

Theme One : Delivery of home re-improvements			
Promise Nr	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
	Summary of Progress	Properties currently in Works 243 Properties awaiting Works 95 Target Completions 164 Completions 101 The variance between target completions and completions is –63 properties, these properties have had works completed internally, however are not counted as Practical Completion properties pending full documentation and handover packs.	
OD1	Re-introduce a painting programme for exterior woodwork and rendering	Tenders obtained through Group procurement. Contractors started.	On Target
OD2	New kitchen layout (1,300 properties/5 years)	Revised and improve kitchen layouts are being provided as part of the overall improvement programme including remodelling to incorporate 'pantries'. Works included in 'whole house hits' programme	On Target
OD3	Over bath showers (2816 properties/5 years)	Numbers included in Programme: 2848 Numbers targeted for Year 1: 693 Number completed to date: 101 Works included in 'whole house hits' programme	On Target
OD3a(inserted)	Install upgrade bathrooms (1150 properties/5 years) (Enhanced 2,916/5 years)	Numbers included in Programme: 2848 Numbers targeted for Year 1: 693 Number completed to date: 101 Works included in 'whole house hits' programme	On Target

OD4	Off Street Car Parking (985 properties/5 years)	Number included in programme; 985 Number to be completed in Year 1: approx 200 Planning obtained for Eaves Green Road Scheme, obtaining sign off of planning conditions Surveys to all streets in Year 1 programme underway ahead of resident consultation.	On Target
OD5	Fencing (646 properties/5 years)	Number included in programme: 646 Consultation and surveys to commence summer 08 with physical works to commence early 2009	On Target
OD6	Mains smoke detectors (2816 properties/5 years)	Numbers included in Programme: 2848 Numbers targeted for Year 1: 693 Number completed to date: 101 Works included in 'whole house hits' programme	On Target
OD7	Fascias and soffits (1122 properties/5 years)	Main Contractor started March 08, first scheme completed. Total included in programme: 1122 Further works programmed in Year 1 to 188 properties. Works programme currently being prioritised.	On Target
OD8	Install/upgrade kitchen (1740 properties/5 years) Enhanced to 2,916 properties/5 Years	Numbers included in Programme: 2848 Numbers targeted for Year 1: 693 Number completed to date: 101 Works included in 'whole house hits' programme	On Target
OD9	Install/upgrade central heating (466 properties/5 years)	Numbers included in Programme: 853 Numbers targeted for Year 1: 241 Where central heating systems are identified as failing ahead of programme these are being incorporated into the programme as a separate item of works.	On Target

OD10	New boiler (1227 properties/5 years)	Numbers included in Programme: 1227 (including boilers provided as part of install/upgrade central heating) It is aimed to replace all boilers aged over 10 years old through the programme. Works ongoing as identified within whole house programme plus additional failing boilers requiring replacing as and when identified.	On Target
OD11	Rewire (600 properties/5 years)	Numbers included in Programme: 713 Numbers targeted for Year 1: 171 Works included in 'whole house hits' programme	On Target
OD12	Roofing (108 properties/5 years)	Numbers included in Programme: 108 Numbers targeted for Year 1: 30 Currently identifying priorities from CCH for properties targeted in Year 1	On Target
OD14	Provide choice in colour of floor tiles in kitchens and bathrooms, and in colour of kitchen fittings (within first year)	Residents were consulted to establish the range of choices offered for kitchens, bathrooms and floor tiles. Residents are then offered a choice from within the range for their own property when Pre-Entry Surveys are carried out.	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

Further queries:

4. Anti-Social Behaviour

1. Information provided shows how new tenancy anti social behaviour is tackled, however, if there are anti-social behaviour issues from long-term existing tenants how are these resolved?
2. What support is given to neighbouring tenants suffering from anti-social behaviour?
3. Is there more that partners could do to assist CCH in tackling anti-social behaviour e.g. LCC?
4. How is CCH performing in dealing with anti-social behaviour?

5 Allocation of properties

Is enough done to prioritise vulnerable people?

6 Renovations

What constitutes decanting? (where tenants have to move out of the property)

7 Partial renovations

How does it count towards the completion figures when a tenant refuses the offer of a new kitchen or bathroom?

Please note for performance figures year 1 runs from April 08 to April 09.