

CHORLEY COMMUNITY HOUSING BACKGROUND DOCUMENTS SUPPLIED

1. Customer Access Survey Board Report
2. Customer Access Survey Board Report appendix A
3. Customer Access Survey Board Report appendix B
4. ASB satisfaction survey
5. Day to day repairs satisfaction survey
6. Lettings satisfaction survey
7. Lettings applications satisfaction survey
8. Aids and adaptations satisfaction survey
9. Planned maintenance satisfaction survey
10. Right To Buy and Right To Acquire satisfaction survey
11. Complaints satisfaction survey
12. You Asked, We Acted article
13. Tenants' Talk – July 2008 newsletter
14. Resident involvement leaflet
15. Your Home Your Say – March 2007 newsletter
16. Foundations – Summer 2007 newsletter
17. Foundations – Autumn 2007 newsletter
18. Resident Involvement update – Spring 2008
19. Foundations – Spring 2008 newsletter
20. Foundations – Summer 2008 newsletter
21. ASB leaflet
22. Complaints comments compliments leaflet
23. Complaints form
24. Disabled adaptations leaflet
25. Gas servicing leaflet
26. Housing for older people leaflet
27. Introduction to CCH leaflet
28. Leaseholders leaflet
29. Lifeline leaflet
30. Neighbourhood Services leaflet
31. Private lifeline leaflet
32. Private lifeline leaflet
33. Protecting vulnerable people leaflet
34. Repairing your home leaflet
35. Tenancy support leaflet
36. Ways to pay your rent leaflet
37. Tenants handbook
38. ASB policy
39. Article from Chorley Guardian 7.5.08
40. Resident perceptions survey
41. Resident perceptions survey results
42. CCH Lettings Policy
43. Planned maintenance survey form
44. Planned maintenance survey results
45. Caretaker/handyperson job description