



ERIMUS HOUSING

PROMISES TO TENANTS

YEAR ENDED 31 MARCH 2007

Summary

The “offer to tenants” at the consultation process prior to transfer consisted of 75 “promises”.

At the end of the first 2 years and 4 four months significant progress has been made against the promises. Many have been completed and the majority of the others are on target to complete during the prescribed five-year period.

Completed	On target to complete within timescale	Behind schedule, but will complete within timescale	Will not complete within timescale
57	13	3	0

The three identified promises behind schedule relate to:







- Delays to the introduction of a full appointment system for repairs
- The introduction of prepaid post cards for reporting repairs
- The provision of a high-quality repairs service in that some KPIs are not top quartile








Despite these items the completion of the promises is proceeding very well and has been well received by the tenants.





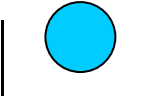
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





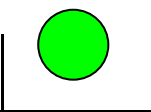
Completed
On target to complete within timescale
Behind schedule, but will complete within timescale
Will not complete within timescale



REPORT ON PROGRESS AGAINST THE OFFER DOCUMENT









Category	What we will do	@ 31/03/07	Comments
Tenant Involvement	Prepare a Tenants Handbook which would be sent with the new Tenancy agreement		A tenants handbook was produced and distributed shortly after transfer. The handbook is currently under review and a new, more informative version will be produced in the 2007/08 financial year.
Tenant Involvement	At least one third of the seats on the Board of Management of Erimus Housing would be reserved for tenants or leaseholders		One-third of the seats on the Board of Erimus Housing are reserved for tenants and leaseholders.
Tenant Involvement	Working with residents to give high priority to queries so that they can be answered at meetings		All Area Housing forums have standing agenda items covering local issues. Agendas are also set in advance by tenants.
Tenant Involvement	Providing opportunities for residents to discuss issues affecting their service locally		Quarterly consultation days are held locally, and major events take place twice a year in the format of 'you said - we did' to allow residents the opportunity of discussing issues affecting them and their tenancy, and to speak with Erimus Housing officers. The outcomes from these sessions inform the yearly planning process.
Tenant Involvement	Encouraging feedback from tenants to identify concerns		See above
Tenant Involvement	Promoting and supporting the creation of new Tenants & Residents Associations		Support/training and grants given to new and existing residents groups.



Tenant Involvement	Committed to future tenant empowerment and involvement and try to involve all tenants in the management of their homes and making decisions that affect their homes		Involvement in all aspects of the business from the beginning. AHF meeting membership open to all. Focus groups are in place for specific subjects.
Tenant Involvement	Erimus Housing would enter into new management agreements with the 2 existing Tenant Management Organisations (TMO) at Langridge Crescent and Rothbury Road, and would continue to support their activities and development, ensuring consistent service delivery in line with Erimus Housing		New agreement completed. (There is only one 1 TMO now.) Support/training available to all committee members and those who wish to undertake any of the training courses that Erimus Housing and other external bodies offer.
Tenant Involvement	Working in partnership with other community and voluntary groups		Erimus Housing works closely with MBC/MVDA Sure Start and other local community groups and service providers.
Tenant Involvement	Provide some resources to promote and fully develop tenant involvement including the allocation of some staff time for training residents and officers, and an annual budget for assisting tenants organisations		Annual training and conference plan developed with tenants and offered to all. A budget is allocated to Residents' Panel to encourage empowerment and development. Tenants' annual conference is also held.
Tenant Involvement	Make sure that all tenants of Erimus Housing are kept up-to-date about work it is doing, regular newsletters and letters delivered to all tenants' homes		Tenants have been receiving quarterly newsletters since March 2005, containing information about work being undertaken within Erimus Housing, as well as events within their communities.
Tenant Involvement	Have a budget for resident participation and will include in the Business Plan funding for a residents' resource centre		A budget is in place, and Erimus Housing's Residents' Resource Centre is fully operational.
Tenant Involvement	Residents would play an active part as partners in the process of Housing Management and maintenance. This would include: Contributing to the development of management procedures; contributing to the policy making process; being involved in joint decision making		Tenants are invited to sit on the interview panel for contract partners, and a regeneration sub group has been established. All policies new and amended are taken to the Residents' Panel for consultation. Consultation events have also been established for tenants to contribute to the planning process.






Tenant Involvement	Producing an annual report and sending regular newsletters to tenants setting out how Erimus Housing is performing		Annual report produced and distributed. Performance information is also included within quarterly tenants' newsletters and on Erimus Housing's website.
Tenant Involvement	All tenants to be invited to become members of Erimus Housing within 6 months of the transfer- will attend and vote at AGM		Membership of Erimus Housing has been opened to tenants, and this has been fully communicated. Erimus Housing's first AGM was held in Quarter 2 of 2005-06.
Repairs and Maintenance	All homes would transfer Autumn 2004 and work would start to carry out the promises outlined in the offer document		Homes transferred in Autumn 2004, and work has continued to honour the promises made in the Offer Document.
Repairs and Maintenance	Details of types of repair and each category to be sent out in tenants handbook		Full details are provided in the current tenants handbook. The handbook is currently under review, and it is intended that much more information relating to the reporting of repairs is provided.
Repairs and Maintenance	<p>Response times for day-to-day repairs:</p> <p>Priority 1 – Emergency – to attend and assess repairs needed within 2 hours of reporting and complete within 24 hours</p> <p>Priority 2 – Urgent – complete works within 24 hours of reporting</p> <p>Priority 3 – Routine – to attend and complete works within 20 working days of reporting</p> <p>Standards to be kept under review in consultation with residents' representatives in full and views would be taken into account</p>		These response times are in place and performance against these is reported each quarter.





Repairs and Maintenance	Provide 365 days a year "out of hours" emergency service		An out of hours service is currently provided.
Repairs and Maintenance	Have quality control procedures to check effectiveness of the people carrying out the works by inspecting completed jobs		10% of work completed is post-inspected and tenants are able to provide feed back through a customer satisfaction survey.
Repairs and Maintenance	Involve tenants in decisions on improvement programmes that will affect them		Tenant focus group established for investment programme. Tenants choice scheme is available to each tenant.
Repairs and Maintenance	Make sure that tenants are offered appointments for all non-emergency repairs		Some appointments are being made. The implementation of the new Housing Management System has provided a tool to increase the number of appointments and allow us to move forward to a full appointment system. Up until 31 st March 2007 only 10% of routine repairs were done via appointment.
Repairs and Maintenance	Ensure high standard of environmental maintenance, including grass cutting, litter picking, grounds maintenance, would continue to at least the levels provided by MBC		Grounds maintenance contract review underway and re-procurement exercise has begun. Monitoring of service taking place on a bi-monthly basis with any non-compliance reported to MBC.
Repairs and Maintenance	Make sure that tenants are able to request repairs through members of Erimus Housing staff, local teams, pre-paid report cards, telephone, email and internet		Repairs can currently be reported via staff, teams, telephone, email, and internet. Prepaid report cards are currently not in use, but one has been developed and will be launched in 2007/08.
Repairs and Maintenance	Over £1.3 million each year for the first 5 years for new environmental works. Priorities identified after consultation with tenant and resident groups. Works to include:		The Environmental Improvement programme has been established following extensive consultation with the Regeneration Panel. The projected spend for 2006/7 was £1,219,000 for work to 2,410 properties. Work includes wall and fencing repairs, fencing replacement and additional paving.






	Landscaping; tree planting; play areas; additional paving; walls; fences and other schemes to improve safety.		
Repairs and Maintenance	Carry out a major programme of catch up repairs and improvements. Estimated £103 million spent on repairs, modernisations and improvements in first 5 years based on the Council Housing Stock Condition Survey.		Year 2 of the programme is nearing completion. Over 3,000 homes have been modernised beyond the Decent Homes Standard. Performance measures for contractors in place. Customer satisfaction levels are currently between 97%-99%. Over £30 million has been invested to-date.
Repairs and Maintenance	Provide the highest quality repair service possible within budget		Recommendations arising from the Best Value review of the repairs and maintenance service are currently being actioned. A consultant has been commissioned by Erimus Housing to facilitate this process.
Rents	Annual rent would continue to be collected weekly over 49 weeks keeping the same arrangements of 3 non-collection weeks and would consult tenants before considering changing this arrangement		This is currently the case. No changes are planned.
Rents	Would not affect Housing Benefit. Would still be able to make claims to the Council		The transfer to Erimus Housing has not affected residents' housing benefit claims. No changes are planned.
Rents	Guarantee rents would not increase by more than inflation plus a maximum of 2.5% each year. After that rents projected to increase slowly until reach Government target in 2012		Rents have not increased above the rate of inflation plus 2.5 % each year.
Rents	Erimus Housing would not charge extra for the improvements made to your home		Erimus Housing does not levy any additional charges for programmed investment works. Erimus is offering some enhanced additional products that customer can purchase if they so choose.






Rents	No hidden service charge and would continue the practice of separating the service charge for sheltered accommodation from rent		Erimus Housing does not levy any hidden charges and displays any additional service charges separately from rent payments.
Rents	Tenant would still be able to pay rent by: Door to door rent collection available to all elderly or disabled tenants;; cash or cheque; bank Standing Order; payments at local offices; Post Office; Debit cards. Also to look at other means of payments such as direct debit and internet payments		Door to door rent collection is no longer available, due to new payment methods becoming available. These include payment by debit card, Standing Orders and Direct Debits and Allpay.
Rents	Continue the Council's review of all service charges to make sure that people are receiving the services tenants pay for		No changes will occur without consultation with tenants.
Tenants Rights	Secure tenants would become Assured Tenants at the point of transfer		This is currently the case.
Tenants Rights	Erimus Housing would issue starter tenancies		Erimus Housing currently issues starter tenancies.
Tenants Rights	Introductory tenant on the date of transfer would become Assured Tenants providing that legal action is not being taken against them at the time		This is currently the case.
Tenants Rights	Key rights are protected including: Contractual rent guaranteed The Right to live in your home without the threat of eviction without good cause (security of tenure)	 	These key rights remain in place post transfer.






	<p>The Right to Buy (preserved Right to Buy)</p> <p>Right to Succession</p> <p>Right to make improvements and receive compensation for them</p> <p>Right to have repairs carried out within set timescales</p> <p>Right to be consulted about Housing Management</p> <p>Right to be given information about the management of your home</p> <p>Right to transfer or exchange your home</p> <p>Right to complain</p> <p>Right to take in lodgers (with permission); to sublet part of your property</p> <p>New Right to Acquire Rights for tenancy agreement not to change without tenant's consultation.</p>		
Tenants Rights	Using starter tenancies so that new tenants are on probation for 12 months		Erimus Housing issues starter tenancies for new tenants.
Anti-Social Behaviour	Setting up a confidential hotline for residents to report drugs and nuisance issues		Anti-Social Behaviour (ASB) Hotline set up and operational since January 2005.







Anti-Social Behaviour	Publishing policies, procedures and service standards so that victims of ASB know what service they can expect from Erimus Housing		ASB and Racial Harassment Policy compiled December 2004. Currently under review and due at Housing Management Committee on 21.11.04. ASB leaflet completed January 2005. Racial Harassment Policy is currently being updated and re-named Offensive Incidents Policy. ASB Policy and Offensive Incident Policy agreed by Housing Management Committee on 26.2.07 following resident consultation.
Anti-Social Behaviour	A robust tenancy agreement which enables Erimus Housing to take effective action against anti-social tenants		A brand new tenancy agreement has been agreed which contains the most up- to- date, comprehensive conditions of tenancy, thus enabling us to take appropriate action for breach of tenancy where necessary. All new tenants sign up to the new agreement and with the exception of those on a Suspended Possession Order and a very small number of tenants, all pre-transfer tenants have also signed the new agreement.
Anti-Social Behaviour	Joining security initiatives to prevent burglary and to increase peoples confidence		Erimus Housing has joined with Cleveland Police and the Safer Middlesbrough partnership to support a burglar alarm scheme. Tenants' feedback has been positive.
Anti-Social Behaviour	Erimus Housing would take prompt and firm action against those causing nuisance and has an effective ASB policy		Erimus Housing is taking swift action as necessary using a range of mechanisms available, from Notice of Intention to Seek Possession to Injunctions. A graduated approach is taken appropriate to each case. For example, a tenant who threatened street wardens was injuncted within 48 hours to prevent the threats being carried out.
Anti-Social Behaviour	Ensuring all tenancy conditions are fully explained to new tenants before they move in		Erimus Housing now has an 'enhanced' sign up process during which new tenants receive advice and assistance before they begin their tenancy. Conditions of tenancy are also explained in full and the responsibility to pay rent and any service charges is fully discussed.






Anti-Social Behaviour	Working with the Council and other agencies to tackle crime and anti-social behaviour as a matter of top priority. Taking special measures to crack down on ASB in all areas of the community		Attendance at number of multi-agency meetings, including Active Intelligence Mapping (AIMS) (weekly), Problem Solving Groups (PSGs) (monthly), Thematic Groups, eg Criminal Damage Action Plan as well as Young People's groups at Hemlington and Grove Hill, (monthly). Erimus Housing has a developing role with Middlesbrough Council in relation to "Every Child Matters" agenda. Also linking in to the Middlesbrough Local Area Agreement and the Council's Action Plan on the RESPECT agenda, particularly as Erimus Housing signed up to the Respect Action Plan for Housing Management in October 2006. A joint agreement between Erimus Housing the Council's Community Protection Department and the Safer Middlesbrough Partnership has also been signed up to on working together to tackle crime and ASB.
Anti-Social Behaviour	Supporting a team of Community wardens		SLA with Street Wardens, evaluated June 2005 with recommendation to sign up to for a further 3 years. Attendance at the Mayor's AIM sessions to influence weekly deployment of Street Wardens as well as joint working. Street Wardens provide valuable professional witness reports as well as general incidents reports which can greatly assist in ASB actions. Street Warden service has been mainstreamed funded by Middlesbrough Council. Erimus Housing working closely with Street Wardens during management of regeneration areas, to provide additionality for Erimus Housing tenants.
Anti-Social Behaviour	Intervening at an early stage in neighbourhood disputes and, where appropriate, work with UNITE mediation and conciliation service		Estates Officers deal with low level nuisance and neighbour disputes including referrals to UNITE. SLA developed with UNITE and training sessions for Area Housing staff completed. Also tenant consent form developed to allow UNTE to feedback on referral.
Anti-Social Behaviour	Working with youth/education agencies to prevent crime/ASB by youth groups		As above - working with Young People's groups at Hemlington and Grove Hill. PSGs and the Council's Children & Families on the "Every Child Matters" agenda.

Anti-Social Behaviour	Upgrading door entry systems where appropriate		Replacement door entry to the Netherfields Low Rise flats is currently ongoing as part of external work in this area, while door entry replacement and upgrading at Hemlington is to be undertaken as part of regeneration and investment work in 2007.
Anti-Social Behaviour	Consider increasing the number of CCTV cameras on estates		Where specific nuisance and harassment cases require it, covert cameras are installed. Also Erimus Housing is continuing to support 6 x MBC cameras by way of an SLA which was reviewed in July 2005 and is recommended to continue for a further year to November 2006. This has been renewed for a further year, plus following development in technology looking to expand the CCTV provision in ASB hotspots. However the STEM project in East Middlesbrough has recently funded additional cameras for community hotspots which also benefits are tenants using those particular community facilities, eg shopping centres.
Anti-Social Behaviour	Fitting more footway lighting and lighting for garage sites where possible.		A full survey and assessment has been undertaken for all garage sites and the action plan for demolition, improvement or replacement approved for by the Board. 53 unsustainable garages have been demolished and procurement for the replacement/improvement work is ongoing. Work will commence in 2007 and the programme covers the 2007-2010 period.
Anti-Social Behaviour	Continuation of financial support and the expansion of the "Community Kids" project		Erimus Housing together with the National Children's Home (Middlesbrough) continue to joint fund this project. Middlesbrough Children Fund will continue part funding until 31 st March 2007. Erimus Housing is actively seeking external funding to take the scheme beyond 31 st March 2007. Erimus Housing is also seeking additional funding to expand the scheme in the meantime.
Regeneration	Erimus Housing would work with local partners to encourage local training opportunities and support the development of self-employment and new businesses/community owned businesses		Erimus Housing has and continues to work with partners to create training opportunities in accordance with the Erimus Futures Strategy. These partners include: Middlesbrough Council, Unity City Academy, Middlesbrough Football Club, Community Campus, Dramography, Pertemps.

Regeneration	A substantial amount of money each year for the first 5 years to carry out major environmental works		Environmental programme ongoing following extensive consultation with Regeneration Panel.
Regeneration	Plan to create neighbourhoods where people would choose to live and to improve the image of social housing. Through new investment Erimus Housing would work with other partners to create high-quality multi-tenure estates		The neighbourhood sustainability assessment completed in 2006 showed positive results and improved sustainability scores as a direct and indirect effect of investment by Erimus Housing. Phase 1 regeneration at Grove Hill has been approved and initial baseline and consultation work at Hemlington completed. New build at Priestfields is now complete and the mixed development of shared ownership and 'affordable rent' properties at Acklam Green, Whinney Banks commenced December 2006.
Regeneration	Erimus Housing would work as a key partner with the Council and Middlesbrough Local Partnership to deliver some of the key plans. These would include the projects to regenerate town centre housing, West Middlesbrough Neighbourhood Trust's projects in Whinney Banks and elsewhere in New Deal for Communities area and the Middlehaven and Trinity developments		Demolition of Phases 2A and 2B of St Hilda's/Middlehaven has been completed. BOHO Live/Work scheme has been submitted by Erimus Housing in 2006 for the Northern Housing Challenge. To fulfil our obligations under the 'Transfer Option Agreements' Erimus Housing is progressing demolition of bungalows at North Ormesby and the transfer of assets at West Lane/Whinney Banks was agreed in 2006. Phased rehousing and formal liaison meetings have also been established with Middlesbrough Council regarding Gresham Phase 1A.
Regeneration	Erimus Housing would try and employ local people in its Housing service, buy materials locally and work with local partners wherever possible		Partnering contracts have been awarded and require contractor to use local labour where possible and source materials locally where practical.
Matching housing to demand	Would create a minimum of 5 trade apprentice positions each year for the first 3 years after transfer with a guaranteed job at the end		There are currently 6 real trade apprentices within the organisation and a further 8 "placed apprentices".

Matching housing to demand	Tenants involved in any demolition would be consulted in advance at an early stage, and kept informed. Receive a statutory homelessness payment to compensate for the loss of their home in exactly the same way as the Council does. Tenants rehoused by Erimus Housing to allow for demolitions would keep all their rights, be rehoused with priority into accommodation of their choice wherever possible		All Option Appraisals have now been undertaken in full consultation with effected tenants prior to decision-making. Payment of Homelessness and disturbance for qualifying applicants is being done at the time of rehousing. Rehoused tenants retain their rights and all tenants in agreed decant and clearance areas are awarded Band 1 status for rehousing.
Matching housing to demand	Erimus Housing would consider: reducing the number of properties, the need for new more suitable homes, the provision of on site tenant support services for instance to young people or new tenants. Whether certain types or groups of properties should be for specific types of tenant, such as mature or elderly people or young single people		Decanting and demolition of unsustainable properties is progressing and the new build development programme is on target in 2006-2008. A Housing Needs - Growth and Development study was completed in March 2007 and the outcome will inform the future development programme in terms of the need for 3-bedroom family houses and 2-bedroom elderly bungalows. Provision for young singles at Netherfields and Hemlington is being reviewed in terms of costs and the impact on sustainability.
Service delivery	Will have formal complaints procedure		A formal complaints procedure has been established. This is being reviewed to ensure it is fit for purpose.
Service delivery	Frontline housing staff directly employed by Erimus Housing		Frontline housing staff are currently employed by Erimus Housing.
Service delivery	Introduction of Tenants' Insurance Scheme		A tenants' insurance scheme is currently available, with a designated Erimus Housing officer appointed to administer the scheme.

Service delivery	Establishment of an in-house anti-nuisance team so quicker action may be taken on ASB		ASB team has been established 'in-house'. The team has also changed to deliver on the RESPECT standard by employing a Tenancy Support Officer (Families) for East Middlesbrough, dealing with the most difficult and chaotic families from our tenancies causing a problem where they live. It is envisaged that this will also be rolled out in West Middlesbrough from April 2007.
Service delivery	Continue to develop Choice Based Lettings system		Choice Based Lettings system was introduced November 2005. Since that time the system has continued to be developed, eg introduction of weekly bidding cycle. Erimus Housing is also a lead partner in the development of sub regional Choice Based Lettings.
Service delivery	Would make the necessary provision in the Business Plan to ensure that, where possible and practicable, alterations to properties required for people with disabilities would continue to be carried out		Provision has been made within the Business Plan for adaptations.
Service delivery	Retaining an office in each of the 4 management areas		Currently there is an Erimus Housing office in each of the four management areas, as well as a 'one stop shop' in the centre of Middlesbrough.
Service delivery	Continue the scheme for maintenance of individual gardens		This has continued after transfer, and the performance of this service is reviewed regularly.
Service delivery	Continue provision of Resident Wardens retained in the sheltered schemes they are in at present		Review of warden service is complete. Implementation of proposals to be completed by May 2007.

Service delivery	Erimus Housing would have specified and publicised service standards		Corporate standards are already in place. However, suites of service specific standards have been developed in full consultation with residents and staff, and drawing on best practice from high performing organisations. Surveys which will measure performance against these have been developed and an external market research organisation commissioned to undertake analysis. Both standards and surveys will be launched early in 2007/08
Service delivery	Maximise use of technology to provide better service. To include handheld computers for surveying and rent collection, website development and repairs reporting by email		As of April 2006, Erimus Housing has implemented a new housing management IT system, and is committed to developing the use of handheld PDAs for everyday transactions with residents. Erimus Housing's website has recently been reviewed and significantly improved, and the ability to report repairs online has been available to residents for some time.
Service delivery	Provide training in customer care to all members of staff		Customer Care training continues as directed by the Customer Focus programme. This training will develop further as Customer Focus stage 2 is introduced. Induction is also being developed to include Customer Care elements.
Service delivery	Comply with equal opportunities legislation and best practice		New Achieving Equality and Valuing Diversity Policy specifically relating to service delivery has been produced and adopted by the Board. The Policy complies with all relevant legislation, etc. Consultation on the Policy has taken place with residents.
Service delivery	Provide tenants with information about the housing service on a regular basis		Newsletters from a variety of service areas are in place and regularly distributed to residents. Information is also provided on the intranet and via forums and panels.