

# MEMBER BRIEFING No 24

## SEPTEMBER 2016

A quarterly update for elected members of Chorley Borough Council



### New Homes

553 new homes have been provided by Adactus and CCH in the borough from March 2007 to March 2016. The following homes are under construction:

		<b>Anticipated completion</b>
Wigan Road, Chorley (Phase 3)	1 unit	Jan 2017 (rent)
Discover Leisure, Coppull	35 units	Dec 2016 (rent and shared ownership)
Chester Place, Adlington	6 units	Sep 2016 (rent)
Weldbank Lane, Chorley	18 units	Apr 2017 (rent)

and the following schemes are due to start on site in 2016/17:

Grundy's Farm, Clover Road, Chorley	27 units	2017 (rent)
Shelley Close, Coppull	10 units	2017 (rent)
Gillibrand Arms, Collingwood Rd, Chorley	20 units	2017 (rent)

### Environmental Improvements

Six off road parking spaces are being provided at Chester Place, Adlington.

### Rent Arrears

CCH arrears were £293,820, an increase of £30,645 on the start of the financial year. This gives an overall arrears rate of 2.27% against the annual rent debit and a collection rate of 99.05%. There are 892 true arrears cases, 31% of the total stock.

### Neighbourhood Development Activity

The CCH Work Club continues to run every Wednesday at the CCH office and all members of the community are welcome between 10-30am and 12.30pm.

A Chorley Area pledge has been devised and is attached.

A list of community projects for 2016/17 have been identified which include: upskilling residents offering DIY and gardening training, recycling and clean up events, community fun day, diversionary projects for youths, upcycling/men shed project.

Area	Project Description
TBC	HIT Squad upskilling - working with a small group of unemployed residents to upskill on basic gardening and DIY and to encourage environmental pride & ownership in area
Chorley Moor	Scrapheap Challenge - recycling/clean up awareness event for communities to engage in. Awareness on recyclable materials, design art work for display, potential upcycling via social media
Clover Road	ASB Project Diversionary activities required for young people hanging around the area + potential good neighbours scheme ahead of new build estate at Grundy's farm.
Chorley	Upcycling / Men shed Upcycling furniture Building skills Affordable furniture
Longfield Avenue, Coppull	Estate improvements & Residents Charter

### Contact Centre Update (Connect)

Connect answered just under 43,000 calls in quarter 1, a 6% increase on the same period last year. The service narrowly missed the call response target of 80% of calls answered in 40 seconds due to staff unavailability at the end of the quarter.

Satisfaction survey results for the quarter, using an automated outbound call, showed:

95.8% (Q4: 94.2%) customer satisfaction with the handling of call (sample size: 1081)

74.4% (Q4: 73.2%) of these callers said their query was resolved in a single call.

### Tenancy Enforcement

There are currently 63 live CCH cases. The following formal legal action was taken in the quarter:

- a tenant from Scawfell Road, Chorley signed a court undertaking agreeing not to cause a nuisance following reports she disturbed neighbours by being noisy and verbally abusive;
- a tenant from Byron Crescent, Coppull signed a court undertaking following reports that he was acting in an aggressive and intimidating manner and generally causing a nuisance when he was drunk;
- an outright possession was obtained in respect of a tenanted property in Ashby Street, Chorley after the tenant was convicted of possession with intent to supply Class A drugs from the property and imprisoned;
- an outright possession order was granted in respect of a property on Wood Lane, Heskin following reports that the tenant was not living at the address.

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

The works to replace the boiler at Eldon House in Chorley were completed in August 2016.

Environmental improvement works including external decoration, new gates where required and roofline replacement, has been completed at Gaskell Street

Contractors are currently on site at Windsor Avenue in Adlington working on streetscape improvement works. These are due to complete by the end of November 2016.

Environmental works to Wright Street, Chorley are in the process of being specified.

Performance by Asset Management remains good across the Adactus Group:

- 255 void properties were refurbished and relet in 20 days or less;
- 10,504 responsive repairs were completed in an average of 6 hours for an emergency, 2.26 days for an urgent repair and 15 days for all other routine repairs;
- customer satisfaction remains high at 92%;
- gas servicing compliance remains high with 99.8% of all priorities with a valid landlord certificate at 30 June 2016. Outstanding properties were within the legal action process;
- April saw the introduction of two build teams into the existing DLO. These teams have been recruited to undertake larger scale or 'major' repairs works that traditionally have been outsourced to contractors. To date the concept is proving successful and cost effective.

### Estate Walkabouts

Our Environmental Hit Squad team conduct monthly area estate inspections. We are going to be recruiting resident 'community reporters' and doing a photo task with residents to encourage them to

report specific issues in their areas – more info to follow. Any or queries issues can be emailed to [breathepst@adactushousing.co.uk](mailto:breathepst@adactushousing.co.uk)

### Ward Spotlight

#### Adlington

6 new homes are nearing completion at Adlington. 6 new parking bays are being installed at Chester Place, Adlington.

#### Clayton-le-Woods and Whittle-le-Woods

5 homes for shared ownership and affordable rent are being built at Wigan Road, Clayton-le-Woods.

#### Coppull

35 new houses for rent are being built at Discover Leisure.

#### Croston

6 new two bed houses for rent have been handed over at Pear Tree Road, Croston.

### 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](mailto: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](mailto: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
Jayne Allison	@jayne_breathe
CCH	@Chorley CH