

11 JUNE 2007

REPORT OF THE DIRECTOR OF REGENERATION

STOCK TRANSFER MONITORING UPDATE (SEPT 06 – MAR 07)

1.0 EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to provide a six monthly update to Members on the progress made by Wirral Partnership Homes (WPH) and Beechwood and Ballantyne Community Housing Association (BBCHA) in meeting the promises made in the original 'Promise Offer' consultation documents which formed part of the housing stock transfer on 7th February 2005.
- 1.2 Members agreed previously that further reports would be brought to this committee on a six monthly basis. The last report was presented on 23 November 2006 detailing progress and outputs for the first six months of year 2006/7, and this report provides the year end performance update for 2006/07.
- 1.3 Both WPH and BBCHA are committed to achieving all the promises, and recognise the importance of working closely with Wirral Council to ensure that all promises are met.
- 1.4 This report demonstrates that both WPH and BBCHA are achieving targets in line with the agreed timescales, and detailed progress on every promise can be found in the attached appendices.

2.0 BACKGROUND

- 2.1 Members will recall following a detailed option appraisal process involving locals tenants, leaseholders and elected members, the Council agreed in February 2003 to the transfer of its Council housing stock as the chosen means of achieving the 'decent homes standard', and the wider investment needs for Wirral's housing stock.
- 2.2 Prior to the final tenant's vote on stock transfer, formal consultation documents called 'Home Choice' were distributed to every council household and leaseholder in the Borough. This document detailed the full proposal to transfer to WPH. In addition, those tenants and leaseholders of the Beechwood and Ballantyne Estates received an additional Home Choice document on the proposed transfer to Beechwood and Ballantyne Community Housing Association.
- 2.3 Both Home Choice documents set out the formal offer to tenants, the terms of the transfer and detailed the 'Promises' that would be met post transfer.
- 2.4 Following the successful ballot of tenants in favour of stock transfer on the 7th February 2005, the Beechwood and Ballantyne stock was transferred to the newly formed Beechwood and Ballantyne Community Housing Association (BBCHA) and the remaining Council stock transferred to Wirral Partnership Homes (WPH).

3.0 STOCK TRANSFER MONITORING

3.1 Both transfer companies are RSL's (Registered Social Landlords) and therefore regulated by the Housing Corporation. However, there is an additional commitment from the Council, as part of the Transfer Agreement to monitor the progress of the two companies against those original promises made to tenants in the formal offer documents. Therefore both WPH and BBCHA offer documents have formed the basis of the current monitoring framework and this report.

3.2 Monitoring Framework

3.2.1 Both WPH and BBCHA use the same reporting format which involves detailing the status of the list of offer promises, together with a list of additional performance indicators enabling a consistent approach.

3.2.2 A full list of stock transfer promises within the thirteen themes has been identified from both offer documents, forming the basis of the current monitoring framework. These themes cover all aspects of social housing management within the community, and consist of the following:

- Rent/Income
- Service Improvements & Estate Management
- Investment programme
- Sheltered housing
- Disabled adaptations
- Anti Social Behaviour
- Insurance
- Extras Services for Tenants
- Allocations/Lettings
- Tenant Involvement & Community Consultation
- Tenants Rights
- Work with Others to Improve the Area
- New Homes

3.3 Offer Document 'Promise' Monitoring

Both WPH and BBCHA see this monitoring process as an integral part of delivering a good, customer focused housing service. A total of 131 individual promises have been made by both WPH and BBCHA, and have been categorised into the following three broad groupings:

3.3.1 Promises fully completed

These predominantly consist of the initial short term promises (such as ensuring the transfer would not effect any entitlement to housing benefit), but also includes longer term promises which have been completed since transfer such as increasing payment methods to include online and swipe cards.

3.3.2 Ongoing promises that are being met year on year

Ongoing promises tend to focus on ensuring service levels and quality of service are maintained indefinitely, and require confirmation that the ongoing promises continue to be achieved each year. Ongoing promises include ensuring any rent increases are in line with government policy (e.g. inflation + 0.5%)

3.3.3 Long term promises achieving milestones

Long term promises consist of a mixture of promises including those which cannot be realised until some time in the future such as carrying out environmental works after the

7 year improvement works have been completed, and those that commenced immediately after transfer, but will take several years to complete i.e. the improvement programme. These promises have annual milestones set to ensure and demonstrate the promise is on target to be achieved by the deadline date as set out in the offer document.

3.4 Part of the ongoing monitoring process is to continue to work closely with both transfer organisations to continue to review, refine and develop the monitoring and evaluation processes to ensure indicators used are robust, SMART, and are achieved.

4.0 PROGRESS ON ACHIEVING PROMISES

4.1 Although WPH and BBCHA have similar promise themes, there is considerable variation with regards to the specific promises made within the offer documents. Therefore, Members should be aware that this report is not meant to be a direct comparison between the two organisations, but is intended to give a meaningful overview of the progress made to date. The organisations differ greatly in size and structure with BBCHA having less than 900 properties, and an improvement programme worth £11m, and WPH having over 13,000 properties and an investment programme worth £168m.

4.2 In an attempt to keep this report focussed, the following sections aim to give an overview of the progress of both organisations against the promises made in the offer documents. However, Members will find copies of the full monitoring returns submitted by both organisations as appendix 1 (BBCHA), and appendix 2 (WPH) as supporting evidence, enabling members the opportunity to see the full detail against each promise.

4.3 Beechwood & Ballantyne Community Housing Association (BBCHA)
BBCHA has 42 individual promises, 25 of these can be fully completed, and a further 17 will always be ongoing. However, within the 25 promises that can be completed, 10 are long term, and have milestones demonstrating annual performance made by BBCHA towards achieving the promise (e.g. the investment programme)

4.4 The promise achievement to date is as follows:

BBCHA	Overall Target Achievable	Achieved to date since transfer (Feb 2005)	Achieved during period Oct – Mar	Comment
Promises fully completed (including long and short term)	25	15	0	Although progress has been made, no further promises completed during 2006/7
Ongoing promises	17	N/A*	17	All ongoing promises were fully met during 2006/7
Long term promises (achieving annual milestones)	10	N/A*	7	Two long term promises need milestones agreeing
Please note – total number of promises = 42 Promises fully completed (15) + ongoing achievable (17) + long term achievable (10) = 42				

*Ongoing and long term achievements are not carried forward

4.5 The two long term promises needing milestones setting are promise 4 (expanding methods of payment), and promise 10 (upgrading sheltered housing). It is reassuring to note that progress continues to be made against these two promises (eg introduction of

Direct Debit payments, and the completion of the double glazing programme at Greenacres Court). Discussions continue to take place to formalise annual milestones against the long term promises.

- 4.6 The remaining long term promise outstanding is Promise 3 (separating service charges from rent on rent books) for which the target was 2006/7, but due to IT difficulties this target has been moved back to March 2008.
- 4.7 **BBCHA Investment Programme**
£2.5m was spent in 2006/7 improving 580 properties. The improvement programme successfully installed 350 new windows, 10 new bathrooms, and 220 new kitchens.
- 4.8 In line with government guidance that all social landlords must ensure that 100% of their properties meets or exceeds the Decent Homes Standard, BBCHA undertook a stock condition survey in 2005 based on sampling, and which through the sample indicated that 100% of BBCHA stock met the decent homes standard.
- 4.9 BBCHA have a detailed stock database which includes category of housing, identifying all elements of improvement programme including costs, however, at present the database does not identify individual property decency. This will be addressed as part of migration of data onto the Vicinity group asset management software (Codeman), and the results of a survey being conducted which is surveying 12% of stock (at least 2% of each archetype) which will then be cloned to give overall stock condition information. This will be supported with 100 surveys completed every year, and BBCHA anticipate to have this finished, and address level decency data available by July 07.
- 4.10 The BBCHA investment programme intends to improve homes to a Decent Homes Plus standard, and the development of this database will assist in evidencing this work.
- 4.11 **Wirral Partnership Homes (WPH)**
WPH have 89 individual promises, 42 of these can be fully completed, and a further 47 will always be ongoing. However, within the 42 promises that can be completed, 31 are long term, and have annual milestones demonstrating annual performance made by WPH towards achieving the promise.
- 4.12 Full details of the promises are in the appended document – Appendix 2 ‘Promises to Tenants – May 2007. In addition to this document being used by Wirral Partnership Homes and the Council to monitor progress, Tenants are also regularly informed of progress through the ‘Your Home in Your Hands’ group and from time to time on specific points through the tenants’ newsletter.
- 4.13 Members should be aware the government (CLG) has written to all RSL’s asking if there are any extenuating circumstances which they want to present to CLG why they will not meet the Government’s decent homes target of all social housing being decent by 2010. In response to this, WPH have made an application to the CLG for a timescale extension to the 2010 target, to take account of original investment programme which is over seven years up to 2012. This is partly driven by the aim of the improvement programme that as many homes as possible would see some improvements in the initial stages of the programme rather than tackling individual properties as a whole, and this approach has been agreed with tenants, and partly by long term feasibility studies being undertaken into some property types. The Government target for the decent homes standard for social housing is 100% by 2010, and promise 10 demonstrates that WPH are aiming for a year on year improvement and 95% decency by 2010, with 100% decency being achieved in a timescale to be agreed with the Housing Corporation during summer 2007.

4.14 Partnership working and data sharing between the Council and WPH has identified there are a number of properties which require only minor works to be made fully decent. WPH had already sought advice from Savills on how to identify these and deal with them to meet the Decent Homes target. As an example, the data sharing identified that 80 properties require less than £100, 2000 properties require less than £500, and 20% of all non decent homes requires less than £1000 and the Council has suggested that this may be something that WPH consider as a discussion topic for the Wirral Council / WPH Quarterly Strategic Meetings.

4.15 The year end 2006/7 figure for decent homes is still being calculated, however WPH have already indicated they may not achieve the 55% target for 2006/07. This is mainly due to the way the Investment Programme is constructed by dealing with elements of the property rather than taking a full scheme approach where all defects in a property would be resolved in one operation, and the realigning of the works programme to take account of contractor capacity issues raised in the last committee report (21 Nov 06). Further details on decent homes progress will be reported in the next update in October 2007. However, members should be reassured that officers of the Council and WPH are working together to achieve some “quick wins” by identifying those properties that require minimal work to make decent and anticipate to meet the 2007/8 decent homes target.

WPH	Overall Target Achievable	Achieved to date since transfer (Feb 2005)	Achieved during period Apr - Sept	Comment
Promises fully completed (including long and short term)	42	11	2	
Ongoing promises	44	N/A*	41	Ongoing promises being fully met during this period
Long term promises (achieving annual milestones)	34	N/A*	22	
Please note – total number of promises = 89 Promises fully completed (11) + ongoing achievable (44) + long term achievable (34) = 89				

*Ongoing and long term achievements are not carried forward

4.16 WPH Investment Programme
Members will recall that the report to Housing Overview & Scrutiny dated 21 Nov 2006 highlighted a projected under spend regarding the target £18m. WPH are pleased to report that at year end this was addressed and a total of £19.8m was spent exceeding the target.

4.17 The 2006/7 programme achieved the following:

Two Promises have been completed since October 2006.

Promise 39 Consulting with tenants on extra services like weekend and evening appointments (*following consultation appointments are now available on Thursday evenings, all day Friday and on Saturday mornings*).

Promise 81 Tenant management/control – support and encourage tenants wishing to take on management (*Community Empowerment Strategy and action plan*)

approved. Tenants made aware of tenant management opportunities and encouraged to consider the option).

4.18 A large number of annual milestones (64) of both the 'ongoing' and 'long term' promises were met in 2006/07. The key ones include:

Promise 11 *10,945 homes to have uPVC double glazing over the first seven years*
Target for 2006/07 was 1,654. Target exceeded by 25 with 1,679 completions. A total of **3,386** completions in the programme.

Promise 14 *6,900 new front doors over the first seven years*
Target for 2006/07 was 1,856. Target exceeded by 1,244 with 3,100 completions. A total of **4,975** completions in the programme.

Promise 17 *£168 million to be spent over the first seven years*
A total of **£32.8 million** spent in first two years.

Promise 51 *Link work with the investment programme works when OT assessment carried out*
51 adaptations completed through the investment programme.

Promise 78 *WPH consult tenants on setting up a mechanism for direct consultation with the Board*
Neighbourhood Panels set up. First three held April 2007. Board directors attended and met tenants to hear their views.

4.19 Several milestones were only partly met for 2006/07. However, three of these, promises 12, 13, and 15, relate to the Investment Programme and it is worth noting that over the first two years of the programme WPH has achieved the following:

Promise 12 *8,401 kitchens over the first seven years*
2,522 kitchens have been completed in two years
30% completed against only 28.5% of the target time.

Promise 13 *7,401 bathrooms over the first seven years*
2,152 bathrooms have been completed in two years
29% completed against only 28.5% of the target time.

Promise 15 *2,600 central heating systems over the first seven years*
267 central heating systems have been completed in two years
10% completed against 28.5% of the target time.

4.20 Tenant Satisfaction

In addition to the monitoring of promises, and in response to comments from the Housing and Community Safety Committee of 21 March 2006, where Members requested further detail with regards to tenant satisfaction, an annual performance indicator list has been agreed with WPH and BBCHA that includes tenant satisfaction. However, it should be noted that overall satisfaction surveys are not generally undertaken annually, as Housing Corporation guidance looks for satisfaction data over a three year period only.

4.21 To make comparisons more meaningful, discussions are taking place to incorporate other satisfaction indicators such as satisfaction with repairs service to enable general trends to be identified.

Tenant Satisfaction	Wirral RSL Average (2005)	WPH (2006)	BBCHA (2007)	Comments
Overall tenant satisfaction with service provided	82%	83.1%	85%	Please note that dates of surveys will vary as undertaken only every three years
Satisfaction with mechanisms for tenant participation	61%	74.3%	69%	

4.22 Members will be pleased to note that the results of BBCHA satisfaction survey undertaken earlier this year, together with the WPH survey last year shows tenant satisfaction within the transferred organisations is higher than the overall RSL average, and considerably higher when looking at satisfaction with mechanisms for tenant participation.

5.0 FINANCIAL & STAFFING IMPLICATIONS

5.1 As a direct result of the stock transfer, the investment programme to be carried out by both companies from the date of transfer until 2012 is in the region of £179m

5.2 There are no financial and staffing implications arising from this report for the Council.

6.0 EQUAL OPPORTUNITIES IMPLICATIONS

6.1 The promises set out, include improving services, reviewing sheltered housing services, disabled adaptations, bringing properties up to the decent homes standard, and the provision of tenancy support. These commitments will improve the quality and choice of services available to all local citizens of Wirral, particularly the most vulnerable, and seek to ensure equality for all.

7.0 LOCAL AGENDA 21 IMPLICATIONS

7.1 The improvement programme will have a positive impact on Local Agenda 21 as the programme includes environmental improvements, and energy efficiency measures such as central heating and double-glazing.

8.0 LOCAL MEMBER SUPPORT IMPLICATIONS

8.1 The investment programme and improvements to be made through the promise offer document will benefit all wards within the Borough.

9.0 HUMAN RIGHTS IMPLICATIONS

9.1 There are no Human Rights implications arising from this report.

10.0 COMMUNITY SAFETY IMPLICATIONS

10.1 Promises made within both stock transfer companies consultation documents make a firm commitment to tackling anti-social behaviour and working with tenants and other agencies to improve local areas. These commitments support the Council's priorities and objectives of the Community Safety Strategy to tackle crime and anti-social behaviour and reduce the fear of crime.

11.0 PLANNING IMPLICATIONS

11.1 There are no planning implications arising from this report.

12.0 BACKGROUND PAPERS

12.1 Home Choice - Wirral Partnership Homes – Formal Consultation Document

12.2 Home Choice (second transfer ballot information) Beechwood and Ballantyne Community Housing Association – Formal Consultation Document

12.3 Housing & Community Safety Select Committee report ***Stock Transfer Monitoring Update*** 21 November 2006.

13.0 RECOMMENDATIONS

13.1 That Members note the content of this report and the progress made in meeting the promises made in the original "Promise Offer" consultation documents by both Wirral Partnership Homes and Beechwood and Ballantyne Community Housing Association.

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BBCHA - - PROMISES TO TENANTS' MONITORING DOCUMENT March 07

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
RENTS	1	40	Until target rents achieved in 2012 – rents would go up by inflation plus 0.5% per year plus an annual adjustment until the target rent has been reached.	In Business Plan, rents policy in place, annual rent increase Annual rent review	2007/8 rents in line with rent convergence	2006/7 <u>Milestone Achieved</u>
	2	40	Current Government Policy states that rents should rise only by the rate of inflation plus 0.5%	In Business Plan, rents policy in place, annual rent review	Post 2012 for the remainder of the 30 year Business Plan	Not due until 2012
SERVICE CHARGES	3	40	Charges for services e.g. communal heating and aerals, furniture are distinct from rent so Tenants can see what they are paying for.	To be included as separate items on current rent letters and agreements	Target for completion: 2006/7	<u>Missed target</u> – unable to separate for current year, but anticipates completion in time for 2007/8
PAYMENT METHODS	4	42	Payment methods extended to include cheque, standing order, and direct debit, at BBCHA Estate Office and with a swipe card.	Swipe Cards, standing orders, direct debit and online payments to be introduced	Currently investigating all pay methods including DD, and online	<u>Part Achieved</u> Added DD to methods of payments
HOUSING BENEFIT	5	43	Transfer to BBCHA would not effect entitlement to Housing Benefit.	HB protocol to be amended Liaison re new HB computer system	HB protocol agreed New system in place	<u>Promise Completed</u>

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
INVESTMENT PROGRAMME	6	14	Provide investment to surpass the Decent Homes Standard by 2010.	Ensure stock meets Decent Homes Standard Establish database to identify / monitor any non decency occurring in the future.	Taylor Hutchinson Stock Condition Survey evidenced BBCHA stock 100% decent (2005). Now exploring developing database to assist in ensuring continued decency beyond 2010.	Promise Complete
	7	46	BBCHA has a 7 year programme for 886 on the Beechwood and Ballantyne estate by the end of the 7 years every home would have doubled glazed windows, modern kitchen, modern bathroom, rewiring, smoke detector, central heating, modern front and back doors, roof insulation, eternal re-painting, new front path, fencing repairs and each tenant or join tenant will receive a decorating allowance.	Properties reduced to 884 due to RTB 2005/06 161 new windows 66 new bathrooms 44 new kitchens £0.6m investment spent		2005/6 year end Milestone Achieved
INVESTMENT PROGRAMME (cont)	7a		Investment Programme Year 2	2006/07 350 new windows 10 new bathrooms 220 new kitchens £2.5m investment spent		2006/7 year end milestone achieved

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
	7b		Investment Programme Year 3	2007/8 317 properties double glazed 204 repainted externally £1.2m investment spent		
	7c		Investment Programme Year 4	2008/9 770 new front rear doors 151 repainted externally £1.3m investment spent		
INVESTMENT PROGRAMME (cont)	7d		Investment Programme Year 5	2009/10 197 repainted externally 300 new kitchens 300 rewires 300 smoke detectors £1.7m investment spent		

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
	7e		Investment Programme Year 6	2010/11 297 new kitchens 297 smoke detectors 200 new bathrooms 297 rewires 159 repainted externally £1.8m investment spent		
	7f		Investment Programme Year 7	2011/12 622 new bathrooms 2 central heating 888 new front paths/fencing £1.9m investment spent		
INVESTMENT PROGRAMME (cont)	8	47	Work on Beechwood and Ballantyne would commence immediately after transfer.	Improvement works to start with effect from Feb 2005 (transfer date)	Replacement window contractors started on site in the first week of stock transfer.	<u>Promise complete</u>
	9	47	Decisions about improvements would be decided on the estate by BBCHA in consultation with Tenants.	All tenants to have choice of components. Contractors liaise with the tenant during the initial survey about the work to be carried out in that home		Ongoing promise <u>Met to date</u> May 07

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
	10	48	Sheltered Housing: Greenacres would benefit from all of the above as well as improved sound proofing, new entry phone system, new carpets and redecorating in community areas, re-laid front and rear paths and external re-painting.	Undertake feasibility study for proposed remodelling scheme Install new heating boiler system Install double glazing	Result of feasibility study due March 2007	Part achieved 2006/7 Double glazing completed
INVESTMENT PROGRAMME (cont)	11	49	Delivering Investment: BBCHA would use Local Suppliers, Construct training and apprenticeships and would also use local labour initiatives.	Use as many local suppliers as possible. Local Training & employment initiatives used.	Local suppliers targeted and used. Training and employment initiatives being explored with Beechwood Community Trust.	Ongoing promise Met to date May 07
	12	59	Tenants and Residents would be closely involved in developing improvement proposals.	Tenants on BBCHA Board. Wide consultation about environmental improvements proposal completed Jan 06 Improvement programme reviewed by Tenants Focus Meeting.		Promise completed

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT	13	29	BBCHA would employ paid officers to run the housing service on a day to day basis. All staff would be based at the local estate office.	BBCHA to employ existing staff, all based at the local estate office		<u>Promise completed</u>
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT (cont)	14	59	BBCHA will be led by tenants and residents meaning that there would be more local knowledge about the area. Problems on the estate would be quickly noticed and action promptly taken.	Develop Monthly Tenant Focus Meeting (TFM) 8 tenants/residents on Board.		<u>Promise completed</u>
	15	53	BBCHA will provide a customer service centre/ 24-hour free phone emergency helpline and reporting of repairs through the BBCHA Estate Office.			<u>Promise completed</u>
	16	54	Aim to improve day to day repairs service: Repairs Targets: <ul style="list-style-type: none"> ➤ Emergency Repairs within 4 hours, ➤ Urgent repairs within 3 working days ➤ Routine repairs within 10 working days. ➤ In addition the Man-in-a-Van service would continue. 	Work to ensure repairs service is within upper quartile Ongoing commitment to continuing man in the van service.	Targets for 2006/7 :To remain within upper quartile Early indications indicate that BBCHA have achieved milestone, however they are still waiting for contractors to report performance.	Ongoing promise <u>Annual milestone met (provisional)</u> (within upper quartile - % of jobs within target) Emergency –tbc% Urgent –tbc% Routine –tbc%

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT (cont)	17	50	Improvements to gardens and flats would be made.	Undertake consultation with residents. Identify improvements. Plan into programme	Consultation completed June 06 - Improvements identified - Planned for end of programme (2012) but ongoing review	Not scheduled until 2012
	18	50	BBCHA would consult with Tenants in developing an environmental action plan to be implemented in the first five years for carrying out environmental improvements to the Beechwood and Ballantyne estate. BBCHA's business plan currently has an allowance of £494,000	Consult with tenants Develop environmental action plan / strategy Create Budget of £630k, with £230k to be spent in phase 1 (2006 – 8)	Consultation completed. Identified £0.5m of improvements to local centre, and alleyways. Architects have been appointed.	Long term promise At Phase 1 – (detailed planning) <u>Annual milestone achieved</u>
	19	50	The exterior of some houses and flats would be improved	Approx 70 properties – possible improvements to cladding Regular review as part of Tenant Focus Meetings		Not scheduled till 2009/10
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT (cont)	20	50	Improvements to garden and paved areas around flats would be made where needed.	Improvements scheduled to make good after major improvement programme.		Not scheduled till 2011/12

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
	21	50	BBCHA would consult with Tenants about grounds maintenance.	SLA for grounds maintenance with WBC is reviewed annually as part of Tenant Focus Meetings		Ongoing promise <u>Met to date</u> May 07
SHELTERED HOUSING	22	56	BBCHA would continue to provide sheltered housing for older people at Greenacres Court and employ a residential warden to support tenants.	Ongoing commitment to Greenacres Court – proposed remodelling scheme (see promise number 10)		Ongoing promise <u>Met to date</u> - reviewed residential warden arrangements in consultation with tenants - May 07
	23	56	BBCHA would work to ensure that older people could stay in their home in sheltered housing and obtain the support they need, rather than move if they become infirm.	Accredited by Supporting People as providers of shelters accommodation – inspected and passed for quality of service.		Ongoing promise <u>Met to date</u> May 07
DISABLED ADAPTATIONS	24	58	An allowance of £72,000 has be budgeted for to provide adaptations where needed to homes on the estate.	To make budget part of covenant Annual budget. SLA with WBC Home Adaptation Team		<u>Promise completed.</u>
	25	57	BBCHA would continue to provide access to an emergency alarm service, ... to many older and disabled tenants, 24 hours a day throughout the year.	BBCHA using 'Astraline' Regular reviews.		Ongoing promise <u>Met to date</u> May 07

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
ALLOCATIONS	26	60	BBCHA would house new tenants through the choice based 'Wirral Homes' scheme, taking account of local factors.	BBCHA continue commitment to Wirralhomes through reviewed SLA		Ongoing promise <u>Met to date</u> May 07
ANTI SOCIAL BEHAVIOUR	27	60	BBCHA intends to use the Wirral Anti-Social Behaviour Team to continue ensuring that tenants and residents enjoy a peaceful and secure environment, and that any anti-social behaviour is dealt with promptly and effectively.	BBCHA use Wirral ASB team under agreed SLA.		Ongoing promise <u>Met to date</u> May 07
ANTI SOCIAL BEHAVIOUR (cont)	28	60	BBCHA will not tolerate nuisance neighbours and staff will make sure that tenants keep to the terms of their tenancy agreement.	Have policy and procedure in place to enable BBCHA to take action against ASB.		Ongoing promise <u>Met to date</u> May 07
INSURANCE	29	41	BBCHA would offer access to an insurance scheme devised specifically for tenants by the Royal & sun Alliance. It offers low minimum sums insured, an easy affordable payment plan, no security payments, and no excess payments, and no security payments, with reduced premium rates for people over 60 years of age.	Policy in place from date of stock transfer. Renewed policy in 2006		Ongoing promise <u>Met to date</u> May 07
EXTRA SERVICES FOR TENANTS	30	61	Intend to provide support to younger people and to look at extending this service to vulnerable tenants in all age groups.	SLA with WBC for tenancy support service.	investigating local scheme support provision	Ongoing promise <u>Met to date</u> May 07

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
	31	61	Would continue to offer a free gardening service to older tenants with no friend or family to assist.	Via SLA for grounds maintenance.		Ongoing promise <u>Met to date</u> May 07
	32	61	Would provide a decorating service for older tenants and tenants with disabilities.	Undertaken through DTD repairs service		Ongoing promise <u>Met to date</u> May 07
	33	61	Would enforce a tenancy agreement.	Policy & Procedures in place to enable enforcement action against breaches of tenancy		Ongoing promise <u>Met to date</u> May 07
EXTRA SERVICES FOR TENANTS (cont)	34	61	Would provide a Tenants handbook.	Develop BBCHA tenants handbook	Due June 07	Part achieved 2006/07 Home Support (sheltered housing) handbook distributed
TENANT INVOLVEMENT + COMMUNITY CONSULTATION	35	7	Everyone living on the estate could apply to be a £1 share holding member and be entitled to attend general meetings, stand for election on the board and vote for members of the board.	£1 share available from date of transfer	Further Membership campaign being undertaken this October / November	<u>Promise completed</u>

Promise	No	Page	Detail from the Offer Document	Action	Further Work/Timescale	Status
	36	8	Run by an unpaid local voluntary Board of Management, involving tenant and residents of Beechwood and Ballantyne and Council nominees and independent members.	Set up Board run by an unpaid local voluntary Board of Management, involving tenant and residents of Beechwood and Ballantyne and Council nominees and independent members		<u>Promise Completed</u>
TENANT INVOLVEMENT + COMMUNITY CONSULTATION (cont)	37	11	BBCHA would replace the Estate Management Board, which would cease to exist.		WBC dealing with ongoing negotiations with EMB	<u>Promise completed</u>
	38	14	BBCHA have a clear vision to provide the best possible service by keeping decisions about the future and well being of our estate within community ownership and management.	Core BBCHA principle reinforced in business plan.		<u>Promise completed</u>
	39	15	Would have a local Board of Management made up of 16 voting members, 7 Tenant Board members from Beechwood and Ballantyne estate, three Council Board members, six independent Board Members – one of whom is a resident on the estate.	Set up board of management		<u>Promise completed</u>
	40	32	Would recognise that complaints from tenants can be a valuable source of feedback on service delivery. If you made a formal complaint it would be dealt with through its published Complaints Procedure.	Complaints procedure in place BBCHA are members of housing association ombudsman service		<u>Promise completed</u>

<i>Promise</i>	<i>No</i>	<i>Page</i>	<i>Detail from the Offer Document</i>	<i>Action</i>	<i>Further Work/Timescale</i>	<i>Status</i>
TENANTS RIGHTS	41	37	New Tenancy agreement protects all transferring tenants' rights other than Right to Mortgage and Right to Manage.	New tenancy agreements in place		<u>Promise completed</u>
NEW HOMES	42	51	Riverside/Lowry Homes development is planned to go ahead to replace unpopular flats.	Attend site meetings Ongoing liaison with agents over neighbourhood issues		Ongoing promise <u>Met to date</u> May 07

Wirral Partnership Homes - PROMISES TO TENANTS' DOCUMENT

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
RENTS	1	Until target rents achieved in 2012 – maximum average annual increase will be inflation + 0.5% + £2.00 per week.	In Business Plan, rents policy in place, annual rent increase	2007/08 rents now in line with rent convergence	Milestone complete 2007/08
	2	Once target rents achieved rents will rise in line with government policy which currently states inflation + 0.5%	In Business Plan, rents policy in place, annual rent review	Post 2012 for the remainder of the 30 year Business Plan	Not due until 2012
RENT FOR NEW TENANTS	3	Higher of existing rent or target rent	Rents policy and in business plan. Ensure that new tenants are charged the correct rent at tenancy sign-up	Implemented April 2006	Milestone complete 2006/07
SERVICE CHARGES	4	Charges for services (such as communal heating, communal TV aerials, furniture) separated from rent so that tenants can see what they are paying for.	Included on current rent letters	COMPLETE	COMPLETE
	5	Those services which are not charged for separately at present, (caretaking and cleaning communal areas) – there will be consultation with tenants who receive these services.	To complete the review, consult tenants and advise the Board on the options	Report to Board Jan 2007	Milestone complete 2006/07
	6	No new service charges without first consulting tenants	Report to board on service charges	January 2007 Board agreed to appropriate consultation	Milestone complete 2006/07
PAYMENT METHODS	7	Increase payment methods to swipe cards, direct debit and online	Swipe Cards , direct debit and online payments introduced	COMPLETE	COMPLETE
HOUSING BENEFIT	8	Assist tenants with HB claims to minimise delays in receipt of payments	Revised HB protocol in draft Liaison re new HB computer system Income teams trained on welfare rights	Complete Complete New for 2007/08	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
			Welfare benefits worker from the Wirral Health, Safety and Welfare Advice Centre seconded to WPH one day per week to advise tenants	New for 2007/08	
RENT ARREARS	9	WPH will have a 'firm but fair' approach to the collection of arrears	Policy reviewed	Complete	Milestone complete 2006/07
INVESTMENT PROGRAMME	10	Extensive programme over and above Decent Homes	Target non decent: 2006/07 55% 2007/08 41% 2008/09 28% 2009/10 5%	Non decent at 31.03.06 66.75% Non decent at 31.03.07 to be confirmed, Board report June 2007	Milestone partly met 2006/07
	Over first 7 years:				
	11	11,000 (10,945 revised) homes uPVC Double Glazing	2005/06 – 1,707 completions 9,238 outstanding 2006/07 target 1,654	2006/07 – 1,679 completions 7,559 outstanding Target met	Milestone complete 2006/07
	12	9,000 (8,401 revised) Kitchens	2005/06 – 1,040 completions 7,361 outstanding 2006/07 target 1,758	2006/07 – 1,482 completions 5,879 outstanding 2006/07 Target not met	Milestone partly met 2006/07
	13	9,000 (7,401 revised) Bathrooms	2005/06 – 1,015 completions 6,386 outstanding 2006/07 target 1,758	2006/07 – 1,137 completions 5,249 outstanding 2006/07 Target not met	Milestone partly met 2006/07
	14	8,000 (6,900 revised) New front doors	2005/06 – 1,875 completions 5,025 outstanding 2006/07 target 1,856	2006/07 – 3,100 completions 1,925 outstanding Target met	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
INVESTMENT PROGRAMME	15	3,000 (2,600 revised) Central Heating	2005/06 – 183 completions 2,817 outstanding 2006/07 target 482	2006/07 – 84 completions 2,733 outstanding 2006/07 Target not met	Milestone partly met 2006/07
	16	£10 million for estate improvements	Work planned to commence in 2006/07 with spend up to £1.5 million	Spend in 2006/07 £27,000 Further schemes being developed through tenant consultation	Milestone partly met 2006/07
	17	£172 (£168 revised) million to be spent in first 7 years	2005/06 spend £13,037,000 Estimated total Spend 2006/07 £18million	2006/07 spend £19,800,000 Total spend (2 years) £32,837,000	Milestone complete 2006/07
	18	Tenants on panel to choose contractors	Tenants were involved in the selection process for 2006/07 programmes	Involved in procurement of gas servicing contractors, door entry schemes and internal programme	Milestone complete 2006/07
	19	Each tenant to be consulted about proposed improvements	Contained within the contracts that the constructors liaise with the tenant about the work to be carried out in that home	Tenants make choices when the contractor carries out the survey Liaison ongoing when works are onsite	Milestone complete 2006/07
INVESTMENT PROGRAMME	20	Sheltered schemes: £3 million set aside to remodel bed-sits subject to consultation	External consultants appointed to review enclosed schemes	Option appraisal of the seven enclosed sheltered schemes undertaken in 2006/07	Milestone complete 2006/07
	21	Sheltered schemes: Aim to provide new or upgraded door entry systems or additional security	External consultants appointed to review enclosed schemes	Feasibility studies to commence May 2007.	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	22	Sheltered schemes: Programme of modernisation	External consultants appointed to review enclosed schemes		Milestone complete 2006/07
	23	Sheltered schemes: Improvements/refurbishment of communal areas	External consultants appointed to review enclosed schemes		Milestone complete 2006/07
	24	Sheltered schemes: Make communal areas more accessible	External consultants appointed to review enclosed schemes		Milestone complete 2006/07
	25	Sheltered schemes: Renewing links to wardens so that tenants can have pendants as well as pull cords	External consultants appointed to review enclosed schemes		Milestone complete 2006/07
	26	Sheltered schemes: Improvements to external landscaped areas	External consultants appointed to review enclosed schemes		Milestone complete 2006/07
	27	Guaranteed right to go back to own home if have to move out for repairs	Decanting not required to date. None anticipated in the foreseeable future	Tenants will be fully consulted if this proves necessary	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
INVESTMENT PROGRAMME	28	Incorporate crime prevention measures within the works	High quality security doors being installed. Window locks to windows. Consider 'secure by design' status for environmental improvements and estate works.	Included in the specified works to date	Milestone complete 2006/07
	29	Ensure that there is local labour and training/apprenticeships	Constructors KPI is to monitor workforce and to provide local labour and training including apprenticeships.	Contractors are all committed to training and have taken on new apprentices. All constructors meet target of 5%	Milestone complete 2006/07
	30	Develop a local supply chain	Constructors to be part of 'alliancing agreement' to source supplies. Work ongoing with partner contractors on supply chain.	All window and door contractors using the same local door supplier Review of other suppliers ongoing	Milestone partly met 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT	31	Continue to provide locally based services	3 main Area Housing Offices, plus Liscard, Moreton	Review in 2007	Milestone complete 2006/07
	32	Regularly (with tenants) review the way services are provided	With WFTRA and the YHYH Group.	YHYH Group meets monthly. Tenants on service improvement groups	Milestone complete 2006/07
	33	WPH to be tenant focused in delivering the housing service	Tenants involved in KLOE gap analysis – <ul style="list-style-type: none"> ▪ Access and customer care ▪ Diversity ▪ Leasehold management, shared ownership and RTB ▪ Stock investment and asset management ▪ Allocations and lettings ▪ Resident involvement 	Tenants involved in service improvement groups developing service standards	Milestone complete 2006/07
	Aim to improve day to day repairs service:				
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT	34	Continuing appointments system	Appointment system in place Enables wider choice of appointments and larger number of trades open to appointment	PI improved Appointment system has continued, review of terms and conditions completed and implemented Late evening and Saturday morning appointments introduced	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	35	Monitoring performance of Building Services	Rethinking Repairs BVR ongoing Head of Procurement and Contracts appointed	Regular reports to Building Services and main WPH Boards monitoring performance from and financial viability Starts June 2007	Milestone complete 2006/07
	36	Wirral Partnership Homes would work towards a repair system that would identify vulnerable tenants in order to ensure that faster response times could be provided.	Review IT system and availability of information to identify vulnerable tenants	Action as part of Rethinking Repairs review To identify vulnerable tenants' properties, enhance identification and password systems and install key safe systems. Actions to be completed Dec 2007	Ongoing May 2007
	37	Ensuring appropriate inspections take place	Pre-inspections target 10%, WPH currently 9% Reviewed the IT system and removed automated identification of work to be pre-inspected. Post-inspections at target of 10%	Ongoing review to bring target pre inspections in line with Audit Commission recommendation Rethinking Repairs BVR	Ongoing May 2007

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	38	Consulting with tenants on how they can influence and monitor the service	Meet the YHYH Group regularly to discuss issues about service delivery	Building Services represented at all YHYH Group meetings and Neighbourhood forums. Attendance at other tenants groups meetings when necessary and notified of meeting	Milestone complete 2006/07
	39	Consulting with tenants on extra services like weekend and evening appointments	Review of terms and conditions of employment in progress, to address issue of providing late evening, Friday and Saturday morning appointments	Consultation on appointments to start with staff and tenants March 2006	COMPLETE
SERVICE IMPROVEMENTS AND ESTATE MANAGEMENT	40	Consult with tenants about any anomalies in the timescales for repairs so that they get the best of Housing Corporation standard or Wirral Council Standard	Consulted YHYH Group and written to all tenants on changes	Standard agreed and introduced New insert for the Handbook to be circulated May 2006	COMPLETE
	41	Reviewing in consultation with residents, the arrangements for grass cutting, fly tipping to improve overall satisfaction	User groups established in all 3 management areas with 10 tenants in each	Quarterly monitoring	Milestone complete 2006/07
	42	Garage areas : - review and plan to redevelop or refurbish as necessary	Asset management strategy now in place	Policy to be developed under the Asset Management Strategy	Ongoing May 2007

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	43	Working in the community and in partnership with other agencies	Chair of Wirral's Strategic Housing Partnership, Liveability Champion for the LSP Working with the Police, PCTs and other agencies Signed NHF iN-Business agreement	Continue to develop partnerships	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
SHELTERED HOUSING	44	Continue to provide Sheltered Housing Service to same standard as Council and aim to improve	Best Value review of all schemes to take place incorporating Supporting People review requirements to determine priorities	Review to be completed by October 2006 Interim report to Board September 2006 Revised completion December 2006	Milestone complete 2006/07
	45	Work to ensure older people could stay in sheltered with extra support if they become infirm	Support Link won contract to provide telecare services	Complete	Milestone complete 2006/07
	46	Continue to provide existing amenities (subject to service charge), eg common rooms, laundry rooms, etc	Considered as part of the enclosed sheltered scheme option appraisal	BVR complete Option appraisal complete	Milestone complete 2006/07
	47	Ensure access to emergency alarm	Through the People Care service re-branded as Support Link	Emergency alarm provision linked to the investment programme and review of schemes by December (revised) 2006	Milestone complete 2006/07
	48	Consult with residents on scheme improvements	Tenants consulted as part of the option appraisal	Consultation will be a key part of the review of all schemes to determine priorities	Milestone complete 2006/07
DISABLED ADAPTATIONS	49	Work with Home Adaptations Team and Social Services	SLA reviewed. Significant changes required	To be implemented 2007/08	Milestone complete 2006/07
	50	Set aside resources for adaptations in line with Council's policy	Within the Business Plan	Ensure budget available for future years spent efficiently Overspend reported by HAT in 2006/07	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	51	Link work with investment programme works when OT assessment carried out	Property Services team liaising with the Council's Home Adaptations Team	51 adaptations completed through the investment programme 2006/07	Milestone complete 2006/07
ANTI SOCIAL BEHAVIOUR	52	Decisive Action, referral to ASB Team, legal action, full range of remedies in policies. Working in partnership	New ASB procedures introduced	Respect SLA to commence July 2007	Milestone complete 2006/07
	53	Develop policies tailored to individual estates	Policy for local lettings policies introduced	Local lettings policies being developed on Connaught and Woodward estates	Milestone complete 2006/07
	54	Continue to provide neighbourhood wardens	4 provided in Bidston Rise, Woodward Rd, Crossways and Connaught Estates	Ongoing review of the effectiveness of the scheme	Milestone complete 2006/07
	55	Consider adopting ASB neighbourhood watch schemes	First scheme approved	September 2006	Milestone complete 2006/07
	56	Assist and support tenants who report ASB	Through Area Housing Offices in the first instance and ASB Team in more serious cases	Regular SLA monitoring meetings Training provided by ASB Team in 2006 Revised Respect SLA from July 2007	Milestone complete 2006/07
INSURANCE	57	Continue to provide home contents insurance scheme	Service provided	Insurance scheme renewed	Milestone complete 2006/07
EXTRA SERVICES FOR TENANTS	58	Improve cleaning and security for flats. Provide consistent cleaning service to all low rise flats	Best Value review ongoing Officer working party formed Resident focus group established	Security and cleaning service to be separate entities	Ongoing May 2007

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
EXTRA SERVICES FOR TENANTS	59	Continue tenancy support for young people and look to extend to other vulnerable groups	Support now provided to all age groups who meet the criteria	Service provided to 42 young people through SP scheme and to young people in Brooklands high rise block	Milestone complete 2006/07
	60	Gardening service for elderly – consistent approach across housing. Put guidelines in place for who qualifies. Possibly offer to those who can afford to pay	Review existing budget to achieve improvements and fairness in service	Criteria reviewed 2006/07 Budget to be established December 2007	Milestone complete 2006/07
	61	Decorating Service - Identify a budget for providing service to older tenants and disabled. Service to be developed in consultation with tenants	Scheme to be considered based on good practice elsewhere – HB funded. WBC HB will not fund scheme	Proposed scheme subject to tenant consultation June 2007	Ongoing May 2007
	62	Car Parking - Consult with tenants to see if possible to ensure tenants have better access to spaces	Linked to estate works and environmental imps	Achieved at Sunningdale 2006/07 Further schemes to be considered as part of the 2006/07 programmed work	Milestone complete 2006/07
	63	Enforcing the Tenancy Agreement - robust and enforceable agreement.	WFTRA and tenants' groups' expectations of this are high. WPH needs to develop policies to meet their requirements	Standard letters agreed to ensure a consistent approach is adopted	Milestone complete 2006/07
	64	Provide Tenants' Handbook	Delivered when transferring tenants sign up to new tenancy agreement	Amendments to be highlighted to tenants	COMPLETE

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
ALLOCATIONS	65	Part of Wirralhomes regime offering Choice Based Lettings	Contractual arrangement with the Council	Revised quota system introduced June 06	Milestone complete 2006/07
	66	Nominations from the Council for homeless families and individuals	Nominations Agreement at transfer with the Council	Quarterly review of quota of homes given to homeless to ensure agreement with the Council is met - 34% achieved against a target of 50%	Milestone partly met 2006/07
	67	Recognised TRAs opportunity to participate in devising local lettings policies	Policy approved 2 schemes being developed	September 2006 New for 2007/08	Milestone complete 2006/07
TENANT INVOLVEMENT + COMMUNITY CONSULTATION	68	Board made up of one third tenants (5 of 15)	In place and within the Constitution of WPH	COMPLETE	COMPLETE
	69	TBMs to be elected and stand for no more than 3 years without re-election	Company Rules.	COMPLETE	COMPLETE
	70	WPH to consult with tenants on the arrangements for such elections	Paper developed by YH in YH on elections adopted and implemented in 2005	COMPLETE	COMPLETE
TENANT INVOLVEMENT + COMMUNITY CONSULTATION	71	Members – open membership, and encourage tenants to become members.	Membership policy in place, agreed procedure to encourage tenants to become members	36 Tenant members Annual promotion required	Milestone complete 2006/07
	72	Immediately review tenant compact and invite each estate or area to develop compact in own way	Draft Compact approved	Complete	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
TENANT INVOLVEMENT + COMMUNITY CONSULTATION	73	Customer care and complaints procedure	Customer First Strategy approved Customer Service Co-ordinator to be appointed Complaints Procedure in place	Staff training in progress Co-ordinator not yet appointed. Recruitment ongoing	Milestone partly met 2006/07
	74	WPH to provide a variety of ways for tenants to get involved	Menu of involvement approved	Complete	Milestone complete 2006/07
	75	Recognise WFTRA as part of consultation processes and continue to fund WFTRA at same level and work with WFTRA to determine a formula for future funding	Funding ratio agreed by WPH and the Council	2006/07 budget agreed 2007/08 budget agreed subject to setting targets	Milestone complete 2006/07
	76	Actively support local TRAs	35 TRAs supported	Increase of 2 groups	Milestone complete 2006/07
	77	Employ staff to support tenants and encourage tenant participation. Increase support to WFTRA and TRAs by appointment of specialist TPOs	Joint funded officer with the Council appointed	January 2006	Milestone complete 2006/07
	78	During first year after transfer WPH consult tenants on setting up a mechanism for direct consultation with the Board	Neighbourhood Panels set up	Board members to attend	Milestone complete 2006/07
	79	Tenants monitoring service: Range of customer satisfaction surveys Effective methods for tenants to comment and influence performance	STATUS survey completed Board agreed to carry out further Survey in 2 years	Complete	Milestone complete 2006/07
	80	Regular information to tenants on performance	In newsletters and the Annual Report	Annual report October 2006	Milestone complete 2006/07
	81	Tenant management / control - support and encourage tenants wishing to take on management	Community Empowerment Strategy and action plan approved	COMPLETE	COMPLETE

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
	82	Develop a tenant participation policy based on good practice	Strategy update and compact to the Board TPAS self assessment toolkit to be used Policy review	October 2006 October 2006 New – June 2007	Milestone complete 2006/07
	83	Provide regular newsletters	4 x per year including the Annual Report Newsletter	Annual Report in October 2006	Milestone complete 2006/07
TENANTS RIGHTS	84	New tenancy agreement protects all transferring tenants' rights other than Right to Rent to Mortgage and Right to Manage	In place	COMPLETE	COMPLETE
	85	Enhanced right to succession so that each tenant can pass on home twice	In the tenancy agreement	COMPLETE	COMPLETE
WORK WITH OTHERS TO IMPROVE AREA	86	Create employment and training opportunities for local people	Contractual arrangement within the Investment Programme Community Fund	KPIs achieved Panel to meet	Milestone complete 2006/07
	87	Work with residents and public bodies to help local communities to tackle problems and improve quality of life on estates	Community Safety Team identifies hot spots for multi-agency approach	Community Development Co-ordinator appointed Neighbourhood Panels established	Milestone complete 2006/07
	88	Allow local Councillors to make representations	Agreement with the Council to deal with referrals	Councillor and MP enquiries are dealt with in agreed timescales which are monitored	Milestone complete 2006/07
NEW HOMES	89	Committed to working in partnership with Council to develop new homes to rent as opportunities arise	Option appraisal of Rivers, Bidston Rise, Wheatland Lane, Juliet Gardens and the	Community Fund and HMRI opportunities Feasibility studies and	Milestone complete 2006/07

Promise		Detail from the Offer Document	Action	Further Work/Timescale	Status
			enclosed sheltered schemes complete	tenant consultation started	