

RURAL SERVICES NETWORK SOUTH WEST REGIONAL SEMINAR RSP BEST PRACTICE SESSION

21st March 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

Cornwall Rural Housing Association

Founded 1985

First homes
completed 1988

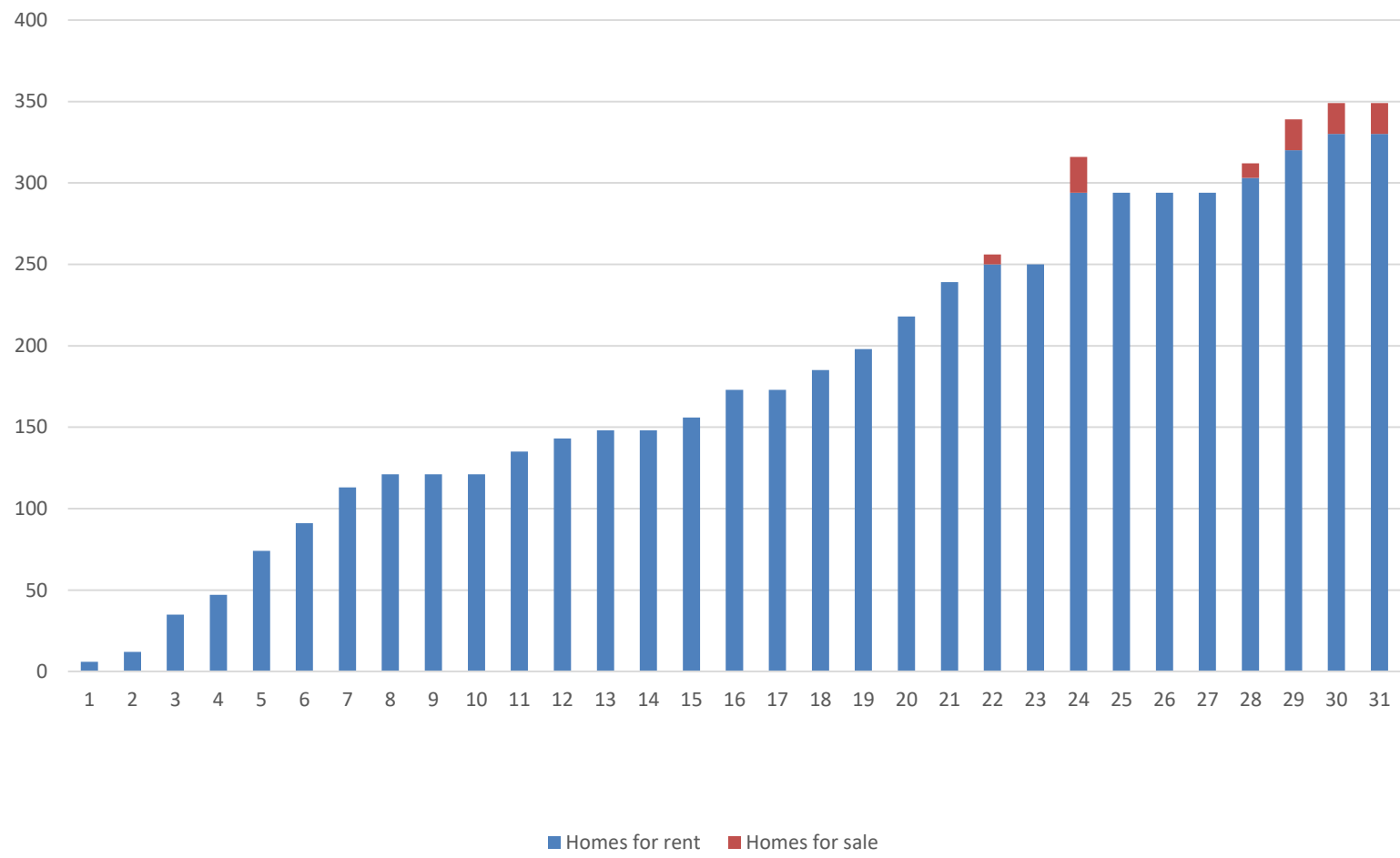
Employed staff
directly from 1993
(with 78 homes)

Now employs 8 staff

332 rented homes;
16 shared
ownership



Homes developed by CRHA



CRHA owns:

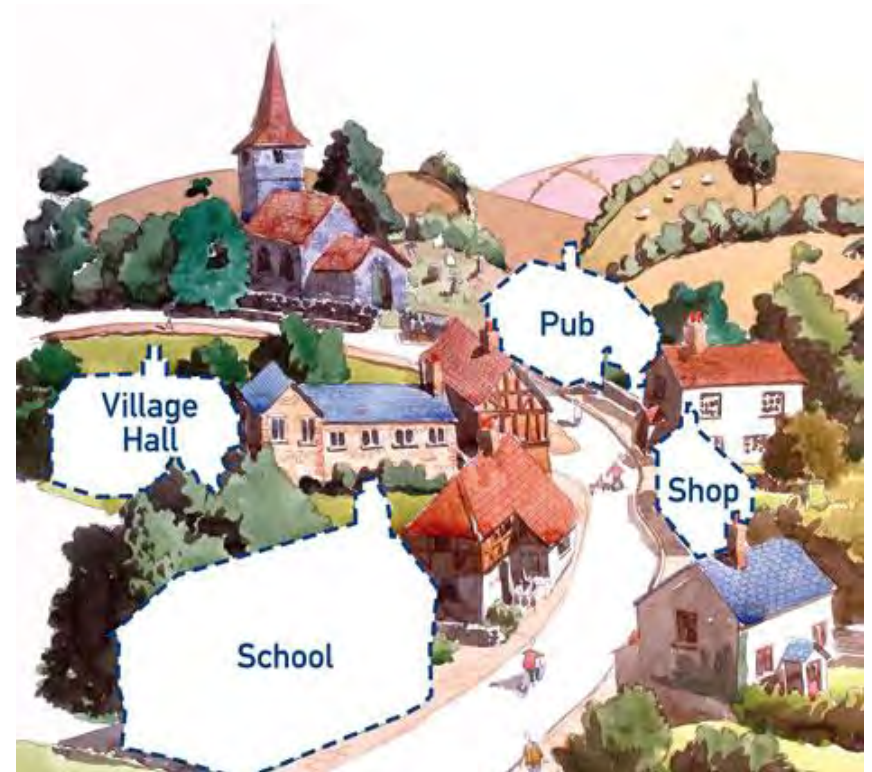
- 348 homes
- across
- 51 developments
- in
- 34 villages
- & on
- 4 islands



National Housing Federation

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.





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



CRHA's largest development

The Triangle, The Lizard

15 homes for rent

10 homes for shared ownership

Land donated by Landewednack Parish Council







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

Local Lettings Plan

Huge demand





Ensure that affordable homes always
remain affordable

“Affordable Rent”

- up to 80%
of open
market rent



New supply
supported by
conversion of
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





Cornwall Rural Housing Association Ltd.
and
The Housing Corporation

RuralZED

Affordable sustainable housing for Cornwall

A report by

bda zero factory Ltd
bda dunsen architects reflecting limited

Final Report

July 2005



RuralZED

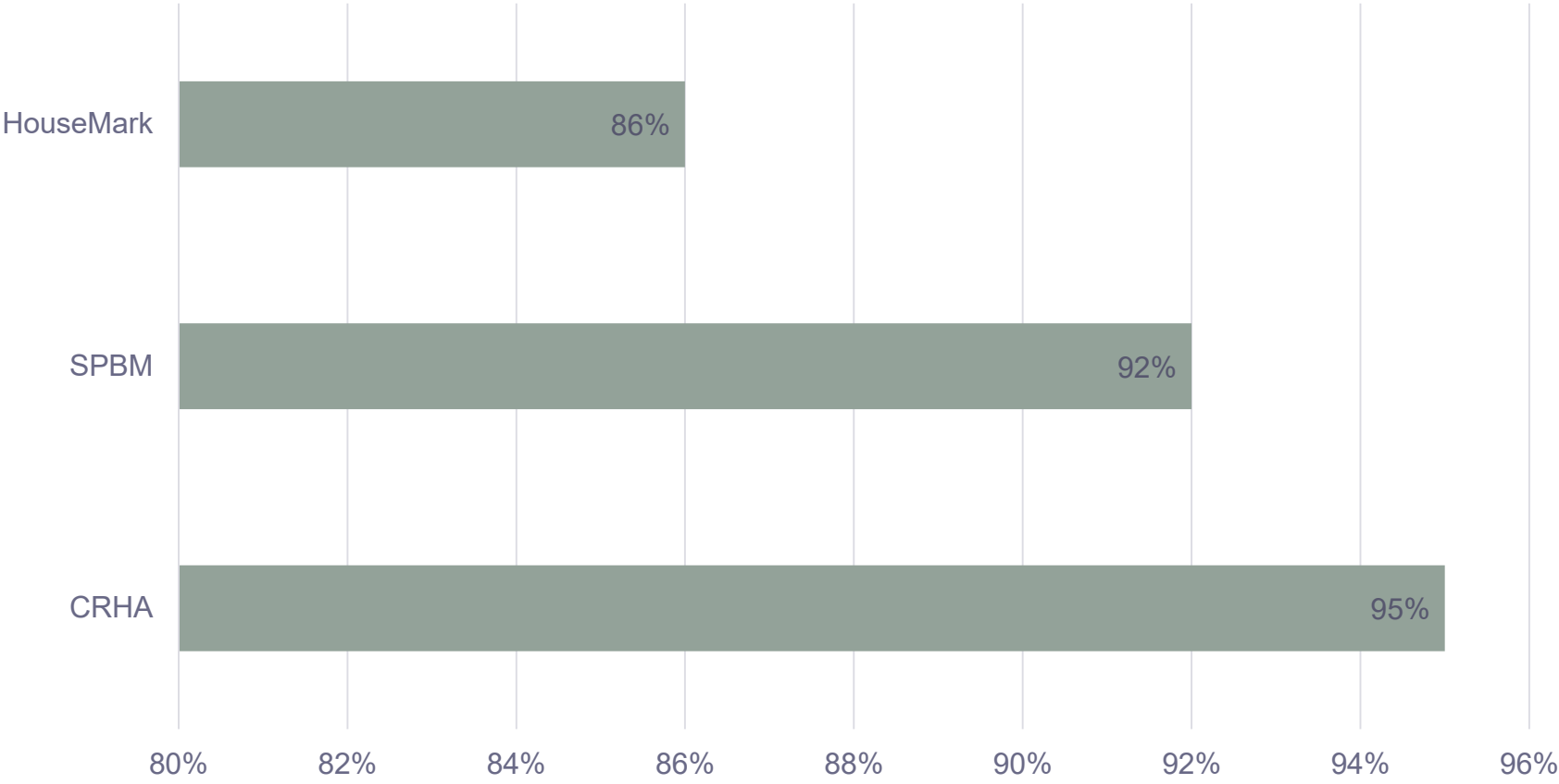
Provide good quality and locally sensitive
management services to our residents

Resident Satisfaction Survey 2018

95%

of CRHA residents are satisfied with the
service we provide

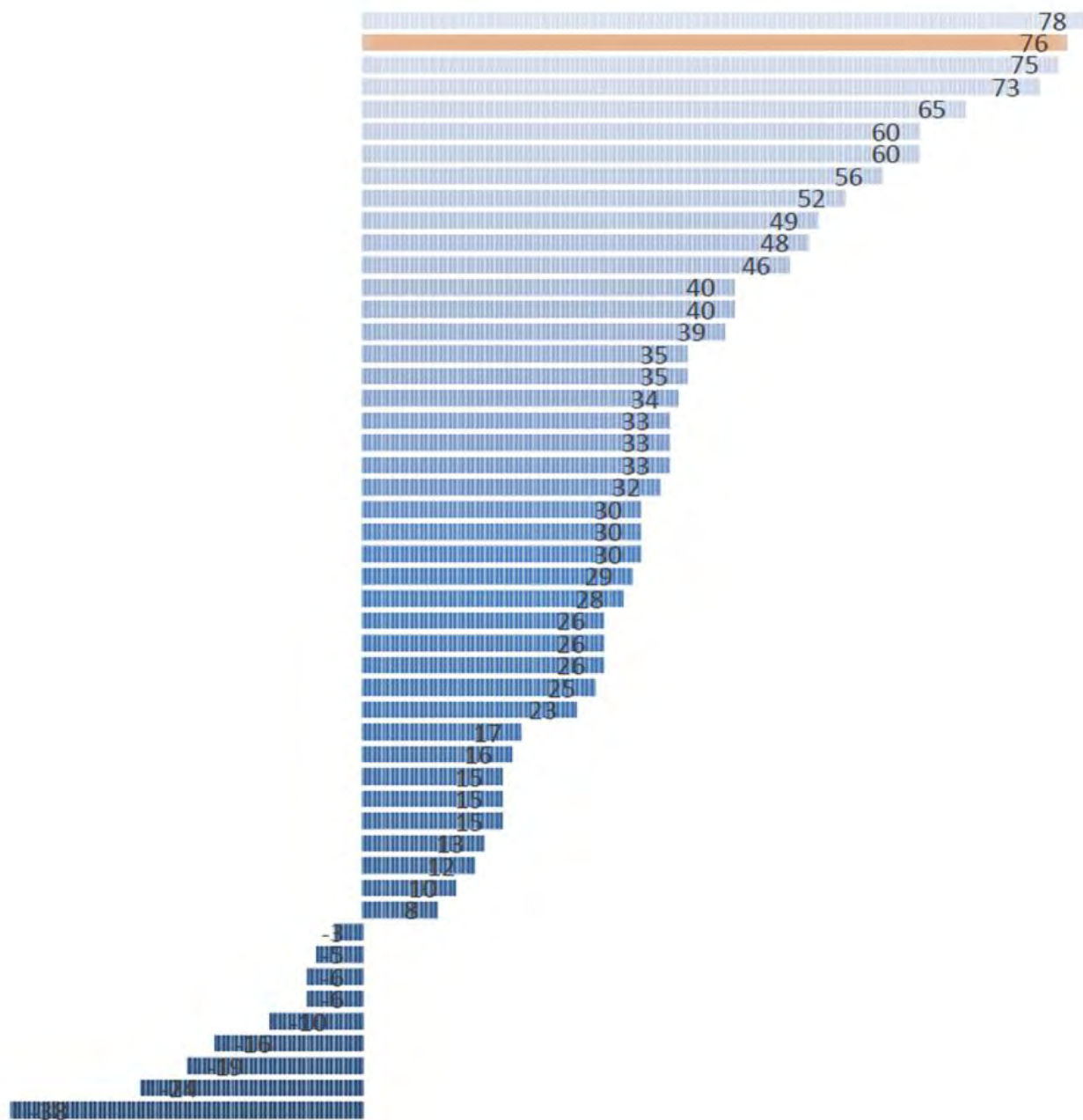
Percentage of tenants satisfied with the landlord's services overall



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?

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



CRHA & community land trusts

- Cornwall Community Land Trust
- St Minver Community Land Trust
- St Just in Roseland Community Land Trust
- St Ewe Affordable Homes
- St Goran Community Land Trust



CRHA & community land trusts

CRHA has provided:

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



Community Housing Fund

- 5 year grant from Cornwall Council
- To build capacity to work with communities to provide more homes
- Development Manager appointed
- Planning for growth

CRHA's approach based on:

Being community based & community focussed

Knowing who we work with (and who we work for)

Commitment to add to delivery of new homes & services by

- ...working together
- ...working with others
- ...reaching areas others can't (or won't!)

Peter Moore
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www.crha.org.uk

@CornwallRuralHA