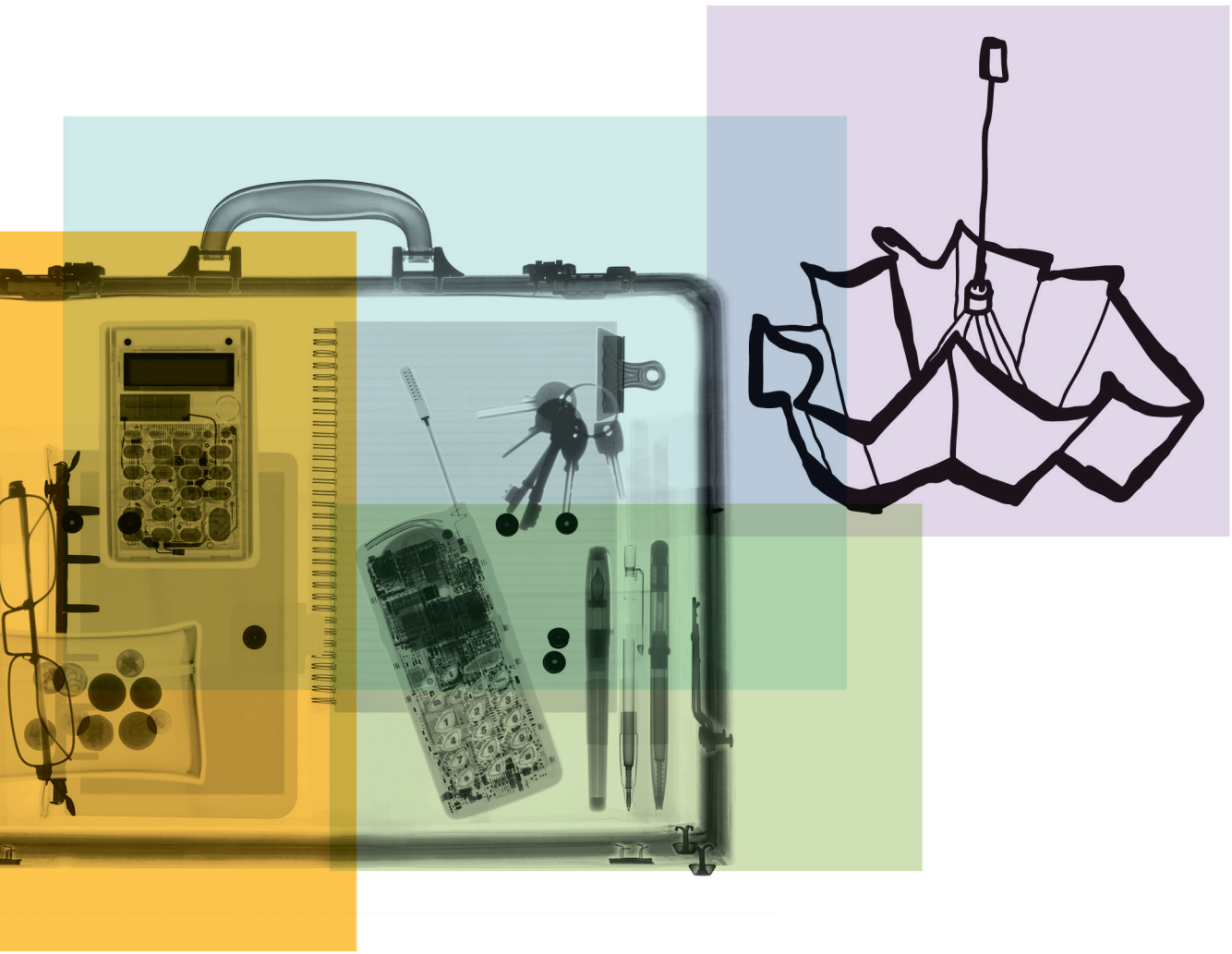
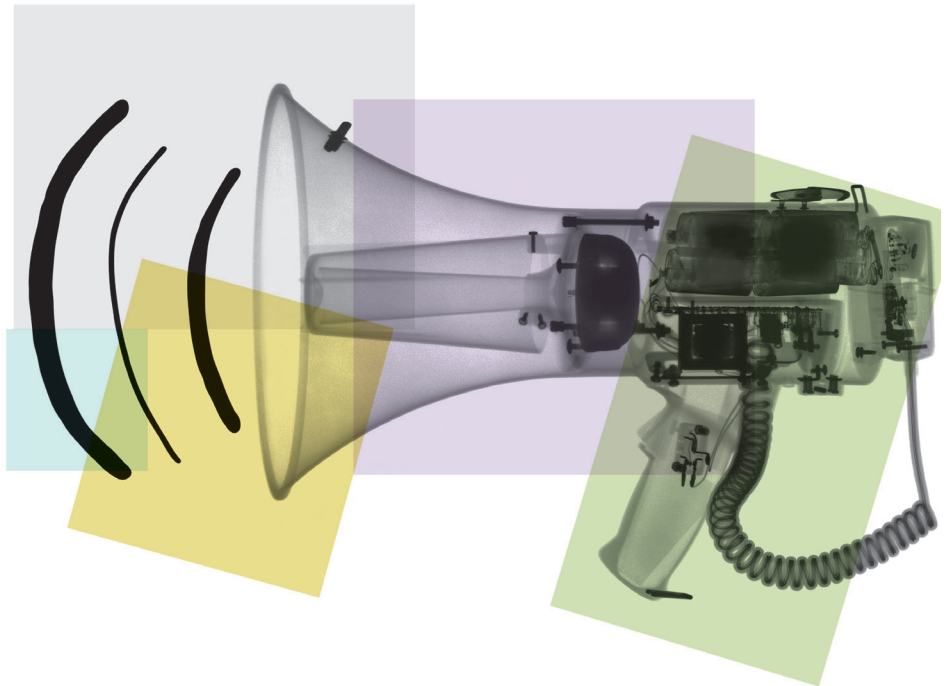




A Specialist Business Assurance Package



*In what we believe
is a genuinely unique
offering, Capsticks
Business Solutions
and TIAA have teamed
up to offer legal,
financial and practical
operational expertise
under one roof.*



In the current financial climate, all registered providers are under pressure to demonstrate long term sustainability. The recent spending review and tectonic movements in government policy have effectively forced RPs to re-evaluate their growth strategy, tenure mix, service offerings and possibly their whole business model. The focus is on reducing cost, delivering value for money and exploring new opportunities for income generation.

What are the key benefits of Capsticks and TIAA working together?

Capsticks is a firm of established lawyers to the social housing sector:

- Recognised legal practitioners specialising in all areas of law, including commercial, corporate structures, real estate, housing management and employment.
- In depth governance expertise across the sector, supported by professionals with in depth experience gained from operating within the sector at executive, and non-executive levels.
- Substantial HR advisory services delivered to a range of housing and other public sector clients, with over 20 employed staff and links to a range of expert associates.

TIAA is a long established provider of Business Assurance services to the Social Housing Sector:

- 200 specialist staff operating across the UK, over 20 years' experience and more than 100 Housing Association clients.
- Specialists in Risk Management and IT for Housing Associations, the team's excellence in delivery is now being provided to the Housing Regulator, to Funders and more widely to the Health sector.
- Provision of Finance, Treasury, Development and Asset Management business services focused on the social Housing Sector, with particular strength in strategic financial and treasury analysis. TIAA is Brixx accredited.

The combination of Capsticks and TIAA provides not just proven legal, financial, and governance expertise at a senior level; but also a complete strategic, operational and geographical coverage.

The challenge

It can be difficult to know what good governance looks like. Particularly if this is the first time your organisation has had to carry out an In-Depth Assessment.

Often, a full governance review is dictated by a crisis. The review is, by necessity, probing. Tough questions need to be answered.

Many organisations don't have the in-house experience to carry out a review that satisfies the regulators. And while many consultancies offer the service, few have real experience in this specialist sector.

In what we believe is a genuinely unique offering, Capsticks' Business Solutions and TIAA have teamed up to offer legal, financial and practical operational expertise under one roof. The Business Assurance Package is tailored to the housing market and our consultants are all highly experienced professionals, having worked at board level in housing and/or advised boards of not for profit organisations at the highest level.

Amongst other things, the tools we have developed will enable you to meet the standards that will be required by the IDAs. In carrying out an assessment, however, we will go beyond a "tick box" exercise and make recommendations which support and enhance your business objectives. We will, for example, provide assistance around asset management or board development.

What we do

We begin with a diagnostic that tells us whether you have the right people in place, what shape your governance is in, and where there are gaps.

We'll explain what's gone wrong and how we can fix it. That could mean bringing in a new board or developing your existing one.

The full deep dive review can be broken into four steps:

1. Check how your organisation measures up against the regulator's code.
2. Carry out a thorough skills assessment to make sure the board is fit for purpose.
3. Interview board members individually and get real insight to the way the board works.
4. Challenge the board to reflect on their capability and make sure they are running an organisation fit for housing.

Our level of analysis and investigation goes far beyond the tick box nature of regulatory obligations and prepares your organisation for future investigations.

Which means...

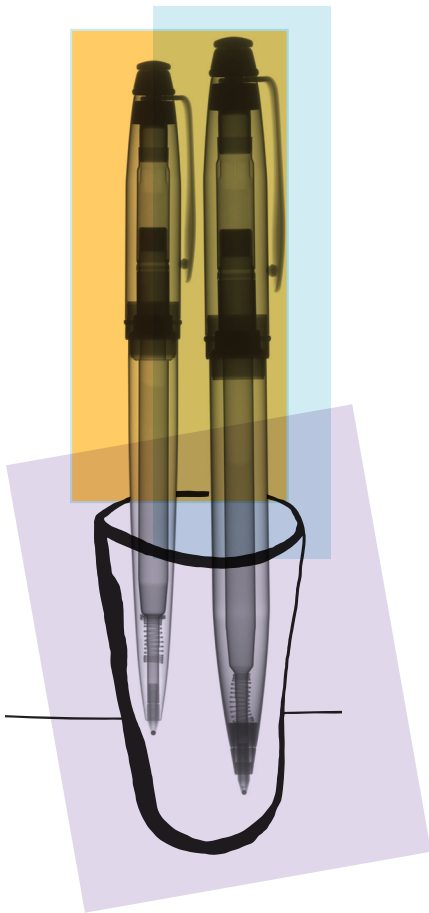
- Your governance will be in sound shape and your organisation will run smoothly.
- After an initial In-Depth Assessment you will be well prepared for the next one in three years and may only need specific aspects of our service.
- You've acted in a preventative way that limits the impact of a damaging CQC or HCA report.
- You avoid the stress of carrying out a review when a crisis has occurred.

Business Assurance Package

an assessment of the following key areas:



“ In carrying out an assessment, we will go beyond a “tick box” exercise and make recommendations which support and enhance your business objectives. ”



We will test your current arrangements against both the NHF Code of Governance and the HCA Guidelines. This will include an assessment through appropriate questioning, on a one to one basis, of your actual performance against the standards; and the areas where improvements are required. We will also assess the skill mix of the Board and identify where improvements might be made to meet future challenges.

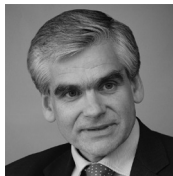
By providing the full range of professional requirements – legal, financial and operational support - in one package, we can help to ensure that:

- the advice you receive is genuinely joined up;
- your overall costs are minimised;
- you can respond quickly in a crisis; and
- you meet your compliance objectives quickly and efficiently.

Like to know more?

Please visit our website: www.capsticks.com or if you would like to speak with us, please call one of our team on the attached teamsheet.

Your key contacts



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