




Appendix A. Offer Document Performance Report

November 15th 2004 to March 31st 2005







Performance Summary key of offer document promises


Complete- No Review Required	 Number in document 23
Complete or Ongoing Review Quarterly	 Number in document 47
Not Completed	 Number in document 4

Performance of selected **KEY** promises made in Offer Document





Promise	Progress	Position
<p>Tenant Involvement</p> <p>Prepare a Tenants Handbook which would be sent with the new Tenancy agreement</p>	Tenants handbook complete	✿
At least one third of the seats on the Board of Management of Erimus Housing would be reserved for tenants or leaseholders	1/3 of Erimus Board made up of Erimus Tenants	✿
<p>Working with residents to give high priority to queries so that they can be answered at meetings</p> <p>Providing opportunities for residents to discuss issues affecting their service locally</p> <p>Encouraging feedback from tenants to identify concerns</p>	<p>Via Area Housing Forums/ Residents Panels</p> <p>New remit developed post transfer. 9k Budget allocated, and constitution created.</p>	✓
Promoting & supporting the creation of new Tenants & residents Associations	RI team has been expanded to 4 RI officers. Ongoing work to develop Whelton House/ Grove Hill/ Sheltered scheme Co-ops.	✓
Committed to future tenant empowerment & involvement & try to involve all tenants in the management of their homes & making decisions that affect their homes	Combination of measures e.g. surveys, panels (including youth panels), forums, and series of seminars on 5yr corporate plan. Consultation took place pre-transfer on company policy & services	✓
Erimus Housing would enter into new management agreements with the 2 existing Tenant Management Organisations at Langridge Crescent & Rothbury Rd & would continue to support their activities and development, ensuring consistent service delivery in line with Erimus Housing	Work ongoing to support Langridge Crescent- initiative center worker now employed.	✓









Promise	Progress	Position
Working in partnership with other community & voluntary groups	Are engaged with other community groups and agencies such as SureStart, and Get I.T center to provide additional training to Res. panel	✓
Provide some resources to promote & fully develop tenant involvement including the allocation of some staff time for training residents and officers, and an annual budget for assisting tenants Organisations	RI team expanded to include 4 RI officers- invitations sent to key staff to visit resource center- 9k budget allocated to residents panel and clear remit developed. Resource Center opened for all tenants and residents. Resident training ongoing	✓
Make sure that all tenants of Erimus Housing are kept up to date about work it is doing, regular newsletters & letters to delivered to all tenants homes	Some resources available at resource center, but not specific to Erimus Housing. IPB communication ' Your choice' does give information regarding Erimus Housing and it's operation. Tenant newsletter sent	✓
Have a budget for resident participation and will include in the Business Plan for funding for a residents resource center	Residents resource center opened- RI team increased by 2 FTE	✓
<p>Residents would play an active part as partners in the process of Housing Management & maintenance. This would include:-</p> <ul style="list-style-type: none"> ▪ Contributing to the development of management procedures ▪ Contributing to the policy making process ▪ Being involved in joint decision making 	<p>Consultation took place pre-transfer on company policy & services. Need resident involvement in annual policy review</p> <p>Some Consultation underway</p> <p>Tenants involved in evaluating and interviewing contractors</p> <p>Tenants panel involved in selection of new board member</p> <p>Consultation Strategy to be agreed and implemented</p>	✓
Producing an annual report & sending regular newsletters to tenants setting out how Erimus Housing is performing	Tenant newsletter sent- annual report not due	✓
Committed to developing local compacts & development of Erimus Housing's participation Compact	Compact now belongs to Erimus- Compact is currently under review by Compact panel	✓
All tenants to be invited to become members of Erimus Housing within 6 months of the transfer- will attend and vote at AGM	Membership has been opened up	✳

Promise Repairs and Maintenance	Progress	Position
All homes would transfer Autumn 2004 and work would start to be carry out the promises outlines in the offer document	Homes transferred November 15 th 2004	
Details of types of repair & each category to be sent out in tenant's handbook	Complete- categories of repair, and response times are given in tenants Handbook.	
Response times for day to day repairs:- Priority 1 – emergency – to attend & assess repairs needed within 2 hours of reporting & complete within 24 hours Priority 2 – urgent – complete works within 24 hours of reporting Priority 3 – routine – to attend & complete works within 20 working days of reporting Standards to be kept under review in consultation with residents representatives in full & views would be taken into account	These response times have been agreed- performance against each is monitored by GN18, Emer. Repairs completed to target	
Provide 365 days a year “ out of hours” emergency service	Yes- tenants can contact officers at any time to report emergency repairs.	
Have quality control procedures to check effectiveness of the people carrying out the works by inspecting completed jobs	On average 10% of repairs are inspected EH does not record details of the quality of individual at present	
Involve tenants in decisions on improvement programmes that will affect them	In terms of programmed works, tenants have a real choice in the type of work that is conducted in their homes. EH has implemented an expectation and satisfaction survey. A Resident Liaison officer regularly attends the Area Housing forum to brief tenants and stakeholders.	

Promise	Progress	Position
<p>Make sure that tenants are offered appointments for all non emergency repairs</p>	<p>We currently offer appointments where appropriate</p>	<p></p>
<p>Ensure high standard of environmental maintenance:-</p> <ul style="list-style-type: none"> • Grass cutting • Litter picking • Grounds Maintenance <p>Would continue to at least the standards currently provided by the Council</p>	<p>A Grounds maintenance SLA in place with MBC, including quality measures and frequencies. Monitoring and liaison processes in place. Need to evidence that performance has been maintained. Limited PI information currently offered.</p>	<p>✓</p>
<p>Make sure that tenants are able to request repairs through members of Erimus staff, local teams, pre-paid report cards, telephone, email & internet</p>	<p>No pre-paid report cards currently in operation- all other methods available Pre--paid report cards will be completed during R&M review</p>	<p>✓</p>
<p>Over £1.3 million each year for the first 5 years for new environmental works. Priorities identified after consultation with tenant & resident groups. Works to include: Landscaping, tree planting, play areas, additional paving, walls, fences And other schemes to improve safety.</p>	<p>Will be considered as part of sustainability study, which is ongoing. Budget expected to be finalised within 6 months.</p>	<p>✓</p>
<p>Carry out a major programme of catch up repairs & improvements. Estimated £103 million spent on repairs, modernisations & improvements in first 5 years based on the Council Housing Stock Condition Survey.</p>	<p>Programmed works ongoing- Progress to these targets is stringently monitored by zone and works completed. A detailed update on progress is available</p>	<p>✓</p>
<p>Provide the highest quality repair service possible within budget</p>	<p>Quality measures need to be implemented- Will be completed during R&M review</p>	<p>✓</p>

Promise Rents	Progress	Position
Annual rent would continue to be collected weekly over 49 weeks keeping the same arrangements of 3 non collection weeks & would consult tenants before considering changing this arrangement	Complete	✿
Would not affect Housing Benefit. Would still be able to make claims to the Council	Complete	✿
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	For 2005-2006 rents have increased by 5.6%. (3.1% inflation- 2.5% Set by EH)	✓ (for 2005-06)
Erimus Housing would not charge extra for the improvements made to your home	Complete	✓
No hidden service charge & would continue the practice of separating the service charge for sheltered accommodation from rent	This practice has continued	✓
<p>Tenant would still be able to pay rent by:-</p> <ul style="list-style-type: none"> 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 <p>Also to look at other means of payments such as direct debit and internet payments</p>	<p>Methods of paying rent have not been affected by LSVT. Erimus Has now Launched a telephone payment service, where payments can be made with a debit card by calling a specific number.</p> <p>Internet payments, and direct debit payments are currently not available. This will be considered during Income Collection review</p>	✗
Continue the Councils review of all service charges to make sure that people are receiving the services tenants pay for	Concierge service, and warden service review pending	✗










Promise Tenants Rights	Progress	Position
Secure tenants would become Assured Tenants at the point of transfer	Complete	
<p>Key rights are protected including:-</p> <ul style="list-style-type: none"> • Contractual rent guaranteed • The Right to live in your home without the threat of eviction without good cause (security of tenure) • The Right to Buy (preserved Right to Buy) • Right to Succession • Right to make improvements and receive compensation for them • Right to have repairs carried out within set timescales • Right to be consulted about Housing Management • Right to be given information about the management of your home • Right to transfer of exchange your home • Right to complain • Right to take in lodgers (with permission) to sublet part of your property • New Right to Acquire • Rights for tenancy agreement not to change without tenants consultation 	Key rights have been maintained post transfer	
Introductory tenant on the date of transfer would become Assured Tenants providing that legal action is not being taken against them at the time	Complete	
Erimus Housing would issue starter tenancies	Complete	

Promise Anti-Social Behaviour	Progress	Position
Using starter tenancies so that new tenants are on probation for 12 months	Erimus Housing operates starter tenancies	
Setting up a confidential hotline for residents to report Drugs and nuisance issues	Hotline is in place- More publicity needed	
Publishing policies, procedures & service standards so that victims of ASB know what service they can expect from Erimus Housing	Complete	
A robust tenancy agreement which enables Erimus Housing to take effective action against anti-social tenants	Complete	
Joining security initiatives to prevent burglary & to increase peoples confidence	Complete	
Erimus Housing would take prompt & firm action against those causing nuisance & have an effective ASB policies	An ASB policy has been created, as has a leaflet for residents, available at all Area offices. ASB co-ordinator has personally provided training on this policy to Erimus Housing Officers	
Ensuring all tenancy conditions are fully explained to new tenants before they move in	A new start-up process involves tenants signing to say they understand their 'pre-tenancy commitments'	
Working with the Council and other agencies to tackle crime & anti-social behaviour as a matter of top priority Taking special measures to crack down on ASB in all areas of the community	ASB co-ordinator regularly attends liason meetings with MBC's community protection team. Also attends AIMs meetings designed to identify ASB, and crime Hotspots Effective liason, and info sharing protocols signed and in place. Decisions on ASBO taken at ASB panel meeting	

Promise	Progress	Position
Supporting a team of Community wardens	An SLA is currently in place with MBC- Partnership with MBC 'Noise Busters' term agreed in principle	✓
Intervening at an early stage in Neighbourhood disputes & where appropriate, work with UNITE mediation & conciliation service	Still use UNITE- stats are available that could evidence early intervention	✓
Working with youth/education agencies to prevent crime/ASB by youth groups	Community kids project ongoing- working with young peoples groups.	✓
Upgrading door entry systems where appropriate	Subject of Project appraisal/ Concierge review	✓
Consider increasing the number of CCTV cameras on estates	Subject of Project appraisal/ Concierge review- Joint approach with MBC	✓
Fitting more footway lighting & lighting for garage sites where possible	A number completed as part of early wins. Some dusk till dawn lights fitted on sheltered schemes	✓
Continuation of financial support and the expansion of the " Community Kids" project	Community kids' programme is ongoing- scheme is not expanded as yet Expansion is currently being considered.	✓

Promise Regeneration	Progress	Position
Erimus would work with local partners to encourage local training opportunities and support the development of self employment & new businesses / community owned businesses	Partnering process for capital works being finalised. Working in partnership with the building bureau to regenerate areas.	✓
A substantial amount of money each year for the first 5 years to carry out major environmental works	Will be discussed as part of sustainability study- Aside for early wins- no progress	✗
Plan to create neighborhoods where people would choose to live and to improve the image of social housing. Through new investment Erimus would work with other partners to create high quality multi-tenure estates	Erimus has developed a 30 yr investment Programme	✓
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 center housing. West Middlesbrough Neighbourhood Trust's projects in Whinney Banks and elsewhere in New Deal for Communities area, and the Middlehaven & Trinity developments	Decants in Whinney Banks ongoing. Erimus working in partnership with MBC, and the appointment of a consultant to provide a 'masterplan' for Grove Hill, and Hemlington is imminent.	✓
Erimus would try & employ local people in it's Housing service, buy materials locally & work with local partners wherever possible	Guidelines in procurement strategy to say that when purchasing materials of comparable price, local suppliers should be used. Employment opportunities are advertised at regional and subregional level.	✓
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.	Arrangements ongoing to secure partnerships who will provide apprenticeships with a job at the end	✓

Promise Matching Housing to Demand	Progress	Position
<p>Tenants involved in any demolition would</p> <p>Be consulted in advance at an early stage, and kept informed</p> <p>Receive a statutory home-loss payment to compensate for the loss of their home in exactly the same way as the council does.</p> <p>Tenants rehoused by Erimus Housing to allow for demolitions would keep all their rights.</p> <p>Be rehoused with priority into accommodation of their choice wherever possible</p>	<p>Home loss payments are now £3400, including disturbance allowances and other ad-hoc payments- Currently these payments are made by MBC with Erimus Housing paying the cost for clearance.</p> <p>Decanted residents still retain highest priority for accommodation of their choice within Middlesbrough with Erimus Housing This will continue after the implementation of CBL</p>	<p>✓</p>
<p>Erimus Housing would consider:-</p> <p>Reducing the number of properties</p> <p>The need for new more suitable homes</p> <p>The provision of on site tenant support services for instance to young people or new tenants</p> <p>Whether certain types or groups of properties should be for specific types of tenant, such as mature or elderly people or young single people</p>	<p>A sustainability assessment is pending. Around 1900 properties may be the subject of an option appraisal as to whether we continue to invest in them.</p> <p>Board decision taken to demolish approx 40 long term voids in Grove Hill, and Pallister park.</p>	<p>✓</p>

Promise	Progress	Position
Will have formal complaints procedure	Corporate Complaints procedure has been agreed.	
Frontline housing staff directly employed by Erimus	Frontline staff are now EH employees	
Introduction of Tenants Insurance Scheme	Insurance scheme and officer in place	
Establishment of an in-house anti-nuisance team so quicker action may be taken on ASB	In- House ASB team appointed	
Continue to develop Choice Based Lettings system	CBL project team re-established to work towards implementation in June 2005	
Would make the necessary provision in the Business Plan to ensure that, where possible & practicable, alterations to properties required for people with disabilities would continue to be carried out.	Complete	
Retaining an office in each of the 4 management areas	Offices in each of the 4 areas	
Continue the scheme for maintenance of individual gardens	Concessionary garden scheme still in operation	
Continue provision of Resident Wardens retained in the sheltered schemes they are in at present	RW's retained in schemes at present Service Review pending	

Promise	Progress	Position
Erimus would have Specified and publicised service standards	Few service standards currently publicised at present- standards being developed as part of customer focus	✘
Maximise use of technology to provide better service. To include hand held computers for surveying & rent collection, website development & repairs reporting by email	Repairs via email in place, website development ongoing- IT strategy in place- current projects CBL, HR system, Cash receipting, finance system- all of which will have an improvement on overall service delivery	✓
Provide training in customer care to all members of staff	Training plan developed and customer service training ongoing throughout April/ May to all front line staff	✓
Comply with equal opportunities legislation & best practice	Diversity officer has been appointed. A Diversity Strategy, including equal opps. will follow	✓
Provide tenants with information about the housing service on a regular basis	Monthly reports to Housing Forums- Annual Report to tenants	✓