

**Overview and Scrutiny Task Group - Chorley Community Housing
Questions/Issues Raised by Chorley Borough Council**

Question/Issue	Response
<p>“It was reported that a tenants questionnaire from CCH had been met with mainly negative responses. The details of this survey were requested, including details of the sample of tenants, questions, responses and any other survey information available”</p>	<p>More details of the survey that received ‘mainly negative responses’ were requested from CBC but not received. CCH carried out a customer access survey last year and details of this are attached (1, 2, 3). A number of rolling customer satisfaction surveys are also carried out and details of these are attached (4 – 11 inclusive). We aim to respond positively to customer comments and the ‘you said, we acted’ article (12) is evidence of this.</p>
<p>It was reported that tenants could be supported better in creating their residents groups</p>	<ul style="list-style-type: none"> ▪ The Resident Involvement Team provide a starter pack of information for any residents wishing to set up a residents group, which includes a number of fact sheets containing useful information on the following subjects: <ul style="list-style-type: none"> - Why set up a residents’ group? - How to set up a residents’ group - Constitution - Equal opportunities - The role of the chairperson - The role of the secretary - The role of the treasurer - Agendas - Minutes - Meetings - Code of conduct - Advice and support - Funding ▪ Information on ‘how to set up a residents’ group’ was included in the ‘Tenants’ Talk’ newsletter (13), which was distributed to all tenants and leaseholders in July 2008 and will be on the web site in the near future. ▪ Residents’ groups are included in our ‘menu of involvement,’ which is publicised in our resident involvement leaflet (14) and given to all new tenants.

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	<ul style="list-style-type: none"> ▪ All new residents' groups that are formally recognised by CCH are given intensive support by the Resident Involvement Team for approximately six months (dependent on the requirements of the group) and support as requested thereafter. Support includes: <ul style="list-style-type: none"> - attendance at all meetings - advice and/or training on the role of committee members - help to promote and organise all meetings, including the Annual General Meeting which launches the group publicly. ▪ All new residents groups that are formally recognised by CCH are given a start up grant of £200. 																								
<p>“A particular neighbourhood officer was not attending meetings when invited or helping tenants when they had issues with neighbour tenants, even where the police have been involved”</p>	<p>CBC have been unable to provide more details regarding this allegation and so it has not been possible to investigate this. Neighbourhood Officers attend the resident group meetings for their areas and have a good track record of attendance. Where possible, CCH Officers attend all meetings they are invited to. Individual attendance is noted below.</p> <table border="1" data-bbox="747 711 1871 1235"> <thead> <tr> <th data-bbox="747 711 1314 748">Devonport United Group</th> <th colspan="2" data-bbox="1314 711 1871 748">CCH STAFF ATTENDANCE</th> </tr> <tr> <th data-bbox="747 748 1314 786">DATE</th> <th data-bbox="1314 748 1583 786">YES</th> <th data-bbox="1583 748 1871 786">NO</th> </tr> </thead> <tbody> <tr> <td data-bbox="747 786 1314 854">15th January 2008</td> <td data-bbox="1314 786 1583 854">Rebecca Dance</td> <td data-bbox="1583 786 1871 854"></td> </tr> <tr> <td data-bbox="747 854 1314 922">19th February 2008</td> <td data-bbox="1314 854 1583 922">Rebecca Dance</td> <td data-bbox="1583 854 1871 922"></td> </tr> <tr> <td data-bbox="747 922 1314 990">4th March 2008</td> <td data-bbox="1314 922 1583 990"></td> <td data-bbox="1583 922 1871 990">Rebecca Dance (sick leave)</td> </tr> <tr> <td data-bbox="747 990 1314 1058">15th April 2008 AGM</td> <td data-bbox="1314 990 1583 1058">Rebecca Dance</td> <td data-bbox="1583 990 1871 1058"></td> </tr> <tr> <td data-bbox="747 1058 1314 1127">15th July 2008</td> <td data-bbox="1314 1058 1583 1127">Ruth Mycock Rebecca Dance</td> <td data-bbox="1583 1058 1871 1127"></td> </tr> <tr> <td data-bbox="747 1127 1314 1235">19th August 2008</td> <td data-bbox="1314 1127 1583 1235">Rebecca Dance Ruth Mycock (due to attend)</td> <td data-bbox="1583 1127 1871 1235"></td> </tr> </tbody> </table>	Devonport United Group	CCH STAFF ATTENDANCE		DATE	YES	NO	15 th January 2008	Rebecca Dance		19 th February 2008	Rebecca Dance		4 th March 2008		Rebecca Dance (sick leave)	15 th April 2008 AGM	Rebecca Dance		15 th July 2008	Ruth Mycock Rebecca Dance		19 th August 2008	Rebecca Dance Ruth Mycock (due to attend)	
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Question/Issue	Response
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Eaves Green Residents' Group

	CCH STAFF ATTENDANCE	
DATE	YES	NO
8 th January 2008	Craig Bradshaw	
12 th February 2008	Craig Bradshaw	
11 th March 2008		Craig Bradshaw (leave)
8 th April 2008	Craig Bradshaw	
13 th May 2008	Ruth Mycock Craig Bradshaw	
10 th June 2008 – meeting cancelled		
8 th July 2008		Craig Bradshaw (unable to attend)

Chorley Moor Residents' Group

	CCH STAFF ATTENDANCE	
DATE	YES	NO
28 th February 2008	Richard Wright Rebecca West	
19 th March 2008	Richard Wright Rebecca West	
21 st May 2008	Kate Eastwood Ruth Mycock Rebecca West	
2 nd July 2008	Kate Eastwood Ruth Mycock	Rebecca West (leave)
6 th August 2008	Kate Eastwood Ruth Mycock Rebecca West (due to attend)	

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	<p>The Ryes Residents' Group Attendance by Elaine Ives is by invite. Elaine will always attend when invited. Ruth Mycock & Kate Eastwood (Resident Involvement Officers) are due to attend the next meeting on 18th August.</p> <p>Neighbourhood Officers will attend PACT meetings quarterly or more regularly where there are issues relating to CCH stock and tenants. The Police website is regularly checked for the top 3 issues raised at PACT meetings.</p>
<p>Any buddy schemes for new tenant groups, their frequency and future plans in this area was requested</p>	<ul style="list-style-type: none"> ▪ The Resident Involvement Team has a database of active residents and residents' groups willing to take on the 'buddy' role. ▪ Any new residents wishing to become involved are given the opportunity to be allocated a 'buddy' with similar interests at CCH. ▪ Plans have been put in place to invite all future residents who want to become involved to a briefing session, which will include meeting their 'buddy.' ▪ The 'buddy' scheme is promoted in our resident involvement leaflet (14) and will be on the web site in the near future. ▪ The scheme does not have a timetable, due to the fact that it is dependent on interest from residents, but all future residents and residents' groups that want to become involved will be given the option to join the scheme.
<p>The process for meetings to happen</p>	<ul style="list-style-type: none"> ▪ A monthly calendar of all resident involvement meetings/activities/events is sent to all active residents and the secretaries of residents' groups approximately one week before the start of the month of the calendar. ▪ Members of all our groups (focus groups, service improvement groups, Tenants' and Residents' Panel etc.) are sent an invitation prior to each meeting outlining the details of the meeting approximately one to two weeks before the date of the meeting. ▪ Any paperwork required for meetings, including the agenda, is delivered to all members prior to the meeting.
<p>Also, details of any meetings with residents that the task group can attend</p>	<p>The task group are welcome to attend any of the meetings set out below, subject to agreement with resident members of the group. Please note that all meetings are subject to change. Please confirm attendance with the Resident Involvement Team.</p>

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	<p>2008 forward plan of meetings:</p> <table border="1"> <thead> <tr> <th data-bbox="737 305 1241 342">MEETING</th> <th data-bbox="1241 305 1612 342">DATE</th> <th data-bbox="1612 305 1787 342">TIME</th> <th data-bbox="1787 305 2041 342">VENUE</th> </tr> </thead> <tbody> <tr> <td data-bbox="737 342 1241 412">Residents' Resource Room Focus Group</td> <td data-bbox="1241 342 1612 412">Mon 4th August 2008</td> <td data-bbox="1612 342 1787 412">6.30pm</td> <td data-bbox="1787 342 2041 412">Board Room</td> </tr> <tr> <td data-bbox="737 412 1241 449">Access & Customer Care SIG</td> <td data-bbox="1241 412 1612 449">Wed 6th August</td> <td data-bbox="1612 412 1787 449">6.15pm</td> <td data-bbox="1787 412 2041 449">Board Room</td> </tr> <tr> <td data-bbox="737 449 1241 487">Publications SIG</td> <td data-bbox="1241 449 1612 487">Mon 11th August</td> <td data-bbox="1612 449 1787 487">10.30am</td> <td data-bbox="1787 449 2041 487">Board Room</td> </tr> <tr> <td data-bbox="737 487 1241 524">Sheltered Tenants SIG</td> <td data-bbox="1241 487 1612 524">Tues 2nd September</td> <td data-bbox="1612 487 1787 524">12.30pm</td> <td data-bbox="1787 487 2041 524">TBC</td> </tr> <tr> <td data-bbox="737 524 1241 561">Tenants' & Residents' Panel</td> <td data-bbox="1241 524 1612 561">Mon 8th September</td> <td data-bbox="1612 524 1787 561">10.30am</td> <td data-bbox="1787 524 2041 561">Board Room</td> </tr> <tr> <td data-bbox="737 561 1241 599">Repairs & Maintenance SIG</td> <td data-bbox="1241 561 1612 599">Tues 9th September</td> <td data-bbox="1612 561 1787 599">2.00pm</td> <td data-bbox="1787 561 2041 599">Board Room</td> </tr> <tr> <td data-bbox="737 599 1241 636">Respect & ASB SIG</td> <td data-bbox="1241 599 1612 636">Mon 22nd September</td> <td data-bbox="1612 599 1787 636">10.30am</td> <td data-bbox="1787 599 2041 636">Board Room</td> </tr> <tr> <td data-bbox="737 636 1241 673">Leaseholders SIG</td> <td data-bbox="1241 636 1612 673">Mon 22nd September</td> <td data-bbox="1612 636 1787 673">6.30pm</td> <td data-bbox="1787 636 2041 673">Board Room</td> </tr> <tr> <td data-bbox="737 673 1241 711">Access & Customer Care SIG</td> <td data-bbox="1241 673 1612 711">Wed 8th October</td> <td data-bbox="1612 673 1787 711">6.15pm</td> <td data-bbox="1787 673 2041 711">Board Room</td> </tr> <tr> <td data-bbox="737 711 1241 748">Publications SIG</td> <td data-bbox="1241 711 1612 748">Mon 3rd November</td> <td data-bbox="1612 711 1787 748">10.30am</td> <td data-bbox="1787 711 2041 748">Board Room</td> </tr> <tr> <td data-bbox="737 748 1241 786">Tenants' & Residents' Panel</td> <td data-bbox="1241 748 1612 786">Mon 10th November</td> <td data-bbox="1612 748 1787 786">10.30am</td> <td data-bbox="1787 748 2041 786">Board Room</td> </tr> <tr> <td data-bbox="737 786 1241 823">Sheltered Tenants' SIG</td> <td data-bbox="1241 786 1612 823">Tues 2nd December</td> <td data-bbox="1612 786 1787 823">12.30pm</td> <td data-bbox="1787 786 2041 823">TBC</td> </tr> <tr> <td data-bbox="737 823 1241 860">Access & Customer Care SIG</td> <td data-bbox="1241 823 1612 860">Wed 3rd December</td> <td data-bbox="1612 823 1787 860">6.15pm</td> <td data-bbox="1787 823 2041 860">Board Room</td> </tr> <tr> <td data-bbox="737 860 1241 898">Repairs & Maintenance SIG</td> <td data-bbox="1241 860 1612 898">Thurs 4th December</td> <td data-bbox="1612 860 1787 898">2.00pm</td> <td data-bbox="1787 860 2041 898">Board Room</td> </tr> <tr> <td data-bbox="737 898 1241 935">Respect & ASB SIG</td> <td data-bbox="1241 898 1612 935">Mon 8th December</td> <td data-bbox="1612 898 1787 935">10.30am</td> <td data-bbox="1787 898 2041 935">Board Room</td> </tr> </tbody> </table>	MEETING	DATE	TIME	VENUE	Residents' Resource Room Focus Group	Mon 4 th August 2008	6.30pm	Board Room	Access & Customer Care SIG	Wed 6 th August	6.15pm	Board Room	Publications SIG	Mon 11 th August	10.30am	Board Room	Sheltered Tenants SIG	Tues 2 nd September	12.30pm	TBC	Tenants' & Residents' Panel	Mon 8 th September	10.30am	Board Room	Repairs & Maintenance SIG	Tues 9 th September	2.00pm	Board Room	Respect & ASB SIG	Mon 22 nd September	10.30am	Board Room	Leaseholders SIG	Mon 22 nd September	6.30pm	Board Room	Access & Customer Care SIG	Wed 8 th October	6.15pm	Board Room	Publications SIG	Mon 3 rd November	10.30am	Board Room	Tenants' & Residents' Panel	Mon 10 th November	10.30am	Board Room	Sheltered Tenants' SIG	Tues 2 nd December	12.30pm	TBC	Access & Customer Care SIG	Wed 3 rd December	6.15pm	Board Room	Repairs & Maintenance SIG	Thurs 4 th December	2.00pm	Board Room	Respect & ASB SIG	Mon 8 th December	10.30am	Board Room
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Copies of recent newsletters to tenants were also requested	Copies of tenant newsletters (13, 15 – 20 inclusive) and leaflets (21 – 36 inclusive) produced by CCH since 'go live' are attached. The link to the CCH website is http://www.chorleych.co.uk/ and all our leaflets, the tenants' handbook (37) and recent copies of our newsletters can all be viewed online or downloaded via the 'information library' link.																																																																

Question/Issue	Response
<p>1. Residents car parking spaces:</p> <ul style="list-style-type: none"> • Where and when will the spaces be completed? • Who decides where the spaces are located? • How will the strategy for parking within 5 years be delivered? 	<p>An additional 985 parking spaces will be delivered through the investment programme. A number of streets requiring parking were identified from survey work highlighting areas where parking is not currently provided and consultation with residents / Neighbourhood Officers identifying concern. Spaces will be provided in Year 1 in the following areas:</p> <p>Harrison Road, Chorley Eaves Green Road, Chorley Valley View, Chorley Ullswater Road, Chorley Grasmere Terrace, Chorley Troutbeck Road, Chorley Scawfell Road, Chorley The Flats, Derwent Road, Chorley Buttermere Avenue, Chorley Thirlmere Avenue, Chorley Lydgate, Chorley Windsor Avenue, Adlington Greenside, Euxton Barnside, Euxton Brookfield, Croston Church Hill, Whittle-le-Woods Leeson Avenue, Charnock Richard</p> <p>Initial visual surveys identified approximately 168 spaces can be achieved by providing hardstanding areas for residents in-curtledge across these areas. Detailed resident consultation and surveys will take place from August 2008 onwards. Spaces will also be provided through new parking areas / parking courts being provided utilising areas included within the transfer. In year 1 this will include:</p> <p>Eaves Green Road Parking Scheme: 25 spaces to be provided, plans have been drawn through detailed consultation with residents and have been approved by the Planning Officer.</p> <p>Greenside, Euxton: 5 spaces to be provided.</p>

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<p>2. Vacant properties</p> <ul style="list-style-type: none"> • How many were uninhabitable when Chorley Community Housing took over? • How many are habitable now? • How long and why are properties vacant? • When they will be ready to let? • What is the strategy for completing the renovations? 	<p>Three properties on Chorley Lane, Charnock Richard were uninhabitable prior to LSVT. One has been vacant since 1999 and the other two since 2004. The remaining stock of 2874 dwellings are habitable. Properties identified as un-inhabitable have been allocated to the Development Department for consideration for refurbishment to bring back into use.</p> <p>These properties are:</p> <p>18, 20 & 22 Chorley Lane, Charnock Richard</p> <p>Initial information received from valuation surveys carried out in 2000 indicate the properties can be refurbished and an inspection will be carried out on 14th August 2008 to obtain a full schedule of works and costs.</p> <p>Once these are received the options for refurbishment will be appraised on a rented basis initially since these properties are located in a rural area with high priority.</p>
<p>3. Residents associations</p> <p>How many now are there now?</p>	<p>We currently have three formally recognised residents' groups. They are:</p> <ul style="list-style-type: none"> - Devonport United Group - Eaves Green Residents' Group - The Ryes Residents' Group <p>A fourth group, the Chorley Moor Residents' Group, is due to hold their first AGM in August to publicly launch the group.</p>
<p>How do you know if they are working well?</p>	<p>Resident Involvement/Neighbourhood Officers have regular contact with all our residents groups and always try to attend meetings on request. In order to be formally recognised by CCH residents' groups have to meet the recognition criteria, which includes adopting the CCH model constitution and equal opportunities statement and having a membership of 50% or more CCH tenants or leaseholders. In order to be awarded their annual grant, residents' groups have to meet certain criteria. This allows the Resident Involvement Team to establish how active the group have been in their community and therefore determines the amount they are awarded in their grant. This process also enables the Resident Involvement Team to establish if the group is working well and whether they need to provide any extra support.</p>

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<ul style="list-style-type: none"> • How do you plan to support them in the future? 	<ul style="list-style-type: none"> ▪ Ensure that all new Resident Involvement/Neighbourhood Officers introduce themselves to Residents' Groups, so that they know who to contact should they need support, advice and attendance at meetings. ▪ Ensure that all CCH staff do their best to attend meetings when requested by the residents' group. ▪ Continue to provide each group with an annual grant, subject to them meeting recognition and grant criteria. ▪ All residents' groups are eligible to use our new Residents' Resource Room for resident involvement/community activities, which gives access to computers, the internet, a telephone, scanner, printer, laminator and guillotine. ▪ The Resident Involvement Team offers all residents' groups free training opportunities. The Team is currently working with Group to produce a training programme of future training sessions. Examples of the training sessions that will be on offer to residents' groups include 'assertiveness,' 'minute taking' and 'chairing skills.' ▪ The CCH Resident Involvement Policy includes information on how CCH will support residents groups. ▪ The Resident Involvement Team is currently working with residents to develop a Resident Involvement Strategy, which will include information on how we will continue to support residents' groups.
<p>4. Anti social behaviour team</p> <ul style="list-style-type: none"> • How does it operate? • How do tenants know about this service: who to contact, services available? 	<p>Copies of the ASB policy (38) and ASB leaflet (21) are attached. Details of how to contact the ASB team are on our website, along with individual contact numbers and e-mail addresses for each team member. We also offer an out of hours service and the telephone number for this is available on our website, has been published in our newsletter, received coverage in the Chorley Guardian on 7th May 2008 (39) and in the ASB leaflet (38) which is in reception at Gillibrand Street or available on request.</p> <p>We have also carried out a perceptions survey on ASB and copies of the survey used (40) and the results (41) are attached. The survey results have been to the Tenants' and Residents' Panel and will be going to the next Respect and Anti Social Behaviour SIG, where we will be working with residents to produce an action plan to address the key findings. The key findings will also go in the next Foundations newsletter.</p>

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<ul style="list-style-type: none"> • How are tenants vetted to reduce the risk of anti social behaviour? 	<p>As part of our application procedure, we ask applicants to provide a character reference and we obtain previous landlord references. All new tenants are given a twelve-month trial agreement known as a starter tenancy, which can be extended by a further six-months in some cases</p>
<p>5. Allocation of properties</p> <ul style="list-style-type: none"> • How are they allocated pre and post tenancy? 	<p>A copy of CCH's lettings policy is enclosed (42).</p>
<p>6. Renovations</p> <ul style="list-style-type: none"> • What is the policy to rehouse tenants whilst work is being done on their property? 	<p>Decanting is covered within the Lettings policy. Sections 5.4 and 9.2 apply.</p>
<p>7. Partial renovations</p> <ul style="list-style-type: none"> • If a tenant is offered a new bathroom or kitchen and refuses how is this recorded by CCH? 	<p>Residents have the ability to refuse an element of the works, provided that this does not hold health and safety implications. The refusal is recorded by the Surveyor and Tenant Liaison Officer carrying out the Pre-Entry Survey and signed by the Resident.</p> <p>The Consultants, Arcus, record all information on a data system 'Sharepoint' which can be viewed by all partners to the Contract. This will enable the easy tracking of all properties from survey stage, through to handover and provide details of which components of work residents have been identified as requiring and any areas where works have been refused.</p> <p>This information will be store by CCH electronically on completion of the Contract and also be input onto an Asset Register during the course of the contract. This register identifies what work each property has received in any financial year and the value of work carried out.</p>
<p>8. Feedback from tenants</p> <ul style="list-style-type: none"> • How do you collect, monitor and take action on feed back from tenants on work done their properties? 	<p>CCH Resident satisfaction surveys are issued at Handover by the Tenant Liaison Team and collected by hand. As a gesture of goodwill, Bullock make a £3 payment to residents in respect of use of electricity during the works and this payment is issued on collection of the survey.</p> <p>The collected surveys are sent to Adactus for collation and analysis by the Research Assistant and then distributed to the Project Manager at Adactus, Customer Services Manager and Tenancy Support Officer at CCH for monitoring and reporting. The survey summary is also forwarded to the Tenant Liaison Officer from Bullock for monitoring performance of Contractors.</p> <p>Surveys are monitored on a monthly basis and a copy of the survey (43) plus most recent summary of results (44) are enclosed.</p>

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<p>9. Affordable housing</p> <ul style="list-style-type: none"> • What is the strategy and progress on the delivery of 40 affordable homes each year? 	<p>Background</p> <p>AHG has a legal agreement with CBC to provide 200 extra rented properties over the next 5 years, ie 40 properties pa. If the target is not reached in any year then the requirement is rolled over to the following year.</p> <p>There is no clarity in the legal documents over the definition of ‘extra’ units. In the previous 4 years CBC had received a low level of SHG allocation from the Housing Corporation, and it was intended by producing schemes which were both deliverable and value for money (through additional funding from AHG, reduced land costs from CBC etc), ‘extra’ units could be picked up through ‘slippage’ in the programme. This is no longer the case: Chorley has gained priority in the Regional Housing Strategy and has received increased funding; bidding has become quarterly, which makes slippage less definable.</p> <p>Current Development:</p> <p>The first 38 properties are on site (Gillibrands Parcels 8 & 9) and will complete in 2009. To achieve this development CBC provided the land at nil value, AHG are funding £500,000 through recycled grant and £2,937,560 private finance, the HC are funding £1,593,095.</p> <p>38 additional homes for rent</p> <p>Proposed Future Developments:</p> <p>Strategy for the delivery of the required 40 affordable homes each year includes:</p> <p>Land transferred to CCH: There are a number of infill and garage sites which transferred to CCH along with the stock. A full register has been drawn up and AHG development department are currently exploring opportunities to develop approximately 20 houses, flats and bungalows on this land.</p> <p>20 additional homes for rent</p> <p>Section 106 sites: AHG development department is investigating every s106 rented opportunity. Currently working with a number of developers (including: Miller Homes, Rowland Homes, Redrow, Arley Homes, Newfield Jones Homes and McInerney Homes).</p> <p>An offer has been accepted on 13 properties for rent with exclusive negotiations being held for a further 2 properties.</p>

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	<p>15 additional homes for rent</p> <p>Outright sale sites: Currently looking for sites where a mix of rent and outright sale would be possible, with the profit from the sale properties reinvested to fund the rent properties.</p> <p>Other sites: Continue to look for other sites on the open market and through CBC. AHG to provide both private finance and recycled grant. Currently progressing an opportunity to develop approx 30 houses and flats for rent across a number of sites.</p> <p>30 additional homes for rent</p>
<p>10. Neighbourhood caretakers</p> <ul style="list-style-type: none"> • What are these and what do they do? 	<p>The job description (45) for the caretaker/handyman is attached. There are 3 Neighbourhood Caretakers. 2 work on specified sheltered schemes in the mornings carrying out a handyman role. In the afternoons they carry out a caretaker role in specified general needs areas. The third caretaker provides floating cover in all areas except Wednesday morning when he provides a handyman service at Heapey sheltered scheme.</p> <p>Publicity regarding the Neighbourhood Caretakers was included in the Autumn 2007 edition of Foundations (17). Details can also be found on the website, in the Tenant Handbook (37) and in the Neighbourhood Services leaflet (30).</p>
<p>11. Rent</p> <ul style="list-style-type: none"> • Do tenants pay increased rent after refurbishment? 	<p>The formal consultation document issued to tenants prior to transfer explains that CCH would charge the same rent as the Council and also states that CCH would not apply an additional charge following refurbishment.</p>