

RBH Promise No.	Summary of Promise	Progress	Lead Officer Date Updated	Target Date	Flag (Green/Amber/ Red)
1	Work with the Council to provide an effective advice and guidance service for rehousing applicants.	Range of housing options work continuing, including 16-24 housing options interviews, supporting those impacted by bedroom tax, on line application now available. Adaptations policy agreed by Services for All Panel and approved by EMT on 1st May 2014. Homeless transfer complete - improved links with Homechoice and better housing options advice being provided. RMBC reviewing lettings policy in light of welfare reform and demand challenges - RBH is working with council on this.	Cath Owston	Initial 31/03/2013 Revised 1/3/2016	
2	RBH would be able to invest more in improving services for older people.	Roll out of the community support service to new customers, received funding for the RBH activities co-ordinator until July 2015. In first 6 months of the role, supported activities with over 1000 attendances. In 2014/15 and working closely with Adult Care undertaking a full review of services for older people; developed into Older Persons Strategy. Continuing to invest in adaptations to support people with mobility needs to remain in their home, or to help support them into housing which best meets their long term needs. Agreed funding for an OT post to be managed by RMBC for 18 months to specifically support RBH tenants, improving delivery of service, particularly to older people.	Cath Owston	31/03/2017	
3	Improved older peoples accommodation and new homes development.	Completed Sheltered Asset Review, investment to continue in sheltered housing stock. In 2013/14, invested in Alkington Court, Norman Weall Court, Yew Court, Chisholm Court and Springfield Court amongst other schemes. Investment in 2014/15 in a range of schemes, including new scooter stores for Isherwood Close and Arnold Bagnall Court, new bin stores for Derrick Walker Court, Barnett Court and Normal Weall Court. Major investment programmed for 2014/15 for Clough Court, Tonge Court and Ravendale amongst other schemes. The Hare Hill extra care scheme in Littleborough is completed.	Peter Smith	31/03/2017	
4	Establish new Mutual RBH within 15 months of transfer	Completed - Signed of Customer Panel Panel 4/3/2014	Gareth Swarbrick	26/06/2013	Complete
5	Under new Mutual RBH, an elected group for the community, called the Representative Body, would be set up.	Completed - Signed off by Customer Panel 3/6/2014	Andy Wadsworth	01/08/2013	Complete
6	A complaints policy, involving review by tenants.	Completed - Signed of by Customer Panel 5/8/2014	Vicky Webb Nigel Allan	30/05/2014	Complete
7	Annual review of service standards with tenants.	Full suite of new service standards to be rolled out in 2015/16. These will all be developed with the CIGs. There will be reviews in 2016/17.	Anna Charlton	31/03/2017	
8	RBH would work with tenants to identify positive news stories about RBH tenants and communities.	Positive meeting held with the Customer Panel re identifying positive publicity opportunities. Agreed to work with tenant and resident groups, especially those involved with Our Place, to identify and publicise positive news stories	Caroline Stewart	31/03/2017	
9	Improved community caretaking and cleaning services	New caretaking minimum standards developed and introduced 04/02/13 in line with the introduction of service charges. Measures included in tenant satisfaction survey.	Sarah Robinson	Initial 30/05/2014 Revised 23/6/2016	
10	A flexible approach to involvement with a 'menu' of different types of activities and different time commitments including volunteering opportunities to support communities	Customer Panel further considered progress on this promise on 06/05/2014 but further challenged it on the following grounds: the formal accreditation scheme for volunteers is not yet running; Homes Panel had not completed its review and was not being chaired by a tenant; (his is now complete); there was no evidence of new involvement mechanisms such as social media, apps and websites to increase involvement opportunities; There was no profile data for involved tenants; and the number of services changed as a result of involvement activity.	Andy Wadsworth	31/03/2016	

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11	RBH to discuss with the Tenant Panel how it sees its role in the future.	Completed - Signed off by Customer Panel 14/01/2014.	Vicki Webb	30/01/2014	Completed
12	Work with tenants to agree a new Neighbourhood Quality Standard (NQS).	New NQS process introduced in January 2014 to capture standards relating to caretaking and GM. Communities panel overseen agreement of performance measures with the GM service provider. Neighbourhood panels to support monitoring on a more local level, linking in with Our Place. Our Place neighbourhood action planning is now in its third year. The action planning begins with a profile which evidences neighbourhood performance. This is used to engage the local community in discussion about their neighbourhood and what it feels like to live there, what the issues are for them and what they think needs doing in the area to change it for the better.	Sarah Robinson	Initial 31/03/2015 Revised 22/3/2016	
13	Look at ways to respond faster to environmental issues and problem areas	Work on-going with the Council to work more closely around environmental management and Grounds Maintenance issues.	Sarah Robinson	Initial 30/09/2014 Revised 26/9/2016	
14	Work more widely with Groundwork to tackle poorly maintained estate areas.	Working with Groundwork to try and lever in additional external funding to deliver actions identified by Neighbourhood Action Plan process. Bid made for funding for Greave estate but was unsuccessful. Regular meetings set up with Groundwork to explore partnership working opportunities in more detail - next meeting scheduled for beginning of June.	Sarah Robinson	Initial 30/06/2014 Revised 26/9/2016	

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15	Involvement of tenants in paid work and volunteering to be a central aim of RBH Employment Strategy.	Collation of numbers of local people employed on RBH Investment Programme activity a reporting requirement of all contracting organisations engaged by RBH. The commitment to the employment of local labour and trainees remains a clear focus for the delivery of the investment programme. On-going programme of volunteer placement within RBH continues. In excess of 75% of our volunteers have managed to obtain full time employment. Requires formal sign off by Customer Panel.	Clare Tostevin	Initial 31/03/2013 Revised 26/9/2016	
16	Provide additional apprenticeships / traineeships/training for local people.	Additional apprentice opportunities continue to be provided by RBH's partnership with ProcurePlus. Additional detail included above.	Clare Tostevin	31/03/2017	
17	To separate out service charge costs from rents to increase accountability following consultation with tenants.	Completed - Signed off by Customer Panel 04/03/14	Ian Metcalfe	31/03/2013	Complete
18	Only introduce new services for which a charge is payable following consultation with affected tenants.	Completed - Signed off by Customer Panel 04/03/14.	Ian Metcalfe	31/03/2017	Complete
19	Improved Money Matters support.	Completed - Signed off by Customer Panel 03/06/14.	Angela Havens	31/03/2013	Complete
20	Further develop approach to tackling nuisance and ASB ensuring that it is dealt with effectively.	Representation on panels such as the Case Intervention Group, Multi Agency Risk Assessment Conference (DV related) and ASB Risk Assessment Conference (Victim Focused) continues to raise RBH's profile within the Safer Communities Partnership and serves to strengthen our working relationships with key partners such as Adult Care and Childrens' Services. The Enforcement Team is the organisations link to the collocated Integrated Offender Management (IOM)team centred around preventative and disruptive work with prolific offenders and we are now beginning discussions around further multi agency collocation work as the borough's Partnership Enforcement Team comes into force. The service delivery model for this team is one whereby partner agencies seek to utilise a range of powers which may sit outside their own remit in order to address issues raised within the borough.	Clare Tostevin	Initial 31/03/2014 Revised 22/3/2016	
21	New tenancy agreement introduced	Completed - Signed off by Customer Panel 04/03/14.	Angela Havens	31/03/2013	Complete
22	Invest in more advice, guidance and signposting for tenants from its Employment Adviser giving them help to access training or find work	Under the Lean service review all Income and Support Officers will work with tenants to support them into work and training. The CAT deliver 3 workclubs a week to support RBH tenants to access back to work services, support and guidance. These are on Kirkholt, Falinge and Freehold estates. RBH is also represented on the Skills & Work Advisory Group.	Angela Havens	Initial 31/03/2014 Revised 1/3/2016	
23	Rent would continue to be protected and would move towards target rent in the same way as others who have transferred from the Council at the time of the stock transfer.	Year 5 promise, still on track as at 31/03/2015	Angela Havens	31/03/2017	

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24	Rent increases would still be subject to the Governments rent increase guidelines.	Year 5 promise, still on track as at 31/03/2015	Angela Havens	31/03/2017	
25	RBH would guarantee that for 5 years following the transfer transferring tenants (excluding sheltered support services charge) annual rents would not increase by more than permitted under the current government policy . This would include those who move home to amnother RBH property.	Year 5 promise, still on track as at 31/03/2015	Gareth Swarbrick	31/03/2017	
26	Regularly review ways in which tenants are able to pay their rent by the most effective & efficient method. Any changes to be introduced only after tenant consultation	Continuously montitored and reviewed. Paperless DD's implemented April 2014 Feasibility of MCU rent direct accounts being considered. Decision still awaited as at 10/11/2014.	Angela Havens	31/03/2017	
27	RBH will negotiate with the current contents insurance provider in order to ensure tenants possessions remain covered. When the contract comes up for renewal RBH will Involve tenants in choosing an insurance company & consider options for wider cover	Completed - Signed off by Customer Panel 06/08/13	Angela Havens	31/03/2013	Complete
28	Develop the pre-tenancy programme which would be offered to new tenants	Completed - Signed off by Customer Panel 03/06/14	Angela Havens	31/03/2013	Complete
29	RBH, in consultation with tenants will consider whether to continue to collect water charges as part of the rent, when the existing contract with United Utilities comes to an end in March 2015.	Completed - Signed off by Customer Panel 07/10/14	Andy Wadsworth	30/09/2014	Complete
30	Encourage older tenants to use IT.	A Digital Inclusion Working Group are currently investigating the possibility of providing Wi Fi in a scheme on a pilot basis. However, there is little progress on this at present given the high costs involved. Six schemes now have Broadband connected PCs in their communal areas as follows: Springvale 23 residents; Yew Court 32 residents; Thistleyfields 53 residents; Mountside View 30 residents; Norman Weall Court 41 residents; Chisholm Court 41 residents;	Peter Smith	Initial 31/03/2015 Revised 14/12/2016	
31	Improved repairs response times: Attend emergency (working hours) repairs within 2 hours and make safe in 12 hours for severe problems Attend within 24 hours to avoid serious health & safety problems; Complete urgent repairs within 3 working days; Attend and complete routine repairs within 10 working days	The recommendations arising from Project Refit which relate to this promise of improving priority timescales are currently scheduled for implementation between Jan - Mar 2015. it is expected that the Homes Panel will sign of fthe proposed revised timescales in Autumn 2015.	Vicki Webb	Initial 31/03/2015 Revised 9/5/2016	
32	In the 5 years following transfer RBH will in total install: 6,900 double glazing, 6,000 external doors, 2,400 new or upgraded bathrooms, 2,200 new or upgraded kitchens, 2,200 new or upgraded central heating systems, 500 external refurbishments, 6,500 environmental works	Spend on the investment programme in first two years is £20M in 2012.13 and £29M in 2013.14. 2014/15 Investment Programme remains on target to deliver forecast expenditure and component replacement outputs.	Clare Tostevin	31/03/2017	

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33	RBH would require its contractors to minimise disturbance and disruption from construction work.	Completed -Signed off by Homes Panel 12/05/14.	Clare Tostevin	31/03/2014	Complete
34	RBH would clearly publicise the types of repairs that come under each priority.	Completed - Signed off by Homes Panel 12/05/14.	Clare Tostevin	31/03/2013	Complete
35	Develop a panel of tenants to advise on the specification of materials to be used in contracts,	Completed - Signed off by Homes Panel 06/01/14.	Clare Tostevin	31/03/2013	Complete
36	Involve tenants as fully as possible in planning and implementation of work to their homes.	Completed - Signed off by Homes Panel 12/05/14.	Clare Tostevin	31/03/2017	Complete
37	Put in place a programme of regular painting to external elements of homes.	Annual Painting Programme included in the planning and delivery of the Investment Programme. 2012/13 - 4,100 properties completed with a spend of £900,000. 2013/14 - 5,200 properties completed with a spend of £925,000. 4,288 homes painted in 2014/15 programme.	Clare Tostevin	31/03/2017	
38	Environmental work not carried out by the 'in-house' team will be carried out by approved competent contractors	Completed - Signed off by Homes Panel 12/05/14.	Clare Tostevin	31/03/2013	Complete
39	Offer a repairs freephone number post transfer	Completed - Signed off by Homes Panel 06/01/14.	Clare Tostevin	31/03/2013	Complete
40	Ensuring that the repairs service received by tenants is prompt, efficient, courteous, provides value for money and complements the planned maintenance programme	Completed - Signed off by Homes Panel 12/05/14.	Clare Tostevin	31/03/2013	Complete
41	RBH would make energy efficiency in homes a key priority.	Energy efficiency measures are an integral part of the annual Investment Programme deliver. Ongoing programme of energy saving awareness and sustainability being delivered via RBH Energy Sustainability role. 2014/15 Investment Programme incorporating pilot dehumidifier projects.	Clare Tostevin	31/03/2017	
42	Within first year after transfer carry out a new environmental audit of every estate.	Desktop review of boroughwide environmental audit completed together with survey of all play areas acquired as part of Transfer. Surveys for 2014/15 and 2015/16 Environmental Steering Group programme in progress. The Environmental Steering Group and the Neighbourhood Action Plan group are working together to agree priorities. Further survey and review of RBH Play Areas being developed as part of 2014/15 Investment Programme.	Clare Tostevin	31/03/2015	
43	RBH would help elderly and disabled tenants, particularly in relation to works in sheltered housing schemes.	Tenant Support Policy included in revised Investment Programme Handbook developed in conjunction with Tenant Panel. Revised Handbook implemented in 2014/15 Investment Programme.	Clare Tostevin	31/03/2017	

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44	Develop membership base	Completed - Signed off by Customer Panel 02/09/14.	Clare Tostevin	31/03/2014	Complete
45	Develop Neighbourhood Action plans.	Our Place neighbourhood action planning is now in its third year. The action planning begins with a profile which evidences neighbourhood performance. This is used to engage the local community in discussion about their neighbourhood and what it feels like to live there, what the issues are for them and what they think needs doing in the area to change it for the better. RBH employees along with community members agree an action plan which is to be jointly delivered over the following years.	Anna Charlton	Initial 31/03/2015 Revised 22/3/2016	
46	Set up a young persons membership scheme to get under 18's involved in the new mutual.	Completed - Signed off by Customer Panel 02/09/14.	Clare Tostevin	31/03/2014	Complete
47	Identify a specific membership budget to support involvement & volunteering activity	Completed - Signed off by Customer Panel 02/09/14.	Clare Tostevin	31/03/2014	Complete
48	Identify a specific <u>community</u> budget to support involvement & volunteering activity	Volunteer co-ordinator in place and volunteer policy developed. This includes Our Place and employee volunteering as well as work placement volunteers. Completed but requires formal sign off by Communities Panel	Clare Tostevin	31/03/2014	Complete awaiting sign off
49	Work with tenants to identify the kind of rewards that tenant members would value.	This is a project which is being developed on the corporate strategy this year. Scoping complete and project in progress with a view to implementation in Apr 2016.	Clare Tostevin	Initial 31/03/2015 Revised 3/5/2016	
50	RBH to only consider offering a flexible tenancy in very special circumstances, agreed with its members.	Not used flexible tenancies to 31/03/15	Clare Tostevin	31/03/2017	