

**ROCHFORD HOUSING ASSOCIATION
OFFER DOCUMENT UPDATE**

	KEY ELEMENT OF RHA OFFER DOCUMENT	UPDATE ON PROGRESS
1	<p>Major repairs and improvement programme - £40million investment over 10 years, including £27 million in the first 5 years, bringing properties up to the “Rochford Standard”.</p> <p>Good quality, modern kitchens, bathrooms, central heating, thermal insulation, improved estate security and “secure by design” standard.</p>	<p>Programme Following a detailed tender process that adopted European procurement rules, the refurbishment contract was awarded to Connaught Partnerships Ltd in April 2008. Following initial difficulties with the appointed contractor, the programme resumed in October 2008 and it is planned that around 160 occupied homes will be completed by March 2009. The programme has been rescheduled to deal with the shortfall from this year and will be spread across the duration of the contract with approximately 380 properties being completed each year.</p> <p>The delivery of the Rochford Standard will be undertaken in phases, as follows:</p> <p>2008/2009 Rochford Town 2009/2010 Rochford Town / Canewdon / Paglesham 2010/2011 Rayleigh West 2011/2012 Rayleigh Town / Hockley / Hullbridge / Rawreth. 2012/2013 Great/Little Wakering and Barling</p> <p>Budget The budget for 2008/2009 to deliver the programme is £5.25m (incl. VAT). Because of the delayed start to the programme it is estimated that £3.2m (incl. VAT) will be spent this year and that the remainder will be rolled into 2009/2010 to catch up with the programme.</p> <p>Progress For this first phase, 4 households have been identified as needing to move from their home whilst the works are ongoing. A specific property is in use for this purpose and</p>

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		<p>we closely liaise with the tenants about the process. Works tend to take around 4 weeks for a complete refurbishment.</p> <p>A key issue for the programme (and tenants) is the need for about 50% of properties to be rewired. All residents are given the option of surface mounted or chased wiring and many are electing for a mixture of the two. Our clerk of works ensures that all health and safety issues are addressed before and during the works. And of course, tenants can reserve the right not to have the works undertaken unless there are health and safety implications.</p> <p>The Association has also so far successfully carried out external insulation works within Rochford Garden Way, Doggetts Close and Jubilee Cottages. Coupled with improved heating, this will greatly improve the energy efficiency of the properties.</p> <p>Since the difficulties of the summer, the Association has put into place an action plan that has increased resource into the communication and quality control of the project and a change in the contractor management team.</p> <p>These changes have seen an improved level of customer service and performance. Feedback from residents so far has been very positive. Since the implementation of the revised arrangements, over 95% of tenants have advised that overall they are satisfied or more than satisfied with the work undertaken. This is also exemplified by the number of compliments and thank you cards received by the contractor and their suppliers so far.</p> <p>The Association has also initiated from this month, a quarterly audit on the programme that will measure the contractor's tender submission against the delivery of the programme. These are directly linked to the key performance indicators within the contract and therefore have an impact on the contractor's payment mechanism.</p>

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		<p>Council members will recall that the Association offered visits to our stock to see examples of the work we are undertaking. That offer remains and we'd be delighted to show you around.</p>
2	<p>Improvement to services for sheltered housing tenants - £5.4 million budget for home upgrades and communal facilities.</p>	<p>Britton Court and Spa Court will be subject to a £3m remodelling programme which will:</p> <ul style="list-style-type: none"> • Convert 38 bed sits into 1 bedroomed flats • Bring all accommodation up to the Rochford Standard • Improve communal and landscaped areas <p>Following resident consultation, work will begin at Britton Court in mid January 2009 and Spa Court in April 2009. Works will be completed in August 2009. The contractor will be Apollo Group. Their selection was significantly influenced by the local residents who helped evaluate the tenders received and undertook visits to other sites.</p> <p>The remaining £2.4m will be spent on communal area upgrades on other sheltered housing sites over the coming 5 years.</p>
	<p>Within two years provide a 24 hour a video-tell style door entry system in all schemes.</p>	<p>Delivery of this promise is well ahead of schedule. Following resident consultation works commenced in summer 2008. Of the 12 schemes, 10 will have video door entry systems by Christmas 2008. The remaining two (Britton Court and Spa Court) will follow early next year as part of the major refurbishment works.</p> <p>Resident feedback post installation is extremely positive.</p>
	<p>£2.3 million investment for communal improvements, including £800,000 in first two years.</p>	<p>The cost of the above video door entry system (£450,000) will come from this allocation.</p> <p>The remaining budget is being invested in door entry systems to the Association's</p>

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		flatted accommodation, plus a planned programme of estate regeneration that will follow after the phases of the stock refurbishment programme
	More than £300,000 each year over 10 years to fund works linked to environment, safety and security.	<p>The Association (through the Council's contractor) is providing an enhanced level of grounds maintenance at a cost of £128k p.a.</p> <p>The remaining budget is being invested in 'quick win' projects that includes new equipment for play areas (e.g. Sutton Court Drive play space), estate and communal works across the district, upgrades to sheltered housing scheme kitchens and other site/estate based projects.</p> <p>Residents are greatly involved in this process and the Association will be delegating a proportion of this budget to our three residents' associations for their specific recommendation on or about the areas they represent.</p>
3	Kitchen improvements – more than half of all general tenants' homes (not sheltered schemes) will get new kitchens, with at least 650 homes in the first 5 years.	<p>Over 224 new kitchens are to be installed both in occupied and empty homes this year and surveys to date suggest that 65% of all homes will get a new kitchen. This is line with the promises made.</p> <p>The quality of the kitchens are of a very high with a broad range of choices of door fronts and finishes offered to residents.</p>
4	Bathroom improvements – more than half of all general tenants' homes will get bathroom improvements, with at least 665 homes in the first 5 years.	Because the offer document requires over bath showers and heated towel rails as part of the package, we are finding that most bathrooms in occupied and empty homes require replacement. We presently estimate that 92% (224) of bathrooms will be replaced this year. This is in excess of the promises made and thought is being given to the impact this will have on the business plan and planned replacements beyond the 5 year programme.
5	Heating – around 400 tenants will benefit from	98 heating replacements have occurred this year and surveys so far suggest that 40%

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	full central heating fitted within first 5 years.	of our homes require a heating upgrade. This is in excess of our promise to deliver new heating in 22% of our homes over the next 5 years. Those homes will benefit from more efficient heating boilers and coupled with better loft and cavity insulation will see tenants fuel bills reduce significantly.
6	Entrance doors - more than 700 homes will be fitted with new doors within first 5 years.	Over the programme the Association plans to replace approximately 150 doors (front and back) each year. Furthermore, the Association is looking to offer door replacements (and other aspects of the Rochford Standard) to owners of former council stock at prices similar to that it pays for through the contract. The purpose of this is to encourage continuity across our neighbourhoods and tenures. This also adds towards the sustainability of the area concerned.
7	Disabled adaptations – more than £100,000 investment each year allocated for disabled adaptations to properties.	<p>Since the transfer the Association has invested over £110,000 on adaptations to tenants' homes. This includes:</p> <p style="padding-left: 40px;">12 Level access showers - £86,000 6 Over bath showers - £9,000 30 Minor adaptations - £16000</p> <p>A further 12 flush floor showers are planned for our sheltered housing stock via the Rochford Standard programme and the waiting time for adaptations to be done has effectively halved since the transfer took place.</p> <p>The Association plans to create a service level agreement with the occupational health team to help prioritise expenditure, particularly as there are several households that require an adapted extension to their homes.</p>
8	Day to Day Repairs / Cyclical Maintenance – around £750,000 per year for day to day repairs.	The responsive repairs contract is delivered through Connaught Partnerships. Awarded since April 2008, residents have seen a greater level of response and service than with previous contractors. As these performance indicators for end October demonstrate:

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		<table border="0"> <thead> <tr> <th data-bbox="821 396 1423 428"><i>Indicator</i></th> <th data-bbox="1423 396 1724 428"><i>Actual</i></th> <th data-bbox="1724 396 1990 428"><i>Target</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="821 428 1423 461"><i>Satisfied with the service over all</i></td> <td data-bbox="1423 428 1724 461">98%</td> <td data-bbox="1724 428 1990 461">98%</td> </tr> <tr> <td data-bbox="821 461 1423 493"><i>Repair completion times:</i></td> <td></td> <td></td> </tr> <tr> <td data-bbox="821 493 1423 526"><i>Out of hours (emergencies)</i></td> <td data-bbox="1423 493 1724 526">100%</td> <td data-bbox="1724 493 1990 526">100%</td> </tr> <tr> <td data-bbox="821 526 1423 558"><i>24 hours</i></td> <td data-bbox="1423 526 1724 558">100%</td> <td data-bbox="1724 526 1990 558">100%</td> </tr> <tr> <td data-bbox="821 558 1423 591"><i>7 days</i></td> <td data-bbox="1423 558 1724 591">98%</td> <td data-bbox="1724 558 1990 591">95%</td> </tr> <tr> <td data-bbox="821 591 1423 623"><i>28 days</i></td> <td data-bbox="1423 591 1724 623">97%</td> <td data-bbox="1724 591 1990 623">97%</td> </tr> </tbody> </table> <p data-bbox="821 672 1990 769">Gas servicing is undertaken by PH Jones. This contract was awarded in April 2008 and performance has greatly improved with 99.84% services completed within the statutory 12 months timescale since the last service.</p>	<i>Indicator</i>	<i>Actual</i>	<i>Target</i>	<i>Satisfied with the service over all</i>	98%	98%	<i>Repair completion times:</i>			<i>Out of hours (emergencies)</i>	100%	100%	<i>24 hours</i>	100%	100%	<i>7 days</i>	98%	95%	<i>28 days</i>	97%	97%
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	A further £250,000 per year for cyclical works.	This is reflected within our budget and cyclical works are planned, according to the needs of the stock. Works in some areas (such as external painting) may be deferred, pending the major refurbishment works. A fencing replacement programme has been developed in response to the quantity of fencing repairs received in the last 6 months.																					
9	All homes up to at least decent homes standard by 2010.	It is expected that the Association will achieve this target by 2010, with 89% homes achieving target already.																					
10	Aim to provide at least 50 new affordable homes each year.	<p data-bbox="821 1092 1990 1328">Notwithstanding our delivery objective, the Association remains committed in supporting the Council to achieve its target of new and affordable homes in the district. A development strategy has been submitted to officers based on the Association's current assets. Subject to planning approval this could achieve over 200 new homes in the first five years. However, as the largest affordable housing provider in the district it is also working with officers to establish opportunities from the local development framework.</p> <p data-bbox="821 1369 1990 1395">Several sites have been identified for development over the next two years. This of</p>																					

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		course, includes the Chestnuts, Rayleigh where we hope, subject to planning permission, to provide 6 no. flats on the current site.
11	Long term rent stability – rent guarantee for first 5 years and one rent rise each year.	<p>The rent policy was set out in the offer document and adopted by the board prior to transfer. Rents and charges will change in line with inflation (RPI) plus 0.5% on 1st April each year. This is also in line with government expectations.</p> <p>In the current climate the Association is sensitive to the impact this policy will have on many tenants and its income recovery team work hard with tenants to ensure that they maximise entitlement to welfare benefits and appropriate advice.</p> <p>It also has an excellent relationship with the local housing support agency – Family Mosaic and uses its resources to ensure vulnerable residents get the maximum assistance.</p>
12	Two local housing offices in place.	The Association’s main office is at Rumsey House, Locks Hill was set up prior to the stock transfer. It remains a popular location but difficult to attend for those living in more rural areas and Rayleigh. The Associations endeavours to undertake home and site visits wherever possible but recognises a need for a more local presence to the west of the district. Delivery of this promise remains outstanding whilst the Association discusses with residents the most suitable and preferable options available. This will happen during summer 2009.
13	Designated Anti Social Behaviour Officer	A key target for the Association was to identify the level of anti social behaviour that affects our residents. Since transfer we have established that most antisocial behaviour on or about our estates is relatively low level and based on noise nuisance. That said, there are a small number of serious incidents that we take legal action on and since transfer have progressed a small number of cases through to Court. The Association has a robust policy on anti social behaviour backed up with good partnership working

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		<p>with the community support agencies (including the police). It is also a member of RESPECT and housing staff have received service specific training. Given the current position of antisocial behaviour on or about our neighbourhoods, the Association has yet to progress the appointment of a specific specialist in this area as it is felt it can be presently ably delivered through the current housing officers. However, should our monitoring reveal greater investment is needed, then the Association will apply the appropriate resources to this position.</p>