

21 September 2011

Dear Councillor

COUNCIL - TUESDAY, 27TH SEPTEMBER 2011

I am now able to enclose, for consideration at the above meeting of the Council, the following reports that were unavailable when the agenda was printed.

Agenda No Item

10. **Chorley Community Housing (CCH): Delivery of Stock Transfer Promises. (Pages 57 - 90)**

Report of the Director of Partnerships, Planning and Policy (enclosed).

13. **To consider the Notices of Motion (if any) given in accordance with Council procedure Rule 10**

Councillor Peter Wilson has submitted the following two motions:

“Local Development Framework

In light of the recent proposed amendments to the Central Lancashire Core Strategy, together with the ongoing proposals contained within the draft National Planning Policy Framework, this council wishes to amend the LDF Site Allocations & Development Management DPD to take account of the requirement to accommodate the greater housing numbers now demanded by the Conservative led government.

In order to reduce the need to build on our green fields in particular on the edge of villages, these amendments should detail where appropriate using higher densities in housing allocations, therefore reducing the number of overall sites, reducing the number of employment sites and more Brownfield sites for housing.”

“Planning Reforms

Chorley Council recognises the importance of protecting green belt land, green fields and open spaces, allowing for sustainable development whilst protecting such sites. The Council strongly objects to the coalition government's planning reforms, contained within the National Planning Policy Framework, which provides a legal presumption in favour of development with local authorities instructed to "plan positively for new development, and approve all individual proposals wherever possible."

The Council expresses its support for the Daily Telegraph's Hands Off Our Land campaign and the opposition to the government expressed by the Campaign for the Protection of Rural England and the National Trust and commits to writing to the Secretary of State for Communities and Local Government urging the government to abandon the current planning reforms which propose a legal presumption in favour of development and help protect the character and nature of local communities throughout Chorley Borough.”

“Bus Services in Euxton

The council notes with concern the decision taken by Stagecoach to withdraw the Number 16 bus service leaving residents in many parts of the village of Euxton cut off from local services. The council further notes that it is set to receive £427,500 in Section 106 monies for the purposes of Public Transport and Community Facilities from the Group 1 development on Buckshaw Village. Given that Stagecoach have indicated that they would be happy to provide a new service, if the necessary funding was made available, to replace the Number 16 and thereby linking the two railway stations of Euxton and Buckshaw Village, Chorley Council supports the Member of Parliament for Chorley in his proposal to approach BAE Systems and lobby for the early release of the Section 106 monies in order to provide this important bus service for the residents of Euxton.”

Yours sincerely



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ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

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Report of	Meeting	Date
Introduced by the Executive Leader	Council	27 th September

CHORLEY COMMUNITY HOMES (CCH) – DELIVERY OF STOCK TRANSFER PROMISES

PURPOSE OF REPORT

1. To inform members of CCH's delivery against the tenant promises arising from the transfer of the Council's housing stock in 2007. The report is concerned with whether the promises have been completed and not the qualitative aspects of delivery. The report sets out how particular key promises including any outstanding promises will be delivered post March 2012 and in consideration of this information requests the Council to formally 'sign-off' CCH's delivery.

RECOMMENDATION(S)

2. Members are asked to:-
 - (i) Note the CCH Position Statement at Appendix 1 on all promises and the position of a number of key transfer promises highlighted in the main body of the report.
 - (ii) Approve the proposed position negotiated with CCH set out at paras 20-34 which will form an agreement between CCH and the Council post March 2012 on a number of key promises.
 - (iii) Subject to approval of (ii) above, resolve to formally agree to 'sign-off' delivery of the tenant promises by CCH.
 - (iv) The Council agree to a deed of variation being created in respect of the management rather than the transfer of properties to CCH as a temporary measure.

EXECUTIVE SUMMARY OF REPORT

3. The report shows, based on the position statement and evidence supplied by CCH that the majority of the tenant promises have been delivered.
4. There are five promises which are outstanding as follows:
 - Provision of car parking – 728 new or improved off street parking spaces have been delivered against a target of 985 where practicable see para. 19(a);
 - Investment in estate re-modelling to improve safety – It is projected that £519,828 will be invested in the Longfield Avenue and Greenside Estates combined, against a target of £600k see para. 19(b);
 - Provision of affordable housing - 151 affordable housing units have been delivered against a target of 200 see para.19(c);
 - Fascias and soffits – 638 new fascias and soffits have been completed against a target of 1,122 see para. 19(d); and

- Roofing – Full re-roofing has been completed on 78 roofs against a target of 108 see para. 19(e)

Reasons for the non-delivery are provided by CCH and paras. 22-26 set out CCH’s position post March 2012. In respect of affordable housing, information is also provided at Appendix 3 on how they intend to meet their outstanding commitment post March 2012.

5. The report also sets out CCH’s position following discussion with officers on a number of other key promises related to the transfer which the Council require to be continued post March 2012 namely:
 - Town centre office location, summarised at para 27-28;
 - Nominations percentage, summarised at para. 29-30
 - Funding for disabled facilities grants, summarised at para 31-32

The statements made by CCH regarding the outstanding and key promises would form the basis of an agreement between the Council and CCH, subject to member approval, and would be regularly monitored.

6. In the light of the tenant promises position statement at Appendix 1, investment expenditure at Appendix 2 and the statements made by CCH on key promises post March 2012 including the proposed commitments to affordable housing delivery at Appendix 3, members are asked to formally ‘sign off’ CCH delivery of the tenant promises.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

7. CCH were required as part of the stock transfer contract to deliver against all the tenant promises (where practicable) by March 2012. The Council is required to ensure the tenant promises are delivered, and if satisfactory evidence of delivery pre March 2012 is provided and the Council is satisfied with the arrangements regarding key and outstanding promises post March 2012, the Council is required to formally ‘sign-off’ that CCH will have met the tenant promises.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

8. Given that there are a few promises outstanding, the Council could refuse to sign off delivery. However, given that there appears to be legitimate and practicable reasons for the shortfall and a clear statement of future plans to seek to address the shortfall, which the Council will monitor, the option to refuse to sign-off delivery is not considered to be fair and appropriate.

CORPORATE PRIORITIES

9. This report relates to the following Strategic Objectives:

Strong Family Support		Education and Jobs	
Being Healthy		Pride in Quality Homes and Clean Neighbourhoods	√
Safe Respectful Communities	√	Quality Community Services and Spaces	√
Vibrant Local Economy		Thriving Town Centre, Local Attractions and Villages	
A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money			

BACKGROUND

10. As part of the Council's proposal to transfer the ownership and management of its council housing stock to CCH, the Council produced a formal Offer Document to tenants in 2006 which set out the promises the Council was making to tenants should the transfer go ahead and was the basis on which the tenants made their decision and voted to transfer.
11. The tenant promises numbered 76 in total and were wide ranging. Several of the promises related to the investment of £26 million in the housing stock in the first five years after transfer. Other key promises related to delivery of new homes, creating better neighbourhoods through e.g. the setting up a new dedicated anti-social behaviour team and employing neighbourhood officers, to delivering a range of opportunities to deliver tenant involvement.
12. The tenant promises formed a key part of the transfer contract with CCH which commenced in April 2007 for five years expiring March 2012. Progress on delivery against the promises has been reported to Executive Cabinet on a twice yearly basis as part of the report on the 'Performance of key Partnerships'. The tenant promises have also been the subject of an Overview and Scrutiny (O&S) Inquiry in 2008. The recommendations arising from the Inquiry have been addressed as reported to O&S in March 2010.

CCH TENANT PROMISES POSITION STATEMENT

13. Given that the deadline for the delivery of the tenant promises will expire in March 2012, CCH were invited to provide a Position Statement regarding delivery of all the tenant promises with supporting evidence. This Position Statement is attached at Appendix 1.
14. CCH were also asked to provide a breakdown of the £26 million investment programme to improve tenants' homes and achieve the decent homes standard. In the evidence provided at Appendix 2, CCH have shown they have actually spent £36.7m by 31st March 2011 and plan to spend a total of circa £39.5m by March 2012, circa. £13.5m over target.
15. Part of this investment covered the promise OD59 (Page 18 and elsewhere in the Offer Document) regarding funding for disabled adaptations. The offer document stated "that a budget of £250k a year for disabled adaptations for the first five years after transfer, at least" would be provided. The position statement and spending profile shows that between March 2007 and March 2011 CCH have spent £1,815,000 on disabled adaptations and have made available £518k in this years budget (11/12) to address and clear the waiting list.
16. Currently the statutory duty to provide disabled adaptations rests with the Local Authority. However, it is considered good practice by the Tenant Services Authority who oversee registered providers of social housing that they make provision in their budgets to provide adaptations in their own stock. i.e The TSA document "Regulatory Framework for social housing in England from April 2010" states:

2.1 Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.

2.2 Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.

17. The Council receives a very modest disabled facilities grant from the government to cover requests. Going forward if we are to go some way to meeting customer needs across the whole of the Borough, a contribution from registered providers will be essential.
18. Also included in the investment information at Appendix 2, (although it was not the subject of a specific transfer promise), is £255k for 2011/12 relating to properties in Chorley Lane, Charnock Richard. Post transfer, CCH agreed to tackle the problem of three long-term empty properties on Chorley Lane, Charnock Richard. Given the properties had major structural issues costs for the refurbishment of these properties were prohibitive. However, the Board of CCH agreed in August 2010 to the option of demolishing the properties and building 2 new two bed properties and up to £300k has been ring fenced in their business plan to deliver the work.
19. In analysing CCH's response and the evidence supplied in support of their position statement there are five promises where CCH were unable to demonstrate that they have met the promise in full or will be able to do so in the next financial year. The three promises are:-
 - a) Tenant promise OD4 (page 20 of the Offer Document) which is in relation to car parking provision. The offer document estimates the provision of 985 new and improved off street car parking spaces will be delivered by CCH. In the evidence supplied, CCH expect to have provided approximately 728 car parking spaces by March 2012. Whilst this falls short of the target, from surveys undertaken by CCH there are 769 properties that cannot accommodate a car parking space and as such CCH believe they have met the promise made in relation to "the provision of new and improved car parking areas where parking provision is poor and new parking areas are practical".
 - b) Tenant promise OD16 (page 21 of the offer document) which is in relation to spending £600k on re-modelling the Longfield Avenue and Greenside estates to improve safety. CCH have completed the works at Longfield Avenue Coppull at a cost of £231,808 and state they have had no empty properties at Longfield Avenue since the improvements to the estate were completed. The work has yet to be tendered for the Greenside estate Euxton. However, from earlier consultation with residents the budget estimate including contingencies is £288,020. Therefore, CCH state that they expect to spend less than £600k on the two schemes combined.
 - c) OD17 (page 22 of the offer document) which is in relation to the delivery of 200 additional affordable homes over 5 years. A total of 113 units have been completed with funding and agreements secured on a further 38 properties, albeit some of those units may be delivered past the March 2012 deadline. Information regarding these 151 units is attached at Appendix 3. CCH have stated that the 49 units to meet the balance of the 200 are currently being negotiated with developers for delivery post March 2012.
 - d) OD7 (page 20 of the offer document) which is in relation to fascias and soffits. The offer document estimates that 1122 homes require work to fascias and soffits. New fascias and soffits have been completed in 638 properties since March 2008. CCH are currently updating their stock condition information to inform the completion of a future programme.
 - e) OD12 (page 20 of the offer document) which is in relation to roofing. Full re-roofing work has been completed on 78 properties against a target of 108. A future planned programme to complete the remainder is being produced by CCH.

PROPOSED WAY FORWARD

20. Given that there are a few promises outstanding and a need to ensure that post March 2012 a number of other key transfer promises continue, the Council officers have met with CCH to discuss and agree how they will be addressed.
21. Outlined below is CCH's position regarding these promises which if members agree will form an agreement between the Council and CCH which will be monitored on a regular basis to ensure delivery.

Car Parking Provision

22. CCH maintain the view that by March 2012 they will have delivered/improved 728 parking spaces (231 in 11/12) where it has been practical to do so (in line with the wording of the promise) and have stated that "they believe all identified parking hot spots will have been tackled". In terms of provision beyond March 2012, they anticipate providing further off street parking on the Chorley Moor estate (see below) and dealing with other individual requests as they arise.

Estate Re-Modelling Underspend

23. CCH acknowledge that the estate improvement programme for Longfield Avenue (completed) and Greenside estates (to be tendered) combined, is not expected to result in the need for the £600k promised to be spent. However, CCH have stated "that other estates also require investment and we intend to invest further monies in environmental works across CCH's stock over the next few years in consultation with residents". CCH also state that "subject to Board approval, they are proposing a five year improvement strategy starting in 2012/13 for the Chorley Moor estate that will focus on improved boundary treatments and additional car parking for the estate" (as outlined above). As part of the strategy for the estate, CCH are shortly to meet with the Council to review whether the public open space at Buttermere Green could be better used.

Affordable Housing

24. Adactus will have delivered or have committed delivery of 151 of the 200 units promised. Adactus/CCH has stated that they will seek to provide the remaining 49 units in 2012/13. Appendix 3 provides a list of the pipeline schemes and when completed will deliver 206 affordable homes.
25. Adactus/CCH have a proven track record for the delivery of affordable housing and working with officers of the Council, they have submitted a formal offer to the Homes and Communities Agency (HCA), which includes a package of schemes which are both grant and non grant funded. The contracts are expected to be signed imminently and will deliver much needed affordable housing in the borough.
26. Only the non-grant funded schemes will contribute to the delivery of the target and given the number of forthcoming opportunities on new sites, officers are fairly confident that this target will be met.

Fascias, Soffits and Roofing

27. CCH have acknowledged in the position statement that they have not met the targets in this area. However, they have committed to developing a planned programme for the outstanding works. With regards fascias and soffits CCH will develop an on-going programme to complete any remaining fascias and soffits based on updated stock condition information by 2013. In respect of roofing they have stated that of the outstanding 30 roofs, a budget has been set to allow the completion of 10 roofs by March 2012 and the remaining 20 will be completed in 2012/13.

Town Centre Office Location

28. One of the promises (OD27) requires CCH to provide a town centre office for 15 years accommodating senior management and the majority of professional, operational and administrative staff that is open from 8.45am to 5.00pm. Since 1 September 2008 the office at Gillibrand Street has been open from 8.00am to 6.00pm Monday to Friday.
29. The CCH Board has chosen not to renew the lease on 24-26 Gillibrand Street, Chorley which expires on 26 March 2012. It is understood that CCH are currently negotiating on alternative office accommodation in the town centre and will confirm the location and the term of the lease once the Heads of Terms have been agreed. CCH have stated that 32 staff can be accommodated in the new office and will comprise CCH Management, Neighbourhood Management, ASB and Customer Services teams together with interview facilities, meeting rooms and a tenant resource room.

Nomination Percentages

30. The contract with CCH provides Chorley Council with 75% nominations to their stock. One of the promises (OD25) required CCH to work with the Council to introduce Choice Based Lettings. The Select Move Scheme went live in March 2011 and CCH have put 100% of their stock into the scheme which is welcomed by the Council.
31. Going forward, the Council has made it clear that the Council would want CCH to remain in Select Move and require confirmation that 75% nomination rights would continue in the event that CCH seek to withdraw from Select Move. CCH have given the assurance by providing the following statement from the Director of Operations ***"I can confirm that CCH will continue to offer the Council 75% nomination rights and that any variation of this arrangement will only be made with the full agreement of the Council. I can also confirm that any decision to withdraw from CBL (Select Move) would only be made after full engagement with the Council"***.

Funding for Disabled Facilities Grants

32. Whilst there is no contractual requirement for CCH to make budgetary provision for disabled adaptations beyond March 2012, as stated earlier in the report the requirement for Registered Providers to make available budgets for adaptations is considered good practice and will be key if the Council is to maximise the limited funds available for disabled facilities grants and meet its statutory housing obligations.
33. CCH were unable at this stage to specify a budget for adaptations but in correspondence from the Director of Operations has made it clear that the needs of the elderly and vulnerable residents including those with disabilities remains a priority for them and have stated " we will be recommending to the Board of CCH that they make budget provision in 2012/13 based on previous demand and taking account of the existing waiting list and the number of adaptations that have been carried out and will be able to confirm the level of budgetary provision for next year once the budget has been approved in February 2012. Further budget provision for this area of expenditure will be determined on an annual basis as part of our normal budgetary cycle"
34. Finally, CCH were asked if they wished to make any further statements in the report for member consideration. As a consequence they provided the following:

"Now we have completed the investment programme that was set out in the offer document to tenants, CCH is happy to seek to agree with the Council a fresh set of objectives on how our two organisations might work more closely to regenerate the Borough and further improve Housing supply. This might include:

- Regeneration of the Liptrott estate (as described earlier in the report)
- Regeneration of the Longfield Avenue environment in Coppull
- Utilising the Council's landholdings for the provision of further affordable housing".

35. “Since transfer CCH has also worked closely with the Council on a number of initiatives that were not specified in the transfer contract. Examples are of our funding of the sports development officer, developing a database of adapted properties and the tackling tenancy fraud initiative. We are always happy to discuss joint working in other areas in order to collaborate and ensure the best use of our combined resources”.

CONCLUSION

36. Overall, it can be seen from the evidence provided that CCH have delivered against the majority of the promises (71 out of 76), in some cases exceeding them and have invested more than the £26m promised. The position going forward regarding the outstanding and key promises as negotiated with CCH is set out in paragraphs 20-33 and would form an agreement between the Council and CCH which the Council will monitor. Subject to CCH adhering to the agreement and in consideration of the position overall, members are recommended to ‘sign-off’ that CCH have delivered the tenant promises.

IMPLICATIONS OF REPORT

37. This report has implications in the following areas and the relevant Directors’ comments are included:

Finance	√	Customer Services	
Human Resources		Equality and Diversity	
Legal	√	No significant implications in this area	

COMMENTS OF THE SECTION 151 OFFICER

38. There remains a number of outstanding issues in relation to the financial aspects of the agreement.

- a) In relation to the transfer agreement, CCH committed to spending £58.335m over the 25 year business plan. This level of investment was needed to bring the stock up to standard and then maintain it. We have asked for an updated profile of the spend, given the expenditure incurred to date. This is important as the scale of the works fee determined the valuation of the stock, which for Chorley was negative and no receipt was paid to the Council. The spending also drives the scale of the VAT Shelter and the sums the Council subsequently receives.
- b) At the point of transfer a pension liability existed for the employees transferring to CCH. As part of the agreement the liability was to be extinguished by paying some of the VAT shelter proceeds to the pension fund. Discussions are on-going about the sum to be paid to the pension fund which are as yet unresolved.
- c) As part of the agreement, Adactus made proposals to transfer the ownership of 600 properties from other group members to CCH. The purpose of this was to make CCH financially sustainable as the transfer would generate an on-going annual surplus of £300k.

However, to date this has not yet been completed as finance has to be raised to pay for the transfer of stock between the two companies which has been difficult to achieve in the current economic climate. As a pragmatic solution 1906 properties have been transferred to be managed by CCH rather than the transfer of property ownership and this will continue to generate an annual surplus for CCH. The Council is asked to agree this as an interim solution pending a more permanent solution being implemented. As ultimately the stock should be transferred for CCH ownership.

COMMENTS OF THE HEAD OF GOVERNANCE

39. As part of the agreement to transfer the Council's housing stock to CCH, the Association (CCH) covenanted to carry out the programme of repairs and improvements contained within section 2 of the Consultation Document. Failing to comply with the covenant would be treated as a breach of the contract and would enable the Council to pursue restitution either by way of a claim for specific performance or damages.

The proposal, a supplemental agreement addressing the outstanding promises, is a reasonable approach. It provides a negotiated basis for the completion of the works as opposed to court proceedings which are costly, would cause delay and are likely to produce and order for specific performance in similar terms to those proposed to be agreed.

In relation to the issues raised by the section 151 Officer, these are for information only, and any sign off of the Agreement resolved by Council would exclude any outstanding contractual obligations that are not contained within the Consultation Document.

LESLEY-ANN FENTON
DIRECTOR OF PARTNERSHIPS, PLANNING & POLICY

Report Author	Ext	Date	Doc ID
Lesley-Ann Fenton	5323	16 th September 2011	***

Background Papers			
Document	Date	File	Place of Inspection
Tenant Promises Offer Document	2006	-	Legal Services offices Strategic Housing offices

Document	Date	File	Place of Inspection
CCH Transfer Document	26 th March 2007	-	Legal Services offices Strategic Housing offices

STOCK TRANSFER MONITORING – Promises Tracking

RSL Name	Chorley Community Housing	Updated by	Richard Houghton
RSL Number	L4487	Date	9th September 2011

Theme One : Delivery of home re-improvements			
Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD1 p19 of Offer Document	Re-introduce a painting programme for exterior woodwork and rendering. Programme reintroduced.	Information required on when programme was reintroduced, what the programme entails and where implemented to date.	<p>We have now implemented a five year cyclical external decorating programme for all properties and have recruited two directly employed painting teams to supplement the sub-contracted works. The programme has been developed to undertake a similar number of properties each year to stabilise costs.</p> <p>In addition we have drafted a standard specification for both internal and external decoration and undertake pre and post inspections to ensure quality consistency.</p> <p>Details of the properties painted to date, the programme for the next five years and a copy of the specification are enclosed.</p>
OD2 p20 of Offer Document	<p>New kitchen layout (1,300 properties estimated/5 years)</p> <p>New kitchens being installed to all CCH stock with new layouts being provided as and where necessary to ensure kitchens comply with current regulations. Additional remodelling work being carried out to 73 small bungalows.</p>	<p>There is no completion to date figure for the New kitchen layouts. Please confirm this figure for the first four years April 2007 to March 2011 and the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 1,300 promised, please explain how the remainder will be delivered by March 2012? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p>	<p>All 2,401 properties which received new kitchens under the Stock Improvement Programme had a new kitchen design produced. The design aimed to ensure that the property both meet current standards and meet resident's expectations where ever possible within the limitations of existing properties and budget constraints.</p> <p>Where properties were tenanted, residents agreed the layout proposed prior to work taking place and residents preferences were taken into account relating to number of appliances to be accommodated within the kitchen design and residents were offered the opportunity to have</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD3 p20 of Offer Document	<p>Over bath showers (2,816 properties estimated/5 years)</p> <p>Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Includes level access showers provided as adaptations Completed to date: 2,032</p>	<p>As 784 out of 2,816 Over bath shower works remain to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 2,816 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p> <p>Initial target met.</p>	<p>under the counter fitted cookers, and / or cooker hoods (supplied by themselves) fitted.</p> <p>Due to the changed size standards of kitchen units, the need to standardise appliance spaces and fire safety standards, the majority of kitchens received changes to layouts.</p> <p>New Showers have been completed to 2,339 properties as part of bathroom improvements and adaptations.</p> <p>The remainder are due to cases of no access/refusals or where tenants had already installed their own shower.</p> <p>Sufficient budget exists to install showers to void properties or when tenants without showers request them.</p> <p>2,217 bathrooms installed through Bullock Contract and via adaptations work.</p> <p>This exceeds the estimate of works required.</p>
OD3a p20 of Offer Document	<p>Install upgrade bathrooms (1,150 properties estimate/5 years)</p> <p>Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Includes adaptations Completed to date: 2,032</p>	<p>As 700 out of 985 homes with Off street car parking works remain to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 985 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p>	<p>497 off street car parking spaces have been provided under contract with Bullock Construction and through adaptation work.</p> <p>A further 231 spaces will be provided in 2011/12 (subject to planning permission) on identified areas of land in CCH's ownership.</p> <p>Please note that the figure of 985 is both an estimate and further qualified in the Offer Document by the phrase 'where practicable'. The Association's position is that this figure is therefore aspirational in nature and that no variation to the contract was or is required.</p> <p>The initial estimate of works will be exceeded by</p>
OD4 p20 of Offer Document	<p>Off Street Car Parking (985 properties estimate/5 years)</p> <p>Parking programme ongoing. Agreed extent of programme in light of cost issues at November 2009 Board. Work to properties continues. Completed to date: 285.</p>	<p>As there were zero Fencing works</p>	<p>The initial estimate of works will be exceeded by</p>
OD5	<p>Fencing</p>		

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
p20 of Offer Document	(646 properties estimate/5 years) Programme identified. Pilot programme to be commissioned	indicated as complete, please outline the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 646 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?	31st March 2012. Schedules of the fencing works carried out by Bullock Construction Limited and via the planned maintenance programme are enclosed. Works have been completed to 637 properties with delivery through the contract, asset management work and remodelling to Longfield Avenue. A further 20 properties will receive fencing work at Greenside under further remodelling work to be completed by March 2012 and planned fencing works to 12no. properties at Wordsworth Terrace, Chorley will bring the total to 669 by 31 March 2012.
OD6 p20 of Offer Document	Mains smoke detectors (2,816 properties estimate/5 years) Main Contractor started April 08. Smoke detectors are being fitted in every property. Completed to date: 2,375	Information is required on the no of outstanding properties and when the detectors will be fitted.	2,296 smoke detectors have been completed to homes where these were identified as being required. Any smoke detectors that need to be installed will be fitted to properties as part of the gas servicing programme. Residents who have electric heating, and therefore won't receive a visit from a gas engineer, are being written to w/c 01/08/11 to ascertain if they require smoke detectors. If none are found to be present then appointments will be made for an operative to attend and install.
OD7 p20 of Offer Document	Fascias and soffits (1,122 properties estimate/5 years) Main Contractor started March 08, first scheme completed. Reported at Board Meeting November 2009 that target number could not be met due to additional works. Work has commenced to final addresses in Ryefield/Ryecroft, Heapey. Completed to date: 476	646 of 1,122 Fascias and soffits works remain to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 1,112 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?	New fascias and soffits have been completed to 638 properties through the Contract with Bullock Construction. There will be an on-going programme to complete any remaining fascias and soffits based on updated stock condition information by 31st March 2013.
OD8 p20 of Offer Document	Install/upgrade kitchen (1,740 properties estimate/5 years) Enhanced to 2,916 properties/5 Years	Initial target already met.	Initial estimate of works exceeded. 2,456 homes have received new kitchens under the Stock Improvement Programme. This is an over

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD9 p20 of Offer Document	<p>Business Plan now includes for enhanced programme of all kitchens and bathrooms to be completed within 42 months. Completed to date: 2,257</p> <p>Install/upgrade central heating (466 properties estimate/5 years)</p> <p>Main Contractor started April 08. Works progressing to enhanced CCH programme where properties identified as requiring new systems. Installing systems in advance of the programme where properties become void / failures occur. Completed to date: 755</p>	<p>Initial target already met.</p>	<p>provision from the original promise, however an allowance has also been made to carry out works to the 234 properties that have refused all work so that these can be improved as properties become void.</p> <p>Initial estimate of works exceeded.</p> <p>811 homes have received new central heating systems through the Stock Improvement Programme, responding to additional priorities identified by CCH including switching from solid fuel and electric systems where possible.</p>
OD10 p20 of Offer Document	<p>New boiler (1,227 properties estimate/5 years)</p> <p>Main Contractor started April 08. Boiler replacements are also included in the figure above. Boiler only replacements completed: 501</p> <p>Total number of boiler replacements completed to date: 1,256</p>	<p>Initial target already met.</p>	<p>Initial estimate of works exceeded.</p> <p>1,775 homes have received new boilers (811 as part of the above) through the Stock Improvement Programme. This includes boilers assessed by CCH as nearing the end of their lifespan to reduce potential issues of failure. This included responsive installations throughout the programme to reduce the need for repairs.</p>
OD11 p20 of Offer Document	<p>Rewire (600 properties estimate/5 years)</p> <p>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. Completed to date: 439.</p>	<p>161 of 600 Rewire works remain to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 600 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p>	<p>Initial estimate of works exceeded.</p> <p>The report to board in May 2011 under-stated the works completed. Rewires have been carried out to 2,457 properties under the Contract with Bullock Construction including provision of new consumer units and mains smoke detectors to ensure properties meet the 17th Edition electrical standards and address items requiring rectification under the Periodic Inspection Report.</p>
OD12 p20 of Offer Document	<p>Roofing (108 properties estimate/5 years)</p> <p>Programme now complete under stock improvement contract. Reported at Board Meeting November 2009 that</p>	<p>30 out of 108 Roofing works remain to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 108 promised, please explain how the</p>	<p>Full re-roofing work to 78 properties was completed by Bullock Construction. It became clear that due to additional works required to the properties identified as priorities for re-roofing that the Contract with Bullock Construction would not enable delivery of the full 108 properties. It was decided that the</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
	<p>target number could not be met. Planned Maintenance to carry out 30 roofs to meet promise Completed to date: 78</p>	<p>remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p>	<p>additional roofing work would be carried out through a future planned programme. A budget has been set to allow the completion of 10no roofs in 2011/12. The remainder will be completed in 2012/13.</p>
OD14	<p>Provide choice in colour of floor tiles in kitchens and bathrooms, and in colour of kitchen fittings (within first year)</p> <p>Main Contractor surveys and consultations started January 08. On going in conjunction with kitchen and bathroom work.</p>	<p>Confirmed as part of O&S Inquiry</p>	<p>All residents of tenanted properties were offered choices through both open day events and visits to their own homes.</p>
OD15	<p>Installation and upgrading of door entry systems (within 5 Years)</p> <p>Upgrading of door entry systems now largely complete. Work in progress at Larch Ave and Northgate Drive, Chorley.</p>	<p>Information is required on the programme over the 5 year period, including what has been done and what is outstanding.</p>	<p>The following door entry systems have been completed: 2009/10: Arcon Road, Coppull 2010/11: Northgate Drive, Chorley; Windsor Avenue, Adlington; Larch Avenue, Chorley. All works now complete.</p>
OD58	<p>Painting to communal rooms and communal facilities in sheltered schemes and flats (within 5 Years)</p> <p>Remaining communal areas will be completed in 2011/12.</p>	<p>Information is required on the programme over the 5 year period, including what has been done and what is outstanding.</p>	<p>A five year cyclical internal painting programme has been implemented incorporating all relevant communal areas. The programme has been developed to undertake a similar number of properties each year to stabilise costs. In addition we have drafted a standard specification for both internal and external decoration and undertake pre and post inspections to ensure quality consistency. Details of the programme for the next five years and a copy of the decorating specification are enclosed.</p>

Theme Two : Service Improvement		
OD18	<p>Apprentices in Repairs and Maintenance</p> <p>DLO is now part of Group DLO. 4 trainees across a range of trades are</p>	<p>Information is required on when trainees were appointed</p> <p>Four apprentices from Chorley or the local area are currently employed by the DLO: Apprentice Plasterer, started 20/10/2008. Lives WN6 (Standish). Apprentice Gas Engineer, started 01/08/2011.</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
	currently employed by the DLO.		Lives PR7 (Chorley). Apprentice Electrician, started 01/08/2011. Lives PR7 (Chorley). Apprentice Labourer, started 20.7.10. Lives PR7 (Chorley).
OD19 p22 of Offer Document	Modern apprentice - office	Target met	Six staff originally from Chorley have been appointed to modern apprentice or office trainee positions. Five of these are still employed by either CCH or Adactus.
OD20 p22 of Offer Document	Two Future Jobs Fund trainees appointed wef May 2010. Housing Graduate trainee	Target met	Four housing management trainees have been appointed since March 2007. All four have since been promoted to and are still employed in different positions within either CCH or Adactus.
OD26 p23 of Offer Document	Two trainees appointed with effect from September 2009. Increase value of decorating allowances after major works (within first year)	Target met. Please provide a copy of minute	A copy of the minute is enclosed.
OD27 p25 of Offer Document	Agreed at Board – 26 June 2007 Maintain a customer accessible town centre office open 8.45 to 5.00pm Mon-Fri Gillibrand Street office opening hours extended to 8am to 6pm, Mon to Fri, wef 1.9.09. Negotiations ongoing with Chorley BC for a new 10 year lease	Update is required on town centre location if Gillibrand Street is not to be leased and who will be located there.	CCH presently has a lease on 24 - 26 Gillibrand Street, Chorley which expires on 26th March 2012. The Board agreed on 16.8.11 to move to alternative office accommodation in Chorley town centre. The CCH management, Neighbourhood Management, ASB and Customer Services teams will be located there.
OD28 P26 of Offer Document	Provide a free repairs service offering appointments Appointments offered for repairs service.	Please provide a copy of the policy or information provided to tenants re appointment times.	From point of transfer the following appointments were offered to tenants for repairs: * Full day appointment (a full day appointment between 8am- 6pm) * School run appointment (in school hours between 9:30am and 2:30pm) • Morning Appointment (between 8am -1pm) • Afternoon appointment (between 12am -6pm) As of June 2011 the following appointments are offered: • Early Bird - Between 8.00am and 10.00am • Morning Appointment - Between 8.00am -12.00pm * Daytime Appointment - Between 10.00am and 2.00pm • Afternoon Appointment - Between 12.00pm -

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD29 p30 of Offer Document	<p>Keep a dedicated freephone repairs reporting phone line</p> <p>A freephone repairs reporting phone line is now provided in reception at Gillibrand Street</p>	<p>OD29 – Please advise the Freephone number for repairs, it seems that the only number customers can ring for repairs is 01257 244800 which is not free. Having use of a phone in one office in the borough by no means constitutes a freephone number, and it is no reasonable to expect customers to travel to Chorley town centre to ring for a repair, especially in a borough that is substantially rural with postcodes spanning from the Liverpool to Blackburn area with 22 parishes outside the town of Chorley.</p>	<p>5.00pm * Later Afternoon Between 4.00pm - 6.00pm</p> <p>This information is provided on our website at: http://www.chorleych.co.uk/Repairs-and-Maintenance-Factsheet and tenants who do not have access to the Internet can telephone us or call into our offices and we will print a hard copy if required</p> <p>We have introduced the call connect and mobile connect numbers which provide tenants with low rate calls from wherever they call and on whatever device or network they call. Group-level consultation, including tenants from CCH, in 2010 resulted in a preference for these numbers over 0800 numbers, as tenants recognised that 1) 0800 numbers are expensive from mobiles and 2) free calls are paid for by the company from the tenants' rent.</p>
OD30 p26 of Offer Document	<p>Provide an out of hours repair reporting facility</p> <p>Out of hours emergency repairs can be reported via Orbis</p>	<p>CBC are aware that the 244800 no is given for out of hours repairs.</p>	<p>The out of hours service is currently provided by SiteXOrbis</p>
OD34 p29 of Offer Document	<p>Maintain times for responding to repairs</p> <p>Times maintained and monitored through Performance Management framework</p>	<p>Information is required on repair response performance for the past 6 months.</p>	<p>Repairs performance for the period 1st Jan to 30th June 2011 is as follows: Emergency - 92.25% in target Urgent - 96.71% in target (1.93 days average) Routine - 96.59% (12.01 days average)</p>
OD35 p30 of Offer Document	<p>Offer goodwill payment if a repairs appointment is missed</p> <p>Compensation Policy in place</p>	<p>Please provide a copy of the policy</p>	<p>Copy of policy enclosed.</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD36 p30 of Offer Document	All repair officers to wear a uniform and carry ID badges Corporate instruction agreed in staff code of conduct	Please provide more detail	All DLS operatives are required to wear protective clothing for health and safety reasons and an annual budget for replacement/renewal of these is provided. In 2011/12 the budget allowance is approximately £310 per operative. Each operative is required to carry an identity badge. Without their identity badge, operatives are unable to order materials from our suppliers (Jewson) as each identity badge has a unique bar code.
OD48 p32 of Offer Document	Introduce a Tenants' Charter Incorporated into CCH Local Offer	Information required on when the Charter introduced and a copy of the Charter	The Charter was introduced in May 2008 and a copy is enclosed. The Tenant Services Authority has since introduced guidance on local standards (since renamed as local offers) which supercedes its requirements regarding customer charters. The CCH Local Offer was agreed with the Tenants and Residents Panel on 18.5.11 and a copy of the minutes is enclosed. A copy of the CCH Local Offer can be found at: http://www.adactushousing.co.uk/files/Chorley_Offer_2011.pdf A copy of the first quarterly monitoring report is enclosed. Copy of policy enclosed.
OD50 p32 of Offer Document	Pay compensation if we fail to meet customer care standards Revised policy approved by Board 22.9.09.	Please provide a copy of the policy	Copy of policy enclosed.
OD51 p32 of Offer Document	Report annually on performance against customer care standards Performance contained within Annual Report	Please provide a copy of the last Annual report	A link to the CCH annual report is here: http://www.chorleych.co.uk/files/CCH_Annual_Report0910.pdf
OD52 p32 of	Establish a comments, compliments and complaints procedure	Please provide a copy of the policy	A copy of the updated policy is enclosed.

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
Offer Document	Comments, Compliments and Complaints Policy reviewed and approved by Board 22.9.09		
OD53 p32 of Offer Document	Work towards achieving Charter Mark Charter Mark has been superseded by Customer Service Excellence Standard. CCH was seeking to obtain accreditation as part of the Adactus Housing Group. However, this has been discontinued. However, the Group's Contact Centre is aiming to achieve the Customer Contact Association's Global Standard by March 2011.	(Target) Not met as stated. (Superseded by the Global Standard – please provide information on progress in achieving the Global Standard	It has not been possible to obtain the Charter Mark because this is was a national accreditation scheme that no longer exists. The Adactus Housing Group's Contact Centre has therefore elected to achieve the Customer Contact Association's Global Standard. The CCA Global Standard assessment was completed in June 2011, with connect recommended for the standard. Confirmation due in September 2011.
OD54 p32 of Offer Document	Join the Housing Ombudsman Scheme Membership of Housing Ombudsman Scheme with effect from 29 August 2007.	Verified.	CCH is a member of the Housing Ombudsman Scheme. Follow this link for evidence of current membership: http://www.housing-ombudsman.org.uk/searchmembers.aspx?x=chorley&y&nm=
OD55 p32 of Offer Document	Open Membership Scheme Article promoting membership published in Foundations December 2008. Leaflet promoting membership scheme also now available	Please provide a copy of the leaflet	A copy of the leaflet produced promoting membership is enclosed.
OD62 p34 of Offer Document	Maintain the current cut and collect service for grounds maintenance Adactus Housing Group are providing the service from 1 st April 2009 and a contract monitoring group, involving tenants, has been set up. Rather than 'cut and collect' the grass cuttings, a mulching machine that will return the cuttings to the soil is used.	Accepted. CBC aware of the contract award in 2009.	The grounds maintenance service is provided by Adactus Housing Group's direct labour organisation. The specification for the grounds maintenance service is enclosed.
OD63 p35 of	Provide free specialist white goods for tenants in sheltered schemes	Accepted	Specialist white goods continue to be provided free of charge in sheltered schemes.

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
Offer Document OD70 p38 of Offer Document	<p>Provided free of charge wef 5th April 2007</p> <p>New services to be introduced in response to tenant demand and following consultation</p> <p>Tenants will be consulted on any proposed new or enhancement to services that have been identified through various customer/tenant survey and feedback information</p>	<p>Information is required on consultation re service enhancement/introduction and outcome</p>	<p>Consultation has routinely been carried out since 2007 via the Tenants and Residents Panel (TARP) and with specific consultation groups as necessary. Examples include:</p> <ul style="list-style-type: none"> - tendering of the grounds maintenance service in 2008/09, for which a specific task group was set up (relevant documentation enclosed) - resident involvement structure (minutes of TARP meeting of 28.1.10 enclosed) - housing management structure changes (minutes of TARP meeting of 28.1.10 enclosed) - production of Chorley local offer (minutes of TARP meeting of 18.5.11 enclosed) - asset management strategy (minutes of TARP meeting of 10.9.09 enclosed) - disabled adaptations policy (minutes of TARP meeting of 10.9.09 enclosed) - CCH taking on management of AHA West area properties (minutes of TARP meeting of 10.9.09 enclosed) <p>55 CCH tenants are also members of the Adactus 500, which is the new consultative body that was established in 2010. CCH tenants have been involved in consultations on a number of topics, which can be evidenced by clicking on the relevant links below. Examples include:</p> <ul style="list-style-type: none"> - out of hours service changes - http://aha.adactushousing.co.uk/blog/adactus-housing/adactus500/out-of-hours-service-survey-

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
			<p>results/</p> <ul style="list-style-type: none"> - annual report specification review - http://aha.adactushousing.co.uk/blog/adactus-housing/people/annual-report-201011-draft-specification-review/ - mobile connect survey results - http://aha.adactushousing.co.uk/blog/adactus-housing/adactus500/mobile-connect-survey-results/ - broken tenancy agreements survey results - http://aha.adactushousing.co.uk/blog/adactus-housing/adactus500/broken-tenancy-agreements-and-the-planned-program-survey-results/ - customer satisfaction with repairs and maintenance - http://aha.adactushousing.co.uk/blog/adactus-housing/adactus500/customer-satisfaction-for-repairs-maintenance-survey-results/ <p>This is not an exhaustive list.</p>

Theme Three : Affordable rents			
Standard p38 of Offer Document	Delivery of transferring organisation's rent promises as outlined in offer document. Agreed and included in Business Plan	Relevant extract from Business plan required	<p>This level of detail is not found in the Business Plan which is produced on a Group-wide basis.</p> <p>CCH have to follow and have followed the government's rent restructuring regime which is monitored by the TSA. It has consistently applied the government formula of RPI +0.5% +/-£2pw. This can be evidenced via the annual rent approval board report as attached.</p> <p>This level of detail is not found in the Business Plan which is produced on a Group-wide basis.</p> <p>However CCH have consistently increased services charges by no more than RPI + 0.5%. This is in line with the Government's rent restructuring regime.</p>
OD68 p38 of Offer Document	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	Relevant extract from Business plan required	

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
	Plan		This can be evidenced via the annual rent approval board report as attached.
OD69 p38 of Offer Document	No new service charges introduced, except for new services introduced as a response to tenant demand and following consultation Agreed	Information required as to whether new service charges have been introduced and if so evidence of tenant consultation	No new service charges have been introduced, except that some tenants have had service charges introduced in relation to grounds maintenance where costs were not being charged appropriately. Relevant documentation is enclosed.
OD71 p38 of Offer Document	Rents set in accordance with rent restructuring Agreed and included in Business Plan	Relevant extract from Business Plan required	This level of detail is not found in the Business Plan which is produced on a Group-wide basis. CCH have to follow and have followed the government's rent restructuring regime which is monitored by the TSA. It has consistently applied the government formula of RPI +0.5% +/-£2pw. This can be evidenced via the annual rent approval board report as enclosed.
OD72 p39 of Offer Document	New tenants post-transfer will be on the same rent as existing tenants Agreed and included in Business Plan	Relevant extract from Business Plan required	This level of detail is not found in the Business Plan which is produced on a Group-wide basis CCH have to follow and have followed the government's rent restructuring regime which is monitored by the TSA. It has consistently applied the government formula of RPI +0.5% +/-£2pw. This can be evidenced via the annual rent approval board report as enclosed
OD73 p39 of Offer Document	Different ways to pay rent – direct debit/standing order, cheque, debit or credit card, swipe card Tenants can now pay online, wef September 2008 by text and wef June 2009 by swipe card in the office	Information is available on the website. Please confirm	Methods by which tenants can pay their rent are detailed on our website at: http://www.chorleych.co.uk/Pay-Rent Tenants who wish to pay their rent online can do so by going to the following link: https://server14.encryptedspace.com/cchpayments/
Theme Four : Tenant involvement in decision making			
Standard p49 of Offer	Do you have tenant board members? Four tenant board members	Accepted	The current tenants on the Board of CCH are Paul Joyce, Su Holland, Christine Hodgkinson and Beverley Figaji.

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
Document			
Standard p51 of Offer Document	<p>Are they elected or have they been appointed?</p> <p>Elected by tenants</p>	Accepted	The tenants on the Board of CCH are all elected.
OD38 p31 of Offer Document	<p>Annual tenant participation budget</p> <p>Overall budget for 2011/12 is £23,675 (does not include staffing costs)</p>	Please provide details of the budget	<p>The budget breaks down as:</p> <p>Grants to tenants' groups £5,000</p> <p>Contribution to Group RI day £3,100</p> <p>Resident inv newsletter £10,000</p> <p>Resident inv premises hire £1,500</p> <p>Resident inv resource room £250</p> <p>Resident inv tenant expenses £500</p> <p>Resident inv tenant training £3000</p> <p>Resident inv TPAS membership £325</p> <p>Green grants £3000</p> <p>Good neighbour competition £650</p> <p>giving an overall budget of £27,325. Additional overheads of £43,121 are also charged to resident involvement and a full budget breakdown is enclosed.</p>
OD39 p31 of Offer Document	<p>Dedicated tenant participation staff</p> <p>Two Resident Involvement Officers are based at Gillibrand Street, along with one Neighbourhood Development Officer</p>	Confirmation required that this no of officers will remain at CCH Chorley office if relocated	There will continue to be three staff based at the Chorley office working on resident involvement/neighbourhood development issues in Chorley
OD40 p31 of Offer Document	<p>Annual tenant training budget</p> <p>Contained within the tenant participation budget</p>	Please provide evidence of annual tenant training budget.	£3,000 is provided for in the CCH budget for 2011/12 for tenant training. (Extract from budget enclosed).
OD41 p31 of Offer Document	<p>Training packs for tenants</p> <p>A training brochure is produced each year.</p>	Please provide evidence of training for tenants.	<p>A training needs analysis is currently being carried out amongst tenant representatives (copy of survey form enclosed). Training for tenant representatives will be tailored according to the identified needs.</p> <p>Previously training has been delivered on a range of topics including:</p> <p>Choice Based Lettings</p>

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			<p>Use of ICT (for elderly residents) Repair policies</p> <p>and details of upcoming courses are routinely advertised (examples enclosed).</p> <p>Future training will be targeted more on individual tenants' needs.</p>
OD42	<p>p31 of Offer Document</p> <p>Set up buddy scheme for new tenant groups</p> <p>'Buddy' scheme now in place.</p>	<p>Please provide evidence of buddy scheme for new tenant groups.</p>	<p>The buddy scheme aims to pair up prospective new tenants' groups with existing groups. One new group, ACM (covering Arcon Road, Chapel Street and Mavis Drive in Coppull) has taken advantage of the scheme.</p>
OD43	<p>p31 of Offer Document</p> <p>Hold an annual tenants conference</p> <p>CCH tenants attend the Group Residents' 'Away Day'.</p>	<p>There is evidence of last year's conference. Please provide evidence of 'Away days'</p>	<p>Residents' away days have been held each year – 2007, 2008, 2009 and 2010 and CCH tenants have taken part in each.</p>
OD44	<p>p31 of Offer Document</p> <p>Fund and support the production of a tenants newsletter</p> <p>'Tenants' Talk' is written and produced by tenants with support from staff and published twice a year</p> <p>Report annually on performance</p> <p>Performance is reported periodically via In House magazine</p>	<p>Please provide copies of the tenant newsletter</p>	<p>Previous copies of Tenants Talk & In House (the Group magazine which includes a Chorley section) enclosed.</p>
OD45	<p>p32 of offer document</p>	<p>Please provide evidence of annual performance reporting</p>	<p>Performance is now reported annually in the annual report. A link to the CCH annual report is here: http://www.chorleych.co.uk/files/CCH_Annual_Report0910.pdf</p> <p>Performance is also reported on our website at: http://www.chorleych.co.uk/Our-Performance</p> <p>A separate report on performance in meeting the transfer promises was circulated to all tenants in May 2010 and a copy was sent to the Council's Chief Executive. Press coverage regarding the publication of this report is enclosed.</p>
OD46	<p>p31 of Offer Document</p> <p>Provide a menu of opportunities for tenants to get involved</p>	<p>Please provide evidence of opportunities for tenants to get involved.</p>	<p>During 2010-11 we carried out a review of resident involvement. A copy of the report that went to CCH Board in August 2010 is enclosed.</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
Document	<p>'Menu of involvement' is included in the Resident Involvement Leaflet and available via the web site.</p>		<p>A link to our website giving details of how residents can get involved is provided: http://www.chorleych.co.uk/Resident-Involvement A key part of the review was the establishment of the Adactus500, which CCH tenants are eligible to join. This link provides more information. http://www.chorleych.co.uk/Adactus500 Tenants can also join the Chorley area panel (known as TARP). Minutes of meetings of TARP are published on our website at: http://www.adactushousing.co.uk/files/Minutes_18_May_2011.pdf CCH has also supported the development of the independent Chorley Tenants and Residents Forum, providing grant aid for this group to operate on an autonomous basis. The CCH Local Offer has been published and is available on the CCH website: http://www.chorleych.co.uk/Local-Offer-for-Tenants</p>
OD49 p32 of Offer Document	<p>Agree customer care standards and publish them (within first year) Local Standards agreed as part of Customer Care Policy and published leaflet available Set up an older peoples forum A Sheltered Tenants Service Improvement Group has been established and is meeting regularly.</p>	<p>On website, please provide website address. Please provide evidence of an Older Peoples forum.</p>	<p>Copies of minutes for the Chorley Sheltered Housing Forum are enclosed.</p>
OD64 p35 of Offer Document			
Theme Five : Regeneration			
OD13 p21 of Offer Document	<p>Neighbourhood fund (within five years) A budget of £50,000 has been made available in 2010/11 and 2011/12</p>	<p>Please provide evidence of neighbourhood fund.</p>	<p>A spreadsheet detailing the schemes funded for 2010-11 is enclosed, together with press cuttings showing some of the schemes that have been funded and publicity that has been generated about the existence of the Fund.</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD16	p21 of Offer Document	<p>Estate re-modelling – 2 estates Longfield Avenue, Coppull and Greenside, Euxton (within five years)</p> <p>Works complete to Longfield Avenue and scope of work to be established for Greenside.</p>	<p>The Neighbourhood Fund has been referred to in each of the past four briefings produced for elected members of Chorley BC. Further copies of these are enclosed.</p> <p>Any underspend on the Neighbourhood Fund for 2010-11 has been rolled over into 2011-12 and details of the bids received for 2011-12 are enclosed. These are to be determined by the end of August 2011 with a view to funding being awarded in September 2011.</p> <p>In addition, a fund of £30,000 was made available in 2010/11 via a grant from Abbey (now Santander Corporate Finance).</p> <p>A plan showing the works completed at Longfield Avenue is enclosed. Work was completed to Longfield Avenue as part of the estate remodelling for non-traditional properties. This included:</p> <ul style="list-style-type: none"> • Reducing open paved area through creation of new front gardens (provision of defensible space) and provision of fencing. • Installing deterrent paving to some areas where open paved areas could not be produced to deter ASB • New footpaths / walkways resurfaced in tarmac to provide a low maintenance area • Ginnels beneath flying bedrooms blocked off to prevent ASB, increase thermal efficiency (creating new storage areas for these houses) • Alley gate installed to existing alleyway • Planters removed to areas in CCH ownership (previously in poor condition and providing areas for gathering) • Re-stained and repaired rear fences where necessary to provide a uniform finish. <p>Costs:</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
			<p>Works £201,068.47 (plus VAT) Consult fees £7,721.86</p> <p>Budget provision has been made for Greenside remodelling for 2011/12 and an indicative plan is enclosed. Proposed timescale for works is:</p> <ul style="list-style-type: none"> • 3rd August 2011 - specification meeting • End of August 2011 -finalise specification • September 2011 - resident consultation • October 2011- planning and tendering exercise • January 2012 - start on site <p>Indicative plans for Greenside are enclosed.</p> <p>It is not possible to break down past works by year, value, number and type, and future works by quarter, value, number and type.</p> <p>The Association anticipates that the total required expenditure on Longfield Avenue and Greenside will be less than £600,000.</p>
OD17 p22 of Offer Document	<p>40 New Affordable homes per annum for five years</p> <p>70 units now completed (45 new build units, 19 refurb and 6 purchase & repair units).</p> <p>43 units on site or committed (new build units).</p> <p>Total of 113 units complete or secured to date</p>	<p>87 of the total 200 New affordable homes per year to be completed in the final year, please confirm the expected delivery for each quarter of 2011/12? If the total of all completed and expected works is below the 200 promised, please explain how the remainder will be delivered? If the target is not expected to be met by the end of March 2012 please set out how CCH will ensure the balance is met after this date?</p>	<p>To date works have been completed to 113 properties with a funding and agreements secured on a further 38 properties, bringing a total of 151 additional new affordable homes. It is anticipated that the balance of 49 properties will be secured through use of Adactus Housing Group recycled capital grant funding and negotiations with developers for the purchase of properties through Section 106 Agreements.</p> <p>It is anticipated that further Section 106 units will complete the balance, and we are negotiating these units with developers. The lack of confidence in the housing market has delayed many developer schemes. Although there has been some improvement in this recently, we remain dependent on their timescales for progressing developments.</p>

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
			<p>Our anticipated timetable for delivery of the remaining units is as follows:</p> <p>2012/13: Acresfield Public Open Space, Adlington - 5 houses and 4 flats for affordable rent (subject to planning) Acresfield Garages, Adlington - 5 bungalows for affordable rent Sagar House Eccleston - 17 houses Back Lane Clayton Le Woods 4 units Railway Road Adlington 10 units The Willows Chorley 10 units</p> <p>which will deliver 55 additional units (206 in total). SelectMove was introduced in March 2011. CCH has worked closely with CBC on introducing this scheme.</p>
OD25	<p>Work with the Council to introduce Choice Based Lettings</p> <p>The SelectMove scheme went live in March 2011.</p>	Accepted	<p>CCH provides a community house at 8 Liptrott Road, Chorley at an annual cost (2011/12 prices) of £3,658 per annum.</p> <p>CCH also provides a community house at 163 Longfield Avenue, Coppull at an annual cost (2011/12 prices) of £4,180.</p> <p>Chorley BC was involved in setting up the Longfield Community Hub and supporting documentation is enclosed.</p>
OD47	<p>Start work in developing locally based community facilities (within first year)</p> <p>Chorley Moor Community House and Longfield Avenue Community Hub both now up and running.</p>	Please provide information on delivery of community facilities	<p>Please see:</p> <p>a) copies of relevant Board reports.</p> <p>b) copies of letters to residents/residents' groups.</p> <p>A communal facility was provided for residents of Heathfields, Heath Charnock and please see enclosed press articles.</p>
OD60	<p>Aim to provide a community facility for those sheltered schemes which do not currently have one (within 3 years)</p> <p>Tenants of Church Hill, Whittle-le-Woods and Leeson Avenue, Charnock Richard advised that communal facilities at their schemes not practicable. Tenants of Heathfields, Heath Charnock have used grant via</p>	Please provide evidence of any consultation and their responses which supports the decisions of tenants at Church Hill and Leeson Avenue that Sheltered Housing community facilities are not practicable at their schemes. Please also do the same for the Ryefield tenants who you have stated do not want these facilities.	
p34 of Offer Document			

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
	Santander for communal facilities. Tenants at Ryefield, Heapey do not want communal facilities		Please note that funding for residents of The Ryas sheltered scheme, Heapey to have a wooden cabin erected has since been awarded via the CCH Neighbourhood Fund. A planning application has been lodged and the outcome of this is awaited.
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. Training provided.	Please provide evidence of internet access being provided within each sheltered scheme.	It was not possible to provide communal facilities at Leeson Avenue, Charnock Richard and at Church Hill, Whittle-le-Woods due to the absence of suitable sites in CCH's ownership. Internet access has been provided at all schemes with a communal facility. A copy of a press cutting on this is enclosed.
Theme Six : Delivering sustainable communities			
OD21	Set up a dedicated anti-social behaviour team (within first year) The team for Chorley & AHA West is based in Gillibrand Street	CBC aware of ASB team – please confirm details	From July 2011, CCH has an ASB Manager and a team of 4 officers with a caseload of approximately 120 cases at any one time. The team also carries out mediation and legal advocacy. 60% of the ASB manager's time is spent on CCH cases and two of the ASB officers work exclusively on CCH properties.
OD22	Appoint Neighbourhood Officers and undertake regular neighbourhood "walkabouts" (within first year) CCH tenants served by Neighbourhood Officers. Upcoming estate walkabouts are published on the Internet and via postcards to residents, inviting them to take part or place a card in their window if they wish to be 'door knocked' to discuss any issues	CBC aware Neighbourhood Officers are appointed, please provide evidence of the walkabouts.	A copy of the estate walkabout procedure is enclosed. Details of upcoming walkabouts are notified to tenants by postcard and are published on our website. Click the link for latest dates: http://www.chorleych.co.uk/Estate-Walkabouts We also publicise these via the press from time to time and an example is enclosed Feedback on estate walkabouts is also given via our website at:

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
OD23 p30 of Offer Document	Appoint Gardener/Handypersons (within first year) 2 new Caretaker Handypersons appointed	Please provide evidence of Gardener/Handyperson being appointed.	http://www.chorleych.co.uk/Estate-Walkabouts-Feedback and will feature in future quarterly briefing notes for elected members. Currently two caretaker/handypersons are employed. First staff member was appointed on 5.7.04 and second staff member on 16.2.09. Recruitment of a further handyperson is currently underway.
OD24 p30 of Offer Document	Appoint Caretakers (within first year)		
OD31 p26 of Offer Document	Provide specialist equipment for the anti-social behaviour team Covert camera equipment & noise monitoring equipment now purchased.	Please provide evidence of specialist equipment being provided.	The listening equipment was purchased by CCH and is held by the Council's Environmental Protection Team. The equipment is installed by the Council as necessary and we understand that it is deployed for up to 85% of the year in determining noise nuisance cases. CCH has purchased covert camera equipment and uses this when necessary. CCH has been using starter tenancies since March 2007 and uses them on all new lettings to tenants.
OD32 p28 of Offer Document	Introduce Starter Tenancies for all new tenants Starter tenancies introduced for all new tenants	This is standard practice.	
OD33 p28 of Offer Document	Visit all new tenants within 6 weeks of the start of the tenancy, and provide an initial contact point for new tenants All new tenants receive a follow up visit within the first 6 weeks of their tenancy	Please provide evidence of new tenants being visited within 6 weeks of the start of tenancy.	Please see the enclosed report which shows all new tenancy visits completed in the past twelve months. Out of 234 new tenancies created since 1.8.10, 75% were visited within 6 weeks of the tenancy starting. 9% were yet to be visited but were within target and 14% still had a visit outstanding.
OD37 p30 of Offer Document	Introduce a neighbourhood Caretaker Scheme (within first year)	Please provide evidence of a neighbourhood caretaker scheme being introduced.	This scheme was staffed by two caretakers in 2007/08 and this staffing complement has been maintained since.
OD56 p34 of Offer Document	Employ a Scheme Manager for each sheltered scheme	Please provide evidence of scheme manager for sheltered schemes.	One scheme (The Willows) has been closed (which has been the subject of detailed consultation with

Promise Nr	Nature of Work/Position as reported to CCH Board 10 May 2011	CBC comment	CCH response
Offer Document	Scheme managers were employed on all 11 schemes but these arrangements have now been reviewed as part of the scheme manager review and following consultation with tenants		the Council). The remaining ten schemes all have a scheme co-ordinator. Details are enclosed.
OD57 p34 of Offer Document	Ensure the provision of a community alarm scheme	CBC aware this is provided.	The service has been provided since March 2007, initially via New Progress Housing Association. The service was tendered in 2010/11 and is now provided by Eldercare.
OD59 p22 of Offer Document	Community alarm service provided £250,000 per annum for disabled adaptations (for five years) Budget provision in 2011/12 is £518,000.	Please provide evidence of expenditure.	Overall expenditure on disabled adaptations since March 2007 is £1.815m to 31st March 2011. This figure is taken from our audited accounts. Budget provision for 2011/12 is £0.518m, bringing total projected expenditure to March 2012 to £2.33m, an average of £460,000 per annum. A list of those addresses where disabled adaptations have been carried out, produced by our consultants, is enclosed.
OD61 p34 of Offer Document	Pay for a dedicated OT to reduce waiting times Group OT service now provided	Please provide evidence re a dedicated Occupational Therapist.	Initially an OT was hired on a consultancy basis. Adactus Housing Group hired a full time Occupational Therapist wef 15.2.10. Approximately 45% of her time is spent working on CCH cases.
OD66 p35 of Offer Document	Fast track minor disabled adaptations In-house team delivering	Please provide evidence of minor disabled adaptations.	In total 124 minor adaptations were completed in 2010/11. These were completed within the timescale of 20 working days.

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Appendix 2

Figures from financial accounts

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>	<u>Total</u>	
					Estimated		
Main Stock Improvement Programme Works:	269,149	7,530,064	11,207,844	11,210,656	1,139,000	31,356,713	
Initial Heating / Boiler Replacements	885,004	124,760				1,009,764	
Consultants Fees:	161,105	415,572	403,979	410,530	326,000	1,717,186	
Adaptations:	182,217	344,014	548,517	740,656	518,000	2,333,404	
Estate Investment:			196,747	35,061		231,808	Longfield
Asbestos surveys and removal	3,485	226,316	405,299	239,516		874,616	
Arcon House 2 into 1's (incl Imp Work)			20,133	368,441	41,660	430,234	
Pilot Roofline Project (Fascias & Soffits)		97,928				97,928	
Thermal Insulation	85,269	35,594	17,940			138,803	
Painting and Decoration Assistance/Allowance		56,097	137,076	117,827		311,000	
Decant costs	8,711	14,279	10,232	21,651	20,000	74,873	
Chorley Lane				5,139	250,000	255,139	
Windows & Doors	136,730	35,786				172,516	
Non-trad Properties					299,000	299,000	To be spent on Greenside
Provision of Community Facilities					152,000	152,000	To be spent on car parking
	<u>1,731,670</u>	<u>8,880,410</u>	<u>12,947,767</u>	<u>13,149,477</u>	<u>2,745,660</u>	<u>39,454,984</u>	
Admin Overhead Recharge	202,559	266,428	274,500	200,760	202,000	1,146,247	

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Appendix 3

**Progress summary of additional 200 units to be provided by AHG in Chorley
Update 15 September 2011**

Scheme	Type	Practical Completion Date	Progress
Gillibrands Parcel 8	2x 2b h 4x 3b h 8x 4b h	18/03/09	14 units completed March 09
Gillibrands Parcel 9	9x 2b h 9x 3b h 6x 4b h	Sept 09	24 units completed Sept 09
10 School Lane, Brinscall	1x 2b h	04/03/09	Completed
17 Rock Villa Road, Whittle Le Woods	1x 2b h	04/03/09	Completed
26 Queensway, Brinscall	1x 3b h	18/03/09	Completed
345 Preston Road, Clayton Le Woods	1x 2b h	18/03/09	Completed
58 Cloverfield, Clayton Le Woods	1x 2b h	06/05/09	Completed
6 Hartington Road, Brinscall	1x 3b h	06/05/09	Completed
Halliwell Street, Chorley	6x 1b f 1x 2b f	25/02/10	Completed
Chorley Refurbishment Scheme	12 houses	March 10	Completed
Wagon & Horses, Coppull	7 x 2b h	August 2010	Completed
Talbot Arms, Botany Brow	7x 2b f 7x 3b h 5x 4b h	Jan 2011	Completed
Dog & Partridge, Charnock Richard	3x 2b h 2x 3b h	May 11	Completed
Piling Lane, Chorley (Barratt Homes)	5x 3b h	May 11	Completed
Piling Lane, Chorley (DWH)	5 x 3b h	June 11	Completed
Sandy Lane, Chorley (Bellway)	4x 2b h 5x 3b h	August 11	Completed
COMPLETED			113
Birchin Lane, Whittle Le Woods	2x 3b h	Oct 2011	Works on site delayed.
Moor Road, Croston	3x 3b h	July 12	On site. Progress delayed due to issues with planning conditions discharge
Piling Lane, Chorley (Redrow Homes)	5x 2b h 6x 3b h	Dec 11	On site works progressing
Duxbury Manor, Chorley	10x 3b h 12x 2b h	April 12	Offer accepted
Acresfield, Adlington POS Site	5 x 3bh 4 x 2bf	May 2013	Planning appeal has been submitted
Acresfield, Adlington Garage	5 x 2bb	May 2013	Planning application

Site			submitted
Back Lane Clayton Le Woods	4 units	2012/13	NB number of units being provided by RCGF not yet confirmed
Railway Road, Adlington S106	10 units	2012/13	Prospective scheme, NB not yet confirmed
The Willows, Chorley	10 units	2012/13	RCGF funded
Sagar House Eccleston S106	8 x 2bh 9 x 3bh	2012/13	Offer submitted to developer
ON SITE OR COMMITTED			93
TOTAL			206