

## Appendix 2

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

<b>RSL Name</b>	Chorley Community Housing	<b>Updated by</b>	Sue Davidson
<b>RSL Number</b>	L4487	<b>Date</b>	26 <sup>th</sup> April 2008

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.

## STOCK TRANSFER MONITORING – Promises Tracking

<b>RSL Name</b>	Chorley Community Housing	<b>Updated by</b>	Sue Davidson
<b>RSL Number</b>	L4487	<b>Date</b>	26 <sup>th</sup> April 2008

<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	Tenders obtained through Group procurement. Contractors started.	On Target
OD2	<b>New kitchen layout</b> (1,300 properties/5 years)	Pilot scheme of 52 completed. Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Main Contractor tenders started on site April 08	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. Main Contractor tenders started on site April 08	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. Main Contractor tenders started on site April 08.	On Target
OD4	<b>Off Street Car Parking</b> (985 properties/5 years)	Main Contractor to start summer 08	On Target
OD5	<b>Fencing</b> (646 properties/5 years)	Main Contractor to start summer 08	On Target
OD6	<b>Mains smoke detectors</b> (2816 properties/5 years)	Main Contractor started April 08	On Target
OD7	<b>Fascias and soffits</b> (1122 properties/5 years)	Main Contractor started march 08, first scheme completed.	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. Main Contractor tenders started on site April 08.	On Target

OD9	<b>Install/upgrade central heating</b> (466 properties/5 years)	Main Contractor started April 08	On Target
OD10	<b>New boiler</b> (1227 properties/5 years)	Main Contractor started April 08	On Target
OD11	<b>Rewire</b> (600 properties/5 years)	Main Contractor started April 08	On Target
OD12	<b>Roofing</b> (108 properties/5 years)	Main Contractor to start summer 08	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 Target
OD15	Installation and upgrading of door entry systems (within 5 Years)	Main Contractor to start summer 08	On Target
OD58	Painting to communal rooms and communal facilities in sheltered schemes and flats (within 5 Years)	Main Contractor started, first scheme completed	On Target

<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	Three in total, to be funded and developed by the Group. Recruitment to start May/June 08 for September 08 courses	On Target
OD19	Modern apprentice - office	Recruitment to start May/June 08 for September 08 courses	On Target
OD20	Housing Graduate trainee	Recruitment to start May/June 08 for September 08 courses	On Target
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	Customer accessible One Stop Shop open 8.45 to 5.00pm Mon-Fri. CCH Town Centre office open 9am-5pm Mon,Tues, Thurs, Friday & 12pm-5pm Wed (closed Wed am for staff training)	Completed

OD28	Provide a free repairs service offering appointments	Appointments offered for repairs service	Completed
OD29	Keep a dedicated freephone repairs reporting phone line	Freephone repairs reporting phone line available at One Stop Shop.	Completed
OD30	Provide an out of hours repair reporting facility	Repairs can be reported through the website 24hrs a day. Out of hours emergency repairs can be reported over the phone	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 to be reviewed and procedure to be set up and implemented	On Target
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	Customer Care Charter agreed with tenants. Going to Board for approval 6.5.08	On Target
OD50	Pay compensation if we fail to meet customer care standards	Comments, Compliments and Complaints Policy reviewed. Report to Board 1 November 07.	On Target
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
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	Action plan to achieve 2008	On Target
OD54	Join the Housing Ombudsman Scheme	Membership of Housing Ombudsman Scheme with effect from 29 August 2007.	Completed
OD55	Open Membership Scheme	Membership scheme to be developed, agreed and implemented	On Target
OD62	Maintain the current cut and collect service for grounds maintenance	Agreed as part of Service Level Agreement with Chorley Borough Council, Grounds Maintenance Service	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

<b>Theme Three : Affordable rents</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>
Standard	Delivery of transferring organisation's rent promises as outlined in offer document. <i>Please provide specific targets</i>	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.	Completed

<b>Theme Four : Tenant involvement in decision making</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>
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	£17,200 (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	A skills audit of resident activists is underway and a proposed training plan is being developed. Training can be accessed internally, through the group & through TPAS	On Target
OD42	Set up buddy scheme for new tenant groups	Subject to tenant consultation. To be discussed at Service Improvement Groups & at the next Tenants & Residents Panel in July	On Target
OD43	Hold an annual tenants conference	Group conference involving CCH staff & tenants held Oct 07. CCH conference to be arranged .	Complete On Target
OD44	Fund and support the production of a tenants newsletter	Tenant Participation Update produced March 08. Meeting with tenants to agree future production arranged for 28 April 08. Resource Room with Publisher software now available.	On Target
OD45	Report annually on performance	Produce Annual Report to tenants	On Target
OD46	Provide a menu of opportunities for tenants to get involved	Questionnaire sent out to all tenants September 07. Good progress being achieved in developing involvement options in response to questionnaire results.	On Target
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	Meeting for sheltered housing tenants held Feb 08. Very well attended. From this representative Forum is to be set up – meeting June 08. Older persons Forum for older people in general needs accommodation held March 08	On Target

<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)	Managing Director to attend briefing meeting with established scheme members in East Lancashire to review financial inclusion options. Financial Strategy to be developed 2008.	On Target
OD16	Estate re-modelling – 2 estates Longfield Avenue, Coppull and Greenside, Euxton (within five years)	Main Contractor to start 09/10	On Target
OD17	40 New Affordable homes per annum for five years	Planning permission granted 38 units so far	On Target
OD25	Work with the Council to introduce Choice Based Lettings (April 2009)	Working Group to be set up with the Council and other housing providers to agree CBL Scheme	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)	Main Contractor to start 09/10	On Target
OD65	Provide internet access within each sheltered scheme with a communal facility and training on the use of computers	Internet access available at Eldon House & The Willows further roll out to other schemes to be programmed. Target completion date Oct 08	On Target

<b>Theme Six : Delivering sustainable communities</b>			
<b>Promise</b>	<b>Nature of Work</b>	<b>Progress to date / further work planned</b>	<b>Status</b>

Nr			<i>Delete as appropriate</i>
OD21	Set up a dedicated anti-social behaviour team (within first year)	Team of 3 established. Senior ASB Officer & 2 ASB officers. On-going development of specialist role	Completed
OD22	Appoint Neighbourhood Officers and undertake regular neighbourhood "walkabouts" (within first year)	4 Neighbourhood Officers in post from July 07. Estate inspection tool has been developed & walkabouts have been scheduled quarterly for each area. Schedule to be publicised.	On Target
OD23	Appoint Gardner/Handypersons (within first year)	2 new Caretaker Handypersons appointed. 1 internal secondment.	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)	Caretaker Scheme being rolled out across the Borough.	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	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
OD67	Aim to carry out all adaptations within 13 weeks of receiving OT assessment	In-house team delivering	On Target