

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.	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. 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 properties painted to date, the programme for the next five years and a copy of the specification are enclosed.
OD2 p20 of Offer Document	New kitchen layout (1,300 properties estimated/5 years) 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.	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?	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. 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

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			<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>OD3 p20 of Offer Document</p>	<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>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>OD3a p20 of Offer Document</p>	<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>Initial target met.</p>	<p>2,217 bathrooms installed through Bullock Contract and via adaptations work.</p> <p>This exceeds the estimate of works required.</p>
<p>OD4 p20 of Offer Document</p>	<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 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>OD5</p>	<p>Fencing</p>	<p>As there were zero Fencing works</p>	<p>The initial estimate of works will be exceeded by</p>

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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

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	<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>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>OD9 p20 of Offer Document</p>	<p>Install/upgrade central heating (466 properties estimate/5 years) 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>Initial estimate of works exceeded. 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>
<p>OD10 p20 of Offer Document</p>	<p>New boiler (1,227 properties estimate/5 years) Main Contractor started April 08. Boiler replacements are also included in the figure above. Boiler only replacements completed: 501 Total number of boiler replacements completed to date: 1,256</p>	<p>Initial target already met.</p>	<p>Initial estimate of works exceeded. 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>
<p>OD11 p20 of Offer Document</p>	<p>Rewire (600 properties estimate/5 years) 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. 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>
<p>OD12 p20 of Offer Document</p>	<p>Roofing (108 properties estimate/5 years) 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>

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	target number could not be met. Planned Maintenance to carry out 30 roofs to meet promise Completed to date: 78	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?	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.
OD14 p25 of Offer Document	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 going in conjunction with kitchen and bathroom work.	Confirmed as part of O&S Inquiry	All residents of tenanted properties were offered choices through both open day events and visits to their own homes.
OD15 p21 of Offer Document	Installation and upgrading of door entry systems (within 5 Years) Upgrading of door entry systems now largely complete. Work in progress at Larch Ave and Northgate Drive, Chorley.	Information is required on the programme over the 5 year period, including what has been done and what is outstanding.	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.
OD58 p21 of Offer Document	Painting to communal rooms and communal facilities in sheltered schemes and flats (within 5 Years) Remaining communal areas will be completed in 2011/12.	Information is required on the programme over the 5 year period, including what has been done and what is outstanding.	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.

Theme Two : Service Improvement			
OD18 p22 of Offer Document	Apprentices in Repairs and Maintenance DLO is now part of Group DLO. 4 trainees across a range of trades are	Information is required on when trainees were appointed	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.

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	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 Two Future Jobs Fund trainees appointed wef May 2010.	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	Housing Graduate trainee Two trainees appointed with effect from September 2009.	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	Increase value of decorating allowances after major works (within first year) Agreed at Board – 26 June 2007	Target met. Please provide a copy of minute	A copy of the minute is enclosed.
OD27 p25 of Offer Document	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 -

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			<p>5.00pm * Later Afternoon Between 4.00pm - 6.00pm</p> <p>This information is provided on our website at:</p> <p>http://www.chorleych.co.uk/Repairs-and-Maintenance-Factsheet</p> <p>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>OD29 p30 of Offer Document</p>	<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>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>
<p>OD30 p26 of Offer Document</p>	<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>
<p>OD34 p29 of Offer Document</p>	<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:</p> <p>Emergency - 92.25% in target Urgent - 96.71% in target (1.93 days average) Routine - 96.59% (12.01 days average)</p>
<p>OD35 p30 of Offer Document</p>	<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>

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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.
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.

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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 superceded 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. (Superceded 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&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.

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Offer Document	Provided free of charge wef 5 th April 2007		
OD70 p38 of Offer Document	<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>	Information is required on consultation re service enhancement/introduction and outcome	<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-

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			<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	<p>Delivery of transferring organisation's rent promises as outlined in offer document.</p> <p>Agreed and included in Business Plan</p>	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>
OD68 p38 of Offer Document	<p>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</p> <p>Agreed and included in Business</p>	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>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>

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	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.

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Document			
Standard p51 of Offer Document	Are they elected or have they been appointed? Elected by tenants	Accepted	The tenants on the Board of CCH are all elected.
OD38 p31 of Offer Document	Annual tenant participation budget Overall budget for 2011/12 is £23,675 (does not include staffing costs)	Please provide details of the budget	The budget breaks down as: Grants to tenants' groups £5,000 Contribution to Group RI day £3,100 Resident inv newsletter £10,000 Resident inv premises hire £1,500 Resident inv resource room £250 Resident inv tenant expenses £500 Resident inv tenant training £3000 Resident inv TPAS membership £325 Green grants £3000 Good neighbour competition £650 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.
OD39 p31 of Offer Document	Dedicated tenant participation staff Two Resident Involvement Officers are based at Gillibrand Street, along with one Neighbourhood Development Officer	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	Annual tenant training budget Contained within the tenant participation budget	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	Training packs for tenants A training brochure is produced each year.	Please provide evidence of training for tenants.	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. Previously training has been delivered on a range of topics including: Choice Based Lettings

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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 p31 of Offer Document	<p>Set up buddy scheme for new tenant groups</p> <p>'Buddy' scheme now in place.</p>	Please provide evidence of buddy scheme for new tenant groups.	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.
OD43 p31 of Offer Document	<p>Hold an annual tenants conference</p> <p>CCH tenants attend the Group Residents' 'Away Day'.</p>	There is evidence of last year's conference. Please provide evidence of 'Away days'	Residents' away days have been held each year – 2007, 2008, 2009 and 2010 and CCH tenants have taken part in each.
OD44 p31 of Offer Document	<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>	Please provide copies of the tenant newsletter	Previous copies of Tenants Talk & In House (the Group magazine which includes a Chorley section) enclosed.
OD45 p32 of offer document	<p>Report annually on performance</p> <p>Performance is reported periodically via In House magazine</p>	Please provide evidence of annual performance reporting	<p>Performance is now reported annually in the annual report. A link to the CCH annual report is here:</p> <p>http://www.chorleych.co.uk/files/CCH_Annual_Report0910.pdf</p> <p>Performance is also reported on our website at:</p> <p>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 p31 of Offer	Provide a menu of opportunities for tenants to get involved	Please provide evidence of opportunities for tenants to get involved.	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.

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Document	'Menu of involvement' is included in the Resident Involvement Leaflet and available via the web site.		<p>A link to our website giving details of how residents can get involved is provided:</p> <p>http://www.chorleych.co.uk/Resident-Involvement</p> <p>A key part of the review was the establishment of the Adactus500, which CCH tenants are eligible to join. This link provides more information.</p> <p>http://www.chorleych.co.uk/Adactus500</p> <p>Tenants can also join the Chorley area panel (known as TARP). Minutes of meetings of TARP are published on our website at:</p> <p>http://www.adactushousing.co.uk/files/Minutes_18_May_2011.pdf</p> <p>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.</p>
OD49 p32 of Offer Document	<p>Agree customer care standards and publish them (within first year)</p> <p>Local Standards agreed as part of Customer Care Policy and published leaflet available</p>	On website, please provide website address.	<p>The CCH Local Offer has been published and is available on the CCH website:</p> <p>http://www.chorleych.co.uk/Local-Offer-for-Tenants</p>
OD64 p35 of Offer Document	<p>Set up an older peoples forum</p> <p>A Sheltered Tenants Service Improvement Group has been established and is meeting regularly.</p>	Please provide evidence of an Older Peoples forum.	Copies of minutes for the Chorley Sheltered Housing Forum are enclosed.
Theme Five : Regeneration			
OD13 p21 of Offer Document	<p>Neighbourhood fund (within five years)</p> <p>A budget of £50,000 has been made available in 2010/11 and 2011/12</p>	Please provide evidence of neighbourhood fund.	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.

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			<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>
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>Please indicate how the promised £600,000 on Estate re-modelling has been spent on Longfield Avenue, and how the remainder will be spent on Greenside. Please break down past works by year, value, number and type, and future works by quarter, value, number and type. If the £600,000 has not been spent on works by the end of March 2012, what provision is there to carry over the remaining works?</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>

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			<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). 43 units on site or committed (new build units). 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>

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			<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 Ecclestone - 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).</p>
OD25 p25 of Offer Document	<p>Work with the Council to introduce Choice Based Lettings</p> <p>The SelectMove scheme went live in March 2011.</p>	Accepted	SelectMove was introduced in March 2011. CCH has worked closely with CBC on introducing this scheme.
OD47 p25 of Offer Document	<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>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>
OD60 p34 of Offer Document	<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>	<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.</p>	<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>

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	Santander for communal facilities. Tenants at Ryefield, Heapey do not want communal facilities		<p>Please note that funding for residents of The Ryes 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.</p> <p>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.</p>
OD65 p35 of Offer Document	<p>Provide internet access within each sheltered scheme with a communal facility and training on the use of computers</p> <p>Internet access installed at schemes with communal lounges March 09. Training provided.</p>	Please provide evidence of internet access being provided within each sheltered scheme.	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 p26 of Offer Document	<p>Set up a dedicated anti-social behaviour team (within first year)</p> <p>The team for Chorley & AHA West is based in Gillibrand Street</p>	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 p30 of Offer Document	<p>Appoint Neighbourhood Officers and undertake regular neighbourhood "walkabouts" (within first year)</p> <p>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</p>	CBC aware Neighbourhood Officers are appointed, please provide evidence of the walkabouts.	<p>A copy of the estate walkabout procedure is enclosed.</p> <p>Details of upcoming walkabouts are notified to tenants by postcard and are published on our website. Click the link for latest dates:</p> <p>http://www.chorleych.co.uk/Estate-Walkabouts</p> <p>We also publicise these via the press from time to time and an example is enclosed</p> <p>Feedback on estate walkabouts is also given via our website at:</p>

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			<p>http://www.chorleych.co.uk/Estate-Walkabouts-Feedback</p> <p>and will feature in future quarterly briefing notes for elected members.</p>
OD23 p30 of Offer Document	<p>Appoint Gardener/Handypersons (within first year)</p> <p>2 new Caretaker Handypersons appointed</p>	Please provide evidence of Gardener/Handyperson being appointed.	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	<p>Provide specialist equipment for the anti-social behaviour team</p> <p>Covert camera equipment & noise monitoring equipment now purchased.</p>	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.
OD32 p28 of Offer Document	<p>Introduce Starter Tenancies for all new tenants</p> <p>Starter tenancies introduced for all new tenants</p>	This is standard practice.	CCH has been using starter tenancies since March 2007 and uses them on all new lettings to tenants.
OD33 p28 of Offer Document	<p>Visit all new tenants within 6 weeks of the start of the tenancy, and provide an initial contact point for new tenants</p> <p>All new tenants receive a follow up visit within the first 6 weeks of their tenancy</p>	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	<p>Introduce a neighbourhood Caretaker Scheme (within first year)</p> <p>Introduced in 2007/08.</p>	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	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

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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 Community alarm service provided	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	£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.