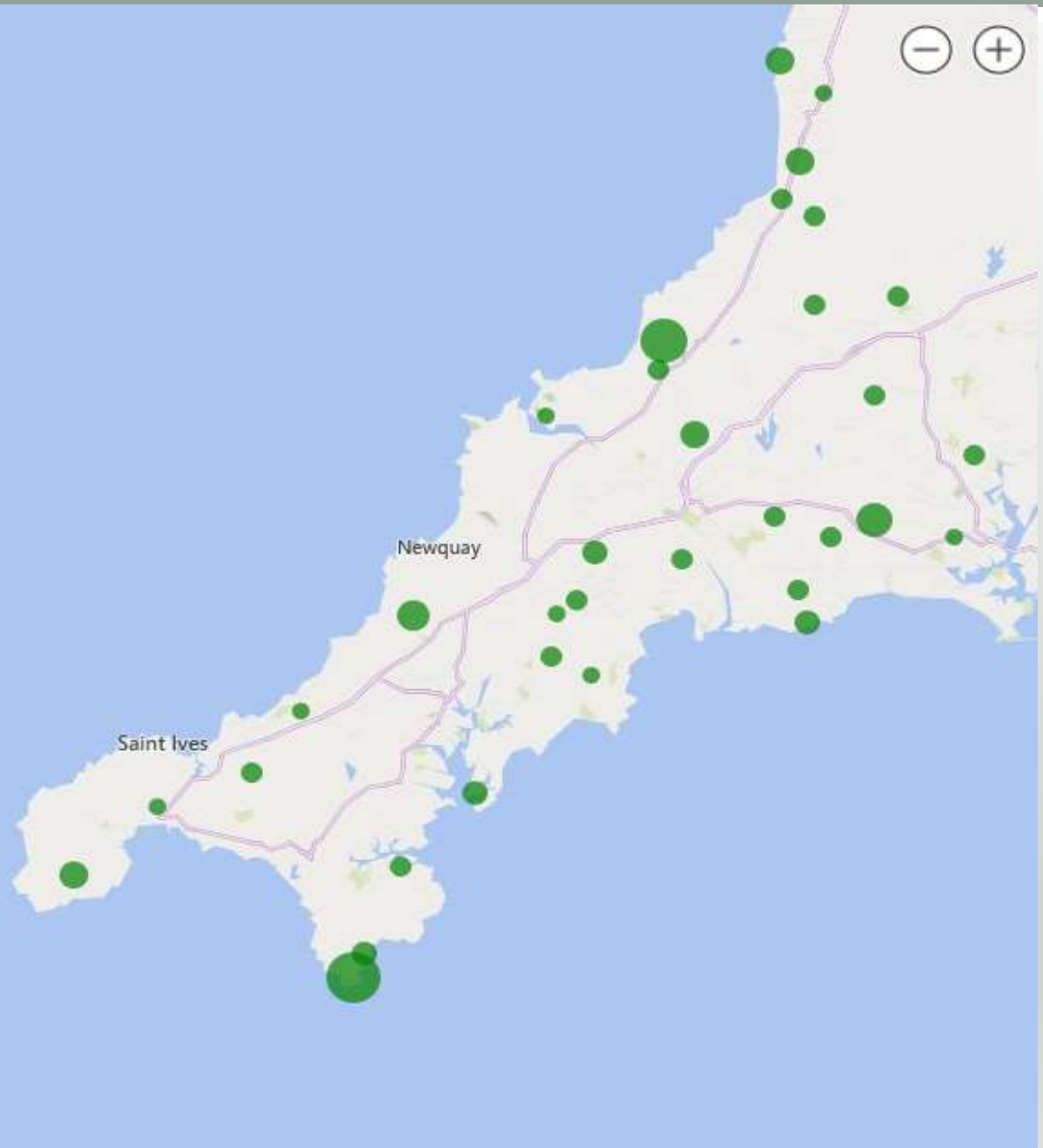


Homes developed by CRHA



CRHA owns:

- 350 homes
- across
- 52 developments
- in
- 35 villages
- & on
- 4 islands





Work closely with the local community and Parish Council to find the right site

Always give qualifying local people in housing need first priority for every home

Ensure that affordable homes always remain affordable

Build sensitively designed, high quality homes to high environmental standards

Provide good quality and locally sensitive management services to our residents

Always respond positively to the local community

WORK CLOSELY WITH THE LOCAL
COMMUNITY AND PARISH COUNCIL
TO FIND THE RIGHT SITE

Bryher, Isles of Scilly

2 x 3 bedroom
homes for social
rent

Site identified by
island community
and landowner

- also on St Agnes
(3 homes) and St
Martin's (2 homes)





Trenoweth Meadow, The Lizard

Completed 2000

Land donated by
the National Trust

because of
CRHA's

- approach to design
- reputation for high quality housing management service



The Triangle, The Lizard

CRHA's largest
development

15 homes for
rent

10 homes for
shared
ownership

Land donated by
Landewednack
Parish Council



Homes for single people & couples



ALWAYS GIVE QUALIFYING LOCAL
PEOPLE IN HOUSING NEED FIRST
PRIORITY FOR EVERY HOME

New homes at Poundstock

8 homes for rent

Grant from Homes &
Communities Agency
and Cornwall Council

Completed
December 2017

Huge demand

Local Lettings Plan



Strengthening support networks



ENSURE THAT AFFORDABLE
HOMES ALWAYS REMAIN
AFFORDABLE

“Affordable Rent”

- up to 80%
of open
market rent

Truly
affordable?



Pressure to support new supply by converting existing social rent homes to “Affordable Rent”





BUILD SENSITIVELY DESIGNED,
HIGH QUALITY HOMES TO HIGH
ENVIRONMENTAL STANDARDS

Tresmeer

7 social rent
homes built in
2006, featuring

Ground source
heat pumps

Rainwater
harvesting

Wood burning
stoves



PROVIDE GOOD QUALITY AND
LOCALLY SENSITIVE MANAGEMENT
SERVICES TO OUR RESIDENTS



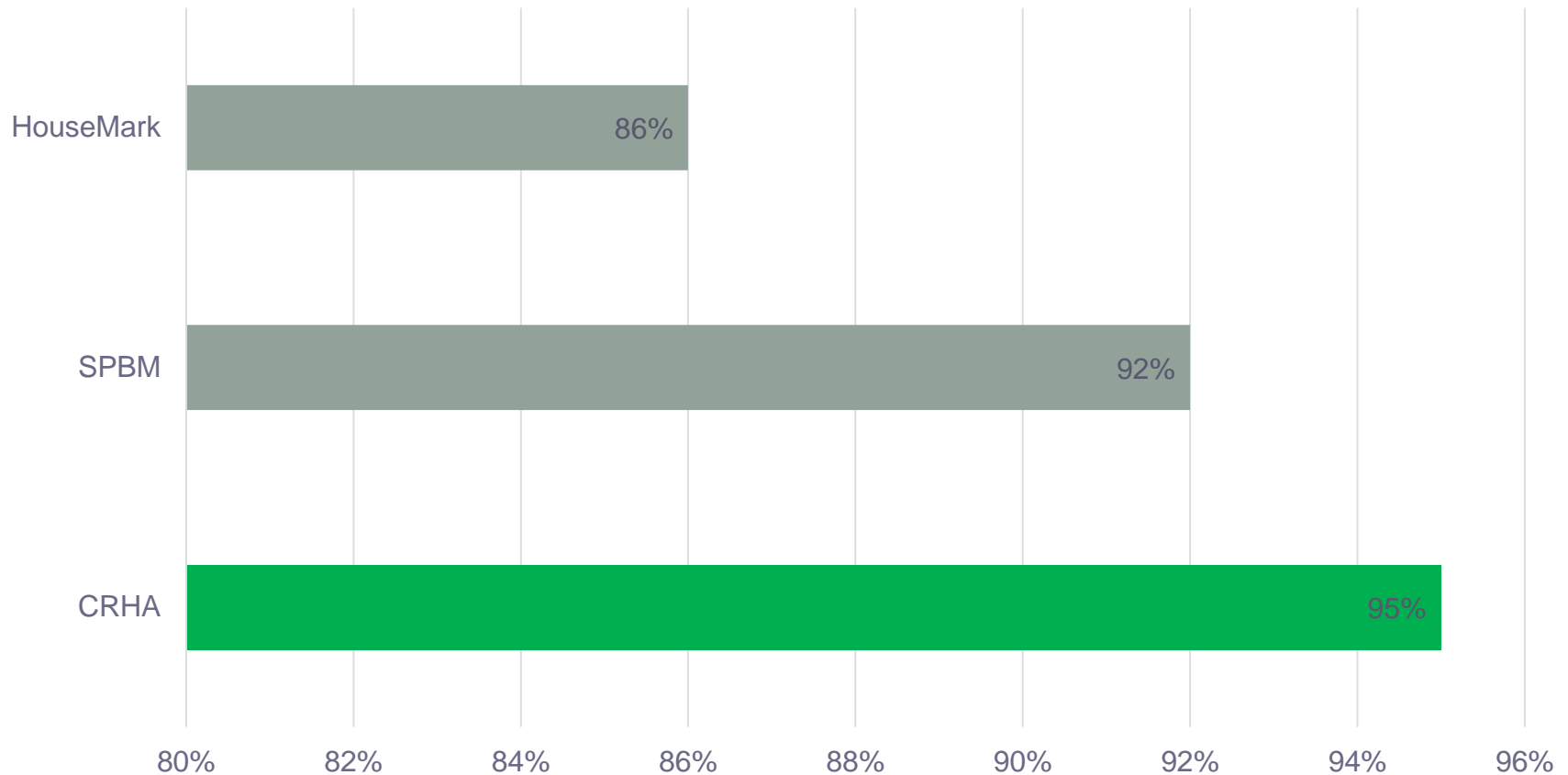
Resident Satisfaction Survey 2018



95% of CRHA residents are satisfied with the service we provide

Comparison with larger HA's

Percentage of tenants satisfied with the landlord's services overall



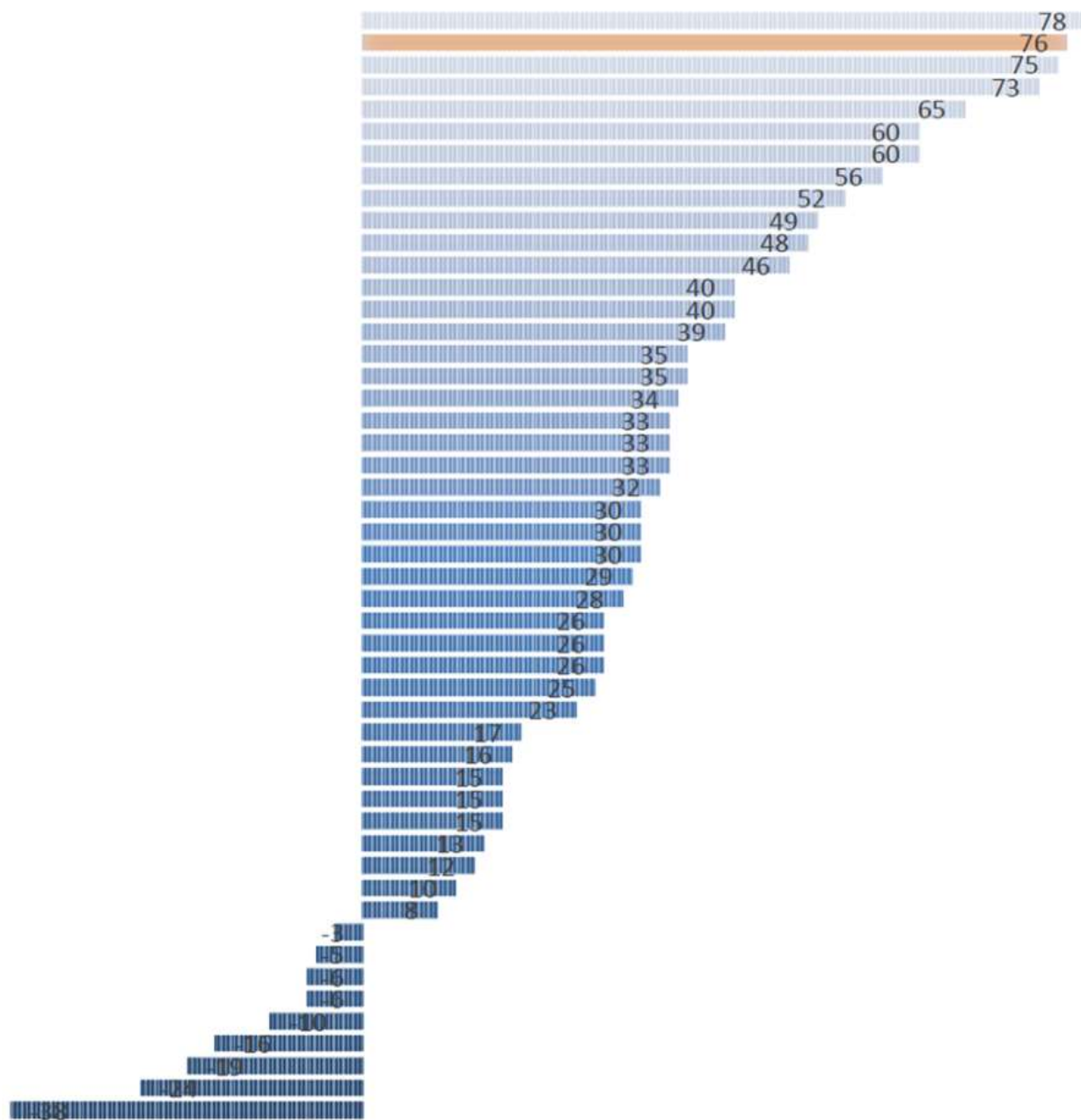
Tenant Satisfaction Survey 2018



Net Promoter Score of **76**



(up from 62 in 2016)



Tenant Online Portal



READY, GET SET, GO!

SIGN UP TO
MY CRHA

TO EDIT YOUR PERSONAL INFORMATION, VIEW YOUR RENT ACCOUNT, REPORT REPAIRS AND MORE ALL ONLINE

SPECIAL EARLY BIRD OFFER:

SEND AN EMAIL TO info@crha.org.uk
BEFORE 25 MARCH 2019
TO LET US KNOW THAT YOU WANT TO
SIGN UP TO MY CRHA
AND RECEIVE A BONUS OF £10* WHEN
YOU ACTIVATE YOUR ONLINE ACCOUNT

*A PAYMENT OF £10 WILL BE MADE BY CHEQUE, BANK TRANSFER OR CREDITED TO YOUR RENT ACCOUNT IF YOU OWE RENT

ALWAYS RESPOND
POSITIVELY TO THE LOCAL
COMMUNITY

WHAT do
YOU want
to **DO**



CRHA & community land trusts

Cornwall CLT

St Minver CLT

St Just in
Roseland CLT

St Ewe Affordable
Homes

St Goran CLT

The Peninsula
Trust



CRHA & community land trusts

CRHA has provided:

- staff
- advice & support
- development agency services
- development finance
- short term loans
- management services



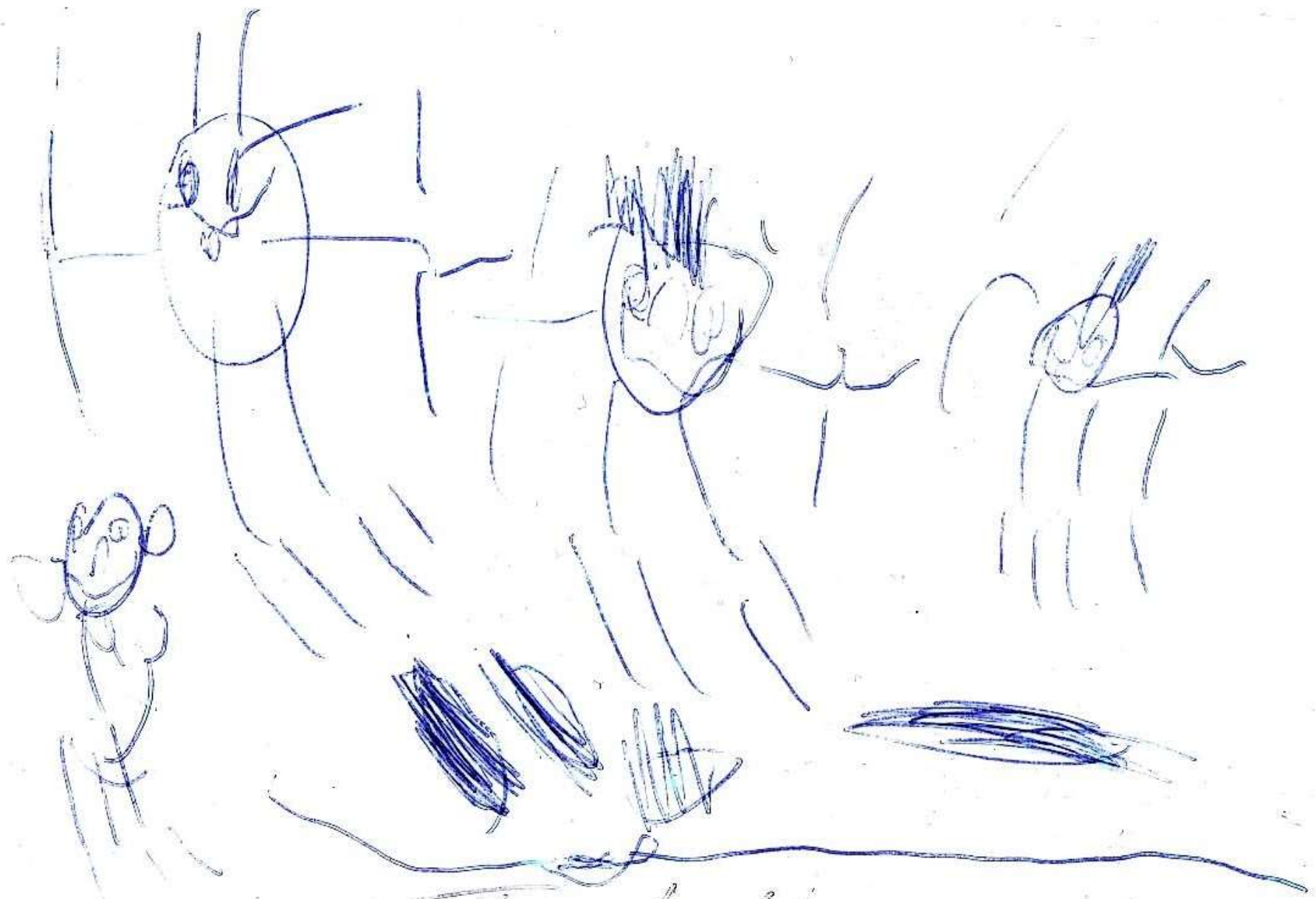
What do you want to do?

- Not every community wants to start a community land trust
- Not every community wants to own rented properties
- Not every community wants to manage rented properties



Build Homes!





Thank You

“Thank you for all your help
and for giving us this
opportunity”

Peter Moore
Chief Executive
Cornwall Rural Housing Association

www.crha.org.uk

@CornwallRuralHA