

**STOCK TRANSFER MONITORING – Promises Tracking – Traffic lights**

<b>RSL Name</b>	Chorley Community Housing	<b>Updated by</b>	Richard Houghton
<b>RSL Number</b>	L4487	<b>Date</b>	15 <sup>th</sup> April 2009

Theme One : Delivery of home re-improvements

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

Theme Two : Service improvement

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

Theme Three : Affordable rents

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

Theme Four : Tenant involvement in decision making

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

Theme Five : Regeneration

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

Theme Six : Delivering sustainable communities

**Green**

**The RSL stock transfer is on target to deliver on promises / has delivered on promises.**

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<b>Theme One : Delivery of home re-improvements</b>			
<b>Promise Nr</b>	<b>Nature of Work</b>	<b>Progress to date / further work planned</b>	<b>Status</b> <i>Delete as appropriate</i>
OD1	Re-introduce a painting programme for exterior woodwork and rendering	During Year 2008/09 external painting was carried out to 160 properties. Addresses have been identified and budget is available for Year 2009/10, which will include painting to communal areas to flats.	On Target
OD2	<b>New kitchen layout</b> (1,300 properties/5 years)	New kitchens being installed to all CCH stock with new layouts being provided as and where necessary to ensure kitchens comply with current regulations.	On Target
OD3	<b>Over bath showers</b> (2816 properties/5 years)	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. All properties to receive over bath shower. End of year 1 position: 515	On Target
OD3a(inserted)	<b>Install upgrade bathrooms</b> (1150 properties/5 years) (Enhanced 2,916/5 years)	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. End of year 1 position: 556	On Target
OD4	<b>Off Street Car Parking</b> (985 properties/5 years)	Work on hold at present due to new planning requirements, programme for Year 1 identified – Year 1 & 2 to be commissioned simultaneously.	On Target
OD5	<b>Fencing</b> (646 properties/5 years)	Programme identified.	On Target
OD6	<b>Mains smoke detectors</b> (2816 properties/5 years)	Main Contractor started April 08. Smoke detectors are being fitted in every property. End of year 1 position: 714	On Target

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OD7	<b>Fascias and soffits</b> (1122 properties/5 years)	Main Contractor started March 08, first scheme completed. 188 further properties surveyed and awaiting instruction. Priorities for Year 2 being identified, planned to run 2 years together.	On Target
OD8	<b>Install/upgrade kitchen</b> (1740 properties/5 years) Enhanced to 2,916 properties/5 Years	Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. End of year 1 position: 674	On Target
OD9	<b>Install/upgrade central heating</b> (466 properties/5 years)	Main Contractor started April 08. Works progressing to properties identified as requiring new systems 155 completed to end Dec. Installing systems in advance of the programme where properties become void. End of year 1 position: 308	On Target
OD10	<b>New boiler</b> (1227 properties/5 years)	Main Contractor started April 08. 24 Boilers completed as part of responsive programme and full programme has now been identified replacing boilers over 10 years old End of year 1 position: 51	On Target
OD11	<b>Rewire</b> (600 properties/5 years)	Main Contractor started April 08. Works progressing to properties identified as requiring re-wiring. Asset Management reviewing all Periodic Inspections to ensure priorities are being met. End of year 1 position: 183	On Target
OD12	<b>Roofing</b> (108 properties/5 years)	Works commenced on Year 1 priorities and will continue with Year 2.	On Target
OD14	Provide choice in colour of floor tiles in kitchens and bathrooms, and in colour of kitchen fittings (within first year)	Main Contractor surveys and consultations started January 08. On going in conjunction with kitchen and bathroom work.	On Target
OD15	Installation and upgrading of door entry systems (within 5 Years)	Budgetary provision has been made for the replacement of the door entry system at Arcon Road, Coppull (15 blocks) in 2009/10, with budgetary provision for Windsor Avenue, Northgate Avenue and Larch Avenue to be made in 2010/11. Work to be carried out on Arcon Road Coppull in 2009/10.	On Target
OD58	Painting to communal rooms and communal facilities in sheltered	3 schemes completed to date. One further scheme to be completed in 2008/09. 2 schemes on hold	On Target

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	schemes and flats (within 5 Years)	subject to feasibility study. Remaining 2 schemes to be completed in 2010/11. Remaining scheme for 2008/09 completed.
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<b>Theme Two : Service Improvement</b>			
<b>Promise Nr</b>	<b>Nature of Work</b>	<b>Progress to date / further work planned</b>	<b>Status</b> <i>Delete as appropriate</i>
OD18	Apprentices in Repairs and Maintenance	It is proposed that budgetary provision be made in 2010/11 for these posts.	On Target
OD19	Modern apprentice - office	It is proposed that budgetary provision be made in 2010/11 for this post.	On Target
OD20	Housing Graduate trainee	Trainee appointed with effect from 30 <sup>th</sup> March 2009	Completed
OD26	Increase value of decorating allowances after major works (within first year)	Agreed at Board – 26 June 2007	Completed
OD27	Maintain a customer accessible town centre office open 8.45 to 5.00pm Mon-Fri	CCH Town Centre office open 8.45am to 5pm Mon - Fri	Completed
OD28	Provide a free repairs service offering appointments	Appointments offered for repairs service.	Completed
OD29	Keep a dedicated freephone repairs reporting phone line	A freephone repairs reporting phone line was available at CBC's One Stop Shop but this has been withdrawn following the ending of the SLA with the Council.	Completed
OD30	Provide an out of hours repair reporting facility	Out of hours emergency repairs can be reported via Orbis	Completed
OD34	Maintain times for responding to repairs	Times maintained and monitored through Performance Management framework	On Target
OD35	Offer goodwill payment if a repairs appointment is missed	Compensation Policy in place	Completed
OD36	All repair officers to wear a uniform and carry ID badges	Corporate instruction agreed in staff code of conduct	Completed
OD48	Introduce a Tenants' Charter	Group Customer Care Charter being developed	On Target
OD50	Pay compensation if we fail to meet customer care standards	Comments, Compliments and Complaints Policy approved by Board 1 November 07.	Completed
OD51	Report annually on performance against customer care standards	Local Standards agreed – Group Standards to be developed, agreed and implemented. Performance contained within Annual Report	On Target

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OD52	Establish a comments, compliments and complaints procedure	Comments, Compliments and Complaints Policy reviewed. Approved at Board 1 November 07.	Completed
OD53	Work towards achieving Charter Mark	Charter Mark has been superseded by Customer Service Excellence Standard and CCH will seek to obtain accreditation as part of the Adactus Housing Group. The target date for this is March 2011	On Target
OD54	Join the Housing Ombudsman Scheme	Membership of Housing Ombudsman Scheme with effect from 29 August 2007.	Completed
OD55	Open Membership Scheme	Article promoting membership published in Foundations December 2008. Leaflet promoting membership scheme also now available	Completed
OD62	Maintain the current cut and collect service for grounds maintenance	Following tenant consultation, a new grounds maintenance specification has been developed and the service tendered. Adactus Housing Group will provide the service from 1 <sup>st</sup> April 2009. Rather than 'cut and collect' the grass cuttings, they will use a mulching machine that will return the cuttings to the soil	Completed
OD63	Provide free specialist white goods for tenants in sheltered schemes	Provided free of charge wef 5 <sup>th</sup> April 2007	Completed
OD70	New services to be introduced in response to tenant demand and following consultation	Agreed. Tenants will be consulted on any proposed new or enhancement to services that have been identified through various customer/tenant survey and feedback information	Ongoing

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Theme Three : Affordable rents			Status
Promise Nr	Nature of Work	Progress to date / further work planned	Delete as appropriate
Standard	Delivery of transferring organisation's rent promises as outlined in offer document.	Target rent (weekly) 2011/12 1 Bed £60.86 2 Bed £67.57 3 Bed £75.71 4 Bed £82.01	On Target
OD68	Service Charges will follow the Council's agreed phasing and therein after would rise by no more than 0.5% above RPI for 5 Years	Agreed and included in Business Plan	Completed
OD69	No new service charges introduced, except for new services introduced as a response to tenant demand and following consultation	Agreed	Completed
OD71	Rents set in accordance with rent restructuring	Agreed and included in Business Plan	Completed
OD72	New tenants post-transfer will be on the same rent as existing tenants	Agreed and included in Business Plan	Completed
OD73	Different ways to pay rent – direct debit/standing order, cheque, debit or credit card, swipe card	A wide variety of payment methods continue to be offered. Tenants can also pay online or, wef September 2008, by text	Completed

Theme Four : Tenant involvement in decision making			
Promise Nr	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Standard	Do you have tenant board members?	Four tenant board members	Completed
Standard	Are they elected or have they been appointed?	Elected by tenants	Completed
OD38	Annual tenant participation budget	Overall budget for 2009/10 is £28,100 (does not include staffing costs)	Completed
OD39	Dedicated tenant participation staff	2 Resident Involvement Officers.	Completed
OD40	Annual tenant training budget	Contained within the tenant participation budget	Completed
OD41	Training packs for tenants	<p>A 'Learning Opportunities for Residents' questionnaire was distributed to active tenants and leaseholders in June 2008. The Resident Involvement Team is currently working with Group to produce a training programme and training pack in response to the results of the survey. The Group training programme for 2009 has been compiled, details are being finalised and the first training course is due to take place at the end of January. All resident involvement officers and NDOs have attended a 'train the trainer' course. There will be at least one training session every month throughout the year. This programme will be publicised to All Residents. At CCH the Resident Involvement team are also working closely with Lancashire College to provide extra local based training, and have already provided newsletter training to the tenants newsletter group. We are promoting a Certificate in Supporting Youth Work course, in partnership with Runshaw College, in 2009/10 which will provide further learning opportunities for tenants.</p> <p>Resident involvement staff have been working closely with Lancashire College to provide free IT training and editorial training for tenants, Several tenants have attended a TPAS training course in Birmingham.</p>	On Target

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OD42	Set up buddy scheme for new tenant groups	The 'buddy' scheme is now in place, any new resident that becomes involved is paired with a 'buddy' that is an existing involved resident. This also applies to resident groups - and any new resident group recognised by CCH is 'buddied' with an existing group for support.	Complete
OD43	Hold an annual tenants conference	A CCH tenants conference is planned for May 2009 and proposals are being developed by the resident involvement officers.	On Target
OD44	Fund and support the production of a tenants newsletter	The second edition of 'Tenants' Talk', written by tenants with support from the Resident Involvement Team, was distributed to tenants and leaseholders in December 2008. This will replace Foundations and will be produced twice yearly.	Complete
OD45	Report annually on performance	A report on performance for the year ending 31 <sup>st</sup> March 2008 was delivered to tenants in December 2008	Completed
OD46	Provide a menu of opportunities for tenants to get involved	Our 'menu of involvement' is included in the Resident Involvement Leaflet and is available on the web site. Good progress has been achieved in developing involvement options in response to questionnaire results. The questionnaire results are also being used to create a database that provides information on residents' preferred methods to get involved.	Completed
OD49	Agree customer care standards and publish them (within first year)	Local Standards agreed as part of Customer Care Policy and published leaflet available	Completed.
OD64	Set up an older peoples forum	A Sheltered Tenants Service Improvement Group has been established and is meeting regularly. The resident involvement team are looking into ways to provide a forum for non-sheltered older tenants, this will either involve working with the other older peoples forums within the community, or extending the sheltered tenants group to include issues that affect general needs older people.	On Target



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<b>Theme Five : Regeneration</b>			
<b>Promise Nr</b>	<b>Nature of Work</b>	<b>Progress to date / further work planned</b>	
		<b>Status</b> <i>Delete as appropriate</i>	
OD13	Neighbourhood fund (within five years)	The Group adopted a Financial Inclusion Strategy on 19 May 2008 which includes an action plan for CCH. The new post of Financial Inclusion Officer has been recruited to and the new appointee is due to commence her duties on 27 <sup>th</sup> April 2009	On Target
OD16	Estate re-modelling – 2 estates Longfield Avenue, Coppull and Greenside, Euxton (within five years)	Longfield Avenue scheme tenders due back 17 April 2009. Works due to commence June/July 2009. Proposals at Greenside, Euxton to be considered and discussed with residents following on from Longfield Avenue programme.	On Target
OD17	40 New Affordable homes per annum for five years	18 units completed end March 2009 (14 new build units and 4 purchase & repair units). 26 units to complete by August 2009 (24 new build units and 2 purchase & repair units). 26 units with funding secured and acquisition of building/ land agreed (19 new build and 7 refurb)	On Target
OD25	Work with the Council to introduce Choice Based Lettings (April 2009)	Agreement with CBC and other RSLs to join SelectMove with effect from November 2009. Timetable has slipped due to pressures on ICT supplier from other clients. Common allocations policy to be reported to Board July 2009.	On Target
OD47	Start work in developing locally based community facilities (within first year)	Chorley Moor Community House utilised by many agencies. Police Surgeries have commenced and the Neighbourhood Officer is also holding monthly surgeries to discuss housing issues.	On Target
OD60	Aim to provide a community facility for those sheltered schemes which do not currently have one (within 3 years)	Budgetary provision for four sheltered communal facilities (one new build and three conversions of existing dwellings) made in 2009/10. Officer working group established to scope need and plan these facilities. Costs being considered on 7 Rawlinson Lane, Heath Charnock and Churchill, Whittle le Woods remodelling bungalows to provide communal	On Target

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	facilities .	
OD65	Provide internet access within each sheltered scheme with a communal facility and training on the use of computers	Internet access installed at schemes with communal lounges March 09. 9 laptops purchased. Currently arranging training for tenants. On Target

<b>Theme Six : Delivering sustainable communities</b>		
<b>Promise Nr</b>	<b>Nature of Work</b>	<b>Progress to date / further work planned</b>
		<b>Status</b> <i>Delete as appropriate</i>
OD21	Set up a dedicated anti-social behaviour team (within first year)	Restructure has established a team of two ASB officers (FTEs). Completed
OD22	Appoint Neighbourhood Officers and undertake regular neighbourhood "walkabouts" (within first year)	Team of 6 Neighbourhood Officers now established wef September 2008. Dates of estate walkabouts for the remainder of 2008 have been published on the Internet Completed
OD23	Appoint Gardener/Handypersons (within first year)	2 new Caretaker Handypersons appointed Completed
OD24	Appoint Caretakers (within first year)	
OD31	Provide specialist equipment for the anti-social behaviour team	Covert camera equipment & noise monitoring equipment now purchased. Completed.
OD32	Introduce Starter Tenancies for all new tenants	Starter tenancies introduced for all new tenants Completed
OD33	Visit all new tenants within six weeks of the start of the tenancy, and provide an initial contact point for new tenants	All new tenants are signed up by their Neighbourhood Officer & receive follow up visit within the first 6 weeks of their tenancy Completed
OD37	Introduce a neighbourhood Caretaker Scheme (within first year)	This scheme is being considered for introduction in 2010/11 Completed
OD56	Employ a Scheme Manager for each sheltered scheme	Scheme Managers on all 11 schemes Completed
OD57	Ensure the provision of a community alarm scheme	Community alarm service provided Completed
OD59	£250,000 per annum for disabled adaptations (for five years)	Budget provision included in Business Plan. Provision in 2009/10 is £420,000 On Target
OD61	Pay for a dedicated OT to reduce waiting times	Dedicated OT recruited Completed
OD66	Fast track minor disabled adaptations	In-house team delivering On Target