

STOCK TRANSFER MONITORING – Promises Tracking – Traffic lights

RSL Name	Eastlands Homes Partnership Limited East Stock Transfer	Updated by	Charlotte Gilbert
RSL Number	L4396	Date	21 June 2012

Theme One: Home improvements

Green

The Eastlands Homes is on target to deliver on promises.

Theme Two: Affordable rents

Green

The Eastlands Homes has delivered on promises.

Theme Three: Rights after transfer

Green

The Eastlands Homes has delivered on promises.

Theme Four: Service improvement

Green

The Eastlands Homes has delivered on promises.

Theme Five: Involvement in decision-making

Green

The Eastlands Homes has delivered on promises.

Theme Six: Delivering sustainable communities

Green

The Eastlands Homes has delivered on promises.

KEY

Green	The RSL stock transfer is on target to deliver on promises / has delivered on promises.
Amber	The RSL stock transfer is unlikely to meet the target at the current level of progress. However, by taking remedial action, has the capacity to hit the target.
Red	The promises will not be delivered on target, even by taking remedial action.

STOCK TRANSFER MONITORING – Promises Tracking

RSL Name	Eastlands Homes Partnership Limited East Stock Transfer	Updated by	Charlotte Gilbert
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Theme One: Delivery of home improvements			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate / Completed / On Target / At Risk / Failed</i>
Page 22	Improving Your Home		
	<ul style="list-style-type: none"> Major improvement works would start shortly after transfer 	Eastlands was on site with two improvement contracts to windows and doors by July 2009 following the transfer at the end of March.	Completed
	<ul style="list-style-type: none"> We will invest c. £110 million in the first five years to improve all homes to a modern standard 	At the end of year three of the improvement programme, we had spent c£78m. This equated to 13,746 internal improvements and 8,212 external, giving a total of 21,958 to the end of March 2012, an average of c. 610 improvements per month.	On target
	<ul style="list-style-type: none"> This will include £13 million on environmental improvements 	An environmental strategy for the East stock transfer area was agreed by the East Investment Board in March 2010. The majority of improvements are in years 3 to 5 and this has now been tendered and is starting on site. We are	On target

		looking at a security improvement project this year taking on local people.	
	<ul style="list-style-type: none"> We will work with local people to set priorities inside and outside your home 	The Investment Panel meets monthly to monitor progress, set future priorities, make choices on products and be involved in selection and vetting of contractors. This applies both inside and outside homes. However we also have an Environmental panel made up of tenants in the east transfer area, which acts as a consultation group on the external works. As mentioned, we will consult widely on the Environmental strategy for the area. We also host ongoing drop-in events for all schemes internally and externally to gain customer feedback. The East Investment Board, now combined with the Operations Committee, has three tenant board members.	On target
	<ul style="list-style-type: none"> Investment works will be covered by the rent charge in the long-term and financed by loans and government funding 	The investment works are funded by loan agreements, the spending against which is closely monitored and matched by "gap funding" from the government.	On target
	<ul style="list-style-type: none"> Improvement works would go beyond the Decent Homes standard 	The improvement works include high quality, secure PVCu double-glazing; fitted kitchens for those over five years old, including decoration, flooring and electrics; new bathrooms for those over five years old including a shower over	On target

		the bath; high quality external front and rear doors; improved security features; rewiring where needed; roofs and chimneys where needed and new heating systems to improve energy efficiency in homes that need them.	
	<ul style="list-style-type: none"> Multi-storey blocks and non-traditional properties will benefit from structural repairs and insulation to improve energy efficiency and reduce fuel bills 	We have energy efficiency targets for the SAP rating of our properties. We also secured external funding for external rendering to the Hampden Crescent estate which was completed in April 2011.	On target
	<ul style="list-style-type: none"> Miscellaneous properties (those not on our main estates) will also benefit from improvement works 	We have improvement works programmed for all our miscellaneous stock and these properties benefit from the same work and improvements as the stock within our main estates. Where the age of the properties has thrown up further work to plasterwork and damp-proofing, then this too has been carried out. Apart from a few properties where access has been an issue or there are medical reasons, this work has been completed.	Completed
	<ul style="list-style-type: none"> Tenants and contractors will agree a code of conduct 	The East Investment Board in selecting contractors to carry out the work, chose those that would provide good value for money and would follow high standards of conduct whilst in tenants' homes. This is monitored closely through a set of KPIs which measure all	Completed

		aspects of customer satisfaction for each contractor carrying out work.	
	<ul style="list-style-type: none"> Tenants should be able to stay in their homes whilst the works are being done 	Tenant Liaison officers work closely with our tenants at the pre-entry stage to listen to individual needs and to ensure that the works are as smooth as possible and cause minimum disruption in order that tenants do not need to vacate their homes whilst works are being carried out.	On target
	<ul style="list-style-type: none"> There will be no reduction in the repairs service to fund the planned improvements 	Eastlands' repairs and maintenance responsibilities remain unchanged and our repairs performance continues to be scrutinised monthly against a set of tenant-focussed indicators.	Completed
	<ul style="list-style-type: none"> Eastlands will be responsible for repairs to homes after the transfer 	As above.	Completed

Theme Two: Affordable rents			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Page 28	Your rent		
	<ul style="list-style-type: none"> Rents paid by tenants to Eastlands Homes would be calculated using the same government formula as council rents 	Upheld. We use the standard target rent formula for calculating rents.	Upheld
	<ul style="list-style-type: none"> Rents will remain affordable 	As above.	Upheld
	<ul style="list-style-type: none"> You will be paying the same rents with Eastlands Homes as if you stayed with the council 	As above.	Upheld

	<ul style="list-style-type: none"> Eastlands Homes will spend all of the rent received on services, repairs and improvements and repaying loans 	Upheld. We have maintained our commitment that rents will only be spent in these ways.	Upheld
	<ul style="list-style-type: none"> Rents and service charges will not be increased to pay for the improvement programme 	As above.	Upheld
	<ul style="list-style-type: none"> Rent will still be able to be paid in a number of ways 	Upheld. Tenants can still pay rent at the post office, at a Paypoint, by standing order, cheque, direct debit, by telephone using a debit or credit card and through the website.	Upheld
	<ul style="list-style-type: none"> Arrears would transfer to Eastlands homes as would any agreement to reduce arrears 	Upheld. Arrears transferred onto rent accounts at the point of transfer and agreements to repay have stayed in force.	Upheld
	<ul style="list-style-type: none"> Entitlement to housing benefit will not be affected by the transfer 	Upheld. Housing benefit entitlement remains the same.	Upheld
	<ul style="list-style-type: none"> Council tax will continue to be paid to Manchester City Council. 	Upheld.	Upheld.
	<ul style="list-style-type: none"> There would still be access to a home contents insurance scheme after transfer 	Upheld. We have continued providing access to the Tenants' Contents Insurance scheme and our Financial Inclusion team have worked to secure an even better insurance deal for our tenants.	Upheld.
	<ul style="list-style-type: none"> Eastlands will operate firm but fair policies towards paying rent. 	Eastlands has a firm but fair rent collection and arrears policy which recognizes the importance of tenants keeping their commitment to pay rent whilst providing extensive money advice support and a	Upheld

		range of financial inclusion initiatives. We only progress legal action to eviction stage where contact and other measures have failed.	
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Theme Three: Rights after transfer			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Page 33	Your rights after the transfer		
	<ul style="list-style-type: none"> Security of tenure and other main rights would be protected for those who had them before transfer 	Upheld. Transferring secure tenants have become assured tenants with protected rights.	Upheld.
	<ul style="list-style-type: none"> Right to Buy and any discounts would transfer and continue to increase 	Transferring tenants who had the Right to Buy have a preserved Right to Buy with Eastlands. The value of homes and the discount afforded are calculated in the same way for both schemes.	Upheld
	<ul style="list-style-type: none"> Right to pass on your home 	Eastlands operates the same succession rights as secure tenants had with the city council.	Upheld
	<ul style="list-style-type: none"> Right to transfer or exchange your home 	Eastlands has clear rules on transfer within its lettings policies and operates an exchange scheme within its own homes and with other housing providers.	Upheld.
	<ul style="list-style-type: none"> Tenants will be asked to sign a new tenancy agreement and rights within it cannot be changed without consent 	All transferring tenants have been issued with a new tenancy agreement. Tenants have an extended right that with the exception of rents and service charges, terms of the agreement	Upheld

		cannot be changed without consultation and consent.	
	<ul style="list-style-type: none"> The right to manage would be removed after transfer but the right to acquire and the right to not have an agreement changed without consent (except rent and service charges) would be added. 	The offer document made it clear that the right to manage would be removed after transfer. The additional rights are in place.	Upheld

Theme Four: Service Improvement			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Page 39	Housing service standards you can expect		
	<ul style="list-style-type: none"> A high quality housing service delivered from a local office 	We have two local offices serving the East transfer areas. However, all Eastlands tenants can use any of the three offices and are not limited to the one that specifically covers their area. Tenants can access a range of services and advice from the local offices.	Upheld
	<ul style="list-style-type: none"> Local housing offices available for drop in during office hours 	We have extended the opening hours of the offices significantly from what they were previously under the council. Our office receptions are open from 8.45 am to 4.30pm weekdays. We also carried out consultation with our tenants on office opening hours to ensure they met customer needs.	Upheld
	<ul style="list-style-type: none"> Eastlands Homes will work closely with the police and other agencies to tackle crime 	We have a dedicated Community Safety Team that works closely with the police and other relevant agencies in tackling crime. As well as providing an effective response to	Upheld

		anti-social behaviour in the area, the team also contributes to schemes that develop support for victims, such as the Sanctuary Scheme for victims of domestic violence,	
	<ul style="list-style-type: none"> Home security measures will be built into the improvement works 	The improvement works include high quality secure external front and rear doors. We provide security lighting where we have carried out rewiring works and to communal properties.	On target
	<ul style="list-style-type: none"> Tenants will be involved in setting and monitoring service standards 	We have a clear set of service standards for all our main areas of service such as lettings and repairs. We have tenants' panels in place for all key areas and tenants are involved through the panels and other consultation mechanisms in reviewing service standards. Tenant mystery shoppers also test the services.	Upheld
	<ul style="list-style-type: none"> Service standards will be reviewed and published 	Our service standards are clearly laid out and published in the, "Customer Services Charter" This document is available at our local offices at via our website. We also carried out extensive tenant consultation in setting the "Local Offers" and have published the outcomes in our tenants' newsletter.	Upheld
	<ul style="list-style-type: none"> Eastlands will provide a high quality, responsive repairs service, including emergencies at night time and at weekends 	We have a high quality repairs service whose standards and targets go beyond those that were previously offered through the city council. All our emergency repairs are completed within three hours and this service is available out of hours.	Upheld

		The time taken to complete routine repairs has been reduced from 15 to 10 working days.	
	<ul style="list-style-type: none"> A flexible system of appointments would be used for repairs to meet tenants needs 	We offer our repairs by appointment for the majority of works. We work flexibly to offer early evening appointments and have an enhanced service for vulnerable tenants and those over the age of 80.	Upheld
	<ul style="list-style-type: none"> Eastlands has a clear complaints procedure and will investigate all complaints within set timescales. 	We have a clear complaints policy and procedure which is published in the document, "Are you satisfied? A Guide to making a Complaint." This is available in our local offices and on the website. This sets out clear timescales for acknowledgement and resolution at all stages. We use feedback via our complaints system to further improve services and we regularly test satisfaction with the complaints process itself.	Upheld.

Theme Five: Involvement in decision-making			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Page 45	Involving you in running the service		
	<ul style="list-style-type: none"> Over a third of the Eastlands Homes board would be made up of tenants 	Our Board structure has been reduced to 12 during 2011/12 in line with good governance practice. The number of board members remains proportionate to independents and council representatives. Tenant members also serve on all of our	Upheld

		committees.	
	<ul style="list-style-type: none"> We will effectively involve diverse communities within the area 	We have a wide ranging strategy of tenant and resident engagement and have committed a high level of resource into our customer involvement team. They engage with a diverse range of tenants in a range of ways, such as panels, tenants' groups, and specialist clubs. We have a dedicated Youth Involvement Worker and a diversity panel in place.	Upheld.
	<ul style="list-style-type: none"> We will provide information in a range of formats and languages to ensure accessibility to services, meetings and structures for participation 	All our information is available in other languages and formats. Our website is accessible and has "browsealoud" translations and the capacity to amend font size.	Upheld
	<ul style="list-style-type: none"> Eastlands' comprehensive tenant and resident involvement structure will developed further across all areas 	Our resident involvement structure has been expanded to include the east stock transfer areas. We engaged TAROE to undertake a review of our tenant engagement carried out an action plan of its recommendations. We have established three Neighbourhood Assemblies who have a structured and direct line to the board. We also offer significant training to co-optees and tenant observers as part of effective succession planning for future board members.	Upheld
	<ul style="list-style-type: none"> Eastlands will continue to support existing tenants and residents' groups and will encourage and support the formation of new groups 	We support all existing groups and our customer involvement team provides support for new groups and structures.	Upheld.

Theme Six: Delivering sustainable communities			
Offer document page	Nature of Work	Progress to date / further work planned	Status <i>Delete as appropriate</i>
Page 48	Your community		
	<ul style="list-style-type: none"> Eastlands will continue to develop strong community links 	Eastlands has a long track record of developing community links to the benefit of the area and this has been expanded to take in the east transfer. We have close links with schools and the police which helps in the success of our community safety work. We have a committed Money Matters team who work closely in the community to advertise and develop their services.	Upheld
	<ul style="list-style-type: none"> We are committed to working with other partners to help achieve community regeneration in the area 	We have a Community Safety Strategy and we have maintained close links with Manchester City Council, our strategic partner and other key partners such as the police and local schools. Our contractors are partly evaluated on the benefits they will bring to the wider regeneration of the community, for example through employment and training targets.	Upheld
	<ul style="list-style-type: none"> We will produce regular newsletters telling people what is going on 	We produce a quarterly tenants' newsletter, "Streets Ahead" for all our tenants and support the production and distribution of "EastSpeak" a newsletter for and by tenants. We created a special edition	Upheld

		newsletter to welcome new tenants in the east transfer area and to provide information on the improvement works due. We have a Communications Panel who have input into the newsletters contents and format.	
	<ul style="list-style-type: none"> We will provide information via our website 	We have a fully accessible website which offers a wide range of information in different formats. We also provide online services, such as paying rent or ordering a repair. We are in the process of overhauling and improving our website and this will be done in consultation with our customers.	Upheld
	<ul style="list-style-type: none"> We will provide employment and training opportunities for local people 	Our contractors have to give a commitment to employing and training local people and this is monitored via a range of KPIs. We also commit a percentage of entry level jobs to people in the local community and provide apprenticeships and work experience opportunities. We have a "Worklessness Strategy" in place and working alongside our partners, commit to the wider worklessness agenda. During 2011/12 we piloted an Employment Support Service to help local people with CVs. The pilot was successful and a permanent position and service has been agreed by board members.	Upheld
	<ul style="list-style-type: none"> We will develop close links with local schools and create a range of projects that will involve and help 	We have very close links with local schools both through the work of the	Upheld

	<p>young people</p>	<p>dedicated Youth Involvement Worker but also through broader initiatives such as joint working with the Community Safety Teams in raising awareness about anti-social behaviour and through the HR team in work experience and apprenticeship opportunities. We also work closely with the Airport Group on the “Young Flyers Event” and have just launched an enterprise competition in our local secondary schools.</p>	
	<ul style="list-style-type: none"> • We have a range of initiatives for all tenants to get involved and have their say 	<p>As set out in “Theme Five”</p>	<p>Upheld.</p>