

MEMBER BRIEFING No 22

DECEMBER 2015

A quarterly update for elected members of Chorley Borough Council



New Homes

384 new homes have been provided by Adactus and CCH in the borough from March 2007 to December 2014. 89 more have been completed since January 2015 and another 110 are under construction:

		Anticipated completion
Wigan Road, Chorley (Phase 3)	20 units	Jan 2016
Longfield Avenue, Coppull	8 units	Feb 2016
Peartree Road, Croston	6 units	Feb 2016
Discover Leisure, Coppull	35 units	From Feb 2016
Lucas Lane, Whittle-le-Woods	32 units	8 units Sep 2015, remainder June 2016
Thirlmere Road, Chorley	3 units	Feb 2016
Chester Place, Adlington	6 units	July 2016

Environmental Improvements

Chorley Moor Phase 4 includes estate improvements to properties on the Lydgate estate. Tenders were received and Seddons have been awarded the works. We are currently waiting for confirmation from Seddons for the works to commence on the 30th November 2015, with completion before the end of the financial year.

Rent Arrears

CCH arrears were £318,284, a £57,000 increase on the start of the financial year but £18,000 less than at the same point last year. The arrears rate is 2.54% and the collection rate 99.08%. There are 754 true arrears cases (24.4% of the total stock).

Neighbourhood Development Activity

Outcomes from a resident consultation on the Chorley Moor estate will be used to help to plan targeted neighbourhood development activities for the coming months. The NDO has been working with residents of the Flats at 18 Halliwell Street to plan improvements to the outdoor communal spaces at the scheme as well as additional security features. Research and planning is underway to develop a 'Men's Shed' project in Chorley. Initial meetings have been held with CBC and other potential partners and a possible site has been identified.

Contact Centre Update (Connect)

Connect answered just over 41,000 calls in quarter 2, 4% up on the same period last year. 90% of calls were answered in 40 seconds against the target of 80% and performance continues to improve compared with 2014/15. Satisfaction surveys in the quarter using automated outbound calls showed 93.0% (Q4: 93.7%) customer satisfaction with the handling of call (sample size: 882) and 73.6% (Q4: 74.1%) of callers satisfied with their call reported that their query required a single call to be resolved.

Connect has retained the Customer Contact Association's Global Standard following a July audit visit. The use of automated outbound calling to monitor customer satisfaction with key services and the Adactus 500 approach towards customer engagement were recognised by the CCA's Standards Council as industry leading practice.

Tenancy Enforcement

CCH's tenancy enforcement team has 44 live cases and has taken the following formal legal action:

- injunction against: a tenant from Liptrott Road, Chorley who was verbally abusive and threatened two members of staff who visited him at home; a woman in a privately rented property on Ullswater Road, Chorley following neighbour complaints about noisy visitors, frequent parties and dog barking; a tenant from Windsor Avenue, Adlington after neighbour complaints about noise nuisance;

- eviction of a tenant from Harrison Road, Chorley who was also made subject to an injunction order preventing her from causing a nuisance to neighbours and approaching witnesses following numerous reports of anti social behaviour over 18 months.

The Tenancy Enforcement Team acts against CCH tenants, household members or visitors who commit anti-social behaviour but also against individuals including those living in the private sector who cause nuisance or annoyance to CCH tenants. Any incidents of anti-social behaviour should be reported on 0300 111 1133.

Asset Management Update

Group wide:

- 9,736 responsive repairs were completed in an average of 9 hours for an emergency, 1 day for urgent and 9 days for routine repairs. 95.2% of repairs were completed within target;
- responsive repairs satisfaction was 89%;
- Arcon House, Coppull's boiler house refurbishment is due to commence in November with completion prior to the Christmas closedown;
- the Estate Services team have started on the winter external improvement programme – feature flower beds and rockeries will be constructed at several prominent locations.

Estate Walkabouts

Estate walkabouts are carried out quarterly by the Neighbourhood Development Officers. Feedback from previous estate walkabouts can be found on the CCH website at:

<http://www.chorleych.co.uk/blog/?s=estate+walkabouts+feedback>

Should Members experience any problems with these arrangements please contact Jayne Allison on 0300 111 1133 or telephone 07803256197.

Estate Walkabouts

Sam Hornsby – t: 0300 111 1133

samantha.hornsby@adactushousing.co.uk

Adlington

Starting from 2pm

11th February 2016

Coppull

Starting from 2:00pm

23rd February 2016

Amy Holden - t: 0300 111 1133

amy.holden@adactushousing.co.uk

Chorley Moor

Starting from 2.00pm

11th February 2016

Catherine Lowe – t: 0300 111 1133

catherine.lowe@adactushousing.co.uk

Northgate Drive

Starting from 10am

11th February 2016

Eccleston / Bretherton / Croston
Starting from 2.00pm
25th February 2016

Wordsworth / Beaconsfield / Shakespeare Terraces
Starting from 2.00pm
18th February 2016

Progress / Wright / Gaskell Streets
Starting from 2.00pm
11th February 2016

Greenside, Euxton
Starting from 10am
18th February 2016

St Gregory's Place / Hodder / Calder Avenues
Starting from 10am
25th February 2016

Ward Spotlight

Chorley East

Improvement works to Delamere Place has recently been tendered, with DLP being awarded the contract. The works will commence on the 11th January 2016. The works are scheduled to take approximately 6 weeks (weather dependent).

Improvement works to Marlborough Street has recently been tendered, with Quay Contracts being awarded the contract. The works will commence on the 11th January 2016. The works are scheduled to take approximately 4 weeks (weather dependent).

Chorley South West

Design work is underway for improvements to Lydgate. Work to construct 3 bungalows on the site of the former children's home at Thirlmere Road is nearing completion.

Clayton-le-Woods and Whittle-le-Woods

26 homes for affordable rent and 6 homes for shared ownership are being built at Lucas Lane, Whittle-le-Woods. 20 homes for affordable rent are being built at Wigan Road, Clayton-le-Woods.

Coppull

6 one bed flats and 2 two bed houses for rent are being built at Longfield Avenue by the Adactus in house construction division. 35 new houses for rent are being built at Discover Leisure.

Following consultation the Longfield Community Hub has been closed and the property returned to use as a rented property.

The Heys is undergoing landscaping works which will be concluded by March 2016.

Arcon House boilers are being upgraded in November.

Croston

6 new two bed houses for rent are being built at Pear Tree Road, Croston.

Eccleston & Mawdesley

The Fields has received Neighbourhood Funding for a trip to Rivington Barn and a Christmas Party. Gardens at The Fields are due to be upgraded and some rockeries added.

Councillor Enquiries

To enable enquiries from elected members to be dealt with promptly by the appropriate team please address e-mails to: CouncillorEnquiries@adactushousing.co.uk. Please address any letters c/o Adactus Housing Group, Internal Affairs Team, Turner House, 56 King Street, Leigh, WN7 4LJ. We aim to deal with enquiries within 3 business days of receipt. Enquiries addressed to other staff will be redirected to Internal Affairs and may lead to delays in obtaining a response.

Further information

For any further information or if there is anything else you would like to see included in this briefing, please contact Richard Houghton on 01257 244815 or e-mail richard.houghton@chorleych.co.uk

Twitter

CCH's Neighbourhood Development Team are now on Twitter:

Amy Holden	@Amy_Adactus
Sam Hornsby	@Sam_adactus
Catherine Lowe	@cath_adactus
Lindsay Ogden	@lindsay_breathe
Jayne Allison	@jayne_breathe
CCH	@Chorley CH