

	<b>Commitment</b>	<b>Flag (Green Amber Red) as at 31.05.17</b>	<b>Lead Officer</b>
1	Continue to be firm but fair in recovering rent arrears		Angela Havens
2	Continued support for tenants in financial difficulty with a range of help and advice		Angela Havens
3	Continued role for tenants in formal scrutiny of RBH service delivery		Andy Wadsworth
4	Ensure direct tenant involvement post transfer		Sarah Robinson
5	Continued advice and support for for tenants needing extra help during major works		Clare Tostevin
6	Investment work to be carried out by 'in-house team when possible		Clare Tostevin
7	Continue to maximise recruitment of local people as apprentices and trainees		Clare Tostevin
8	Continued usage of existing repairs reporting mechanisms		Vicki Webb
9	Commitment to providing VFM services whilst seeking to keep rents affordable		Ian Metcalfe
10	Four non rent weeks per year for tenants with clear rent accounts		Angela Havens
11	Continued availability of current rent payment options		Angela Havens
12	Continued issue of rent statements to tenants every three months		Angela Havens
13	Payment of water charges as part of rent to continue post transfer		Angela Havens
14	Tenants in financial difficulty who agree to work closely with RBH to resolve their issues to be helped to remain in their home		Angela Havens
15	Continue to work with tenants to help them to keep to the terms of their tenancy agreement		Sarah Robinson
16	Tenant Scrutiny Commission to continue to meet regularly		Andy Wadsworth
17	Tenants still able to contact Councillors to act on their behalf in relation to housing problems		Gareth Swarbrick
18	Work with tenants and other partners to investigate potential sources of funding to upgrade play areas		Anna Charlton
19	Continued approach of supporting the community in identified neighbourhoods through the Community Action Team		Sarah Robinson
20	Continue to support the three existing Tenant Management Organisations		Sarah Robinson
21	Continue to monitor for quality on improvements and repairs using a range of methods		Clare Tostevin
22	Tenants would continue to be involved in the selection of any partners in relation to repairs and environmental works		Clare Tostevin
23	RBH would continue its successful environmental improvement programme in first 5 years following transfer		Clare Tostevin
24	Work already carried out with Groundwork Trust in employing young unemployed people on 'Green Team' would continue		Clare Tostevin
25	RBH would continue to commit resources into security measures		Clare Tostevin
26	RBH would continue to support the Furniture Re-Use scheme		Angela Havens

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27	RBH would continue to operate the Council's HomeChoice choice based lettings scheme		Cath Owston
28	RBH would continue actions to deal with ASB and Community Safety		Angela Havens
29	Continue to play a lead role in the Council's regeneration approaches		Clare Tostevin
30	Continue to build on development of its neighbourhood investment strategy		Anna Charlton
31	Continued investment in provision of quality sheltered housing accommodation		Cath Owston
32	Work of the Disability Working Party to continue		Andy Wadsworth
33	RBH would continue to fund activities in our communities together with members, tenants and employees		Clare Tostevin
34	RBH would continue to develop its work to promote good citizenship amongst children and young people across the borough,		Sarah Robinson
35	New tenants of the Council who hold introductory tenancies at the time of transfer would continue to serve the rest of their introductory period up to the completion of 12 months		Angela Havens
36	Those becoming new tenants of RBH after the transfer in most cases would be given an assured shorthold tenancy agreement for a probationary period of 12 months		Angela Havens
37	RBH would seek to utilise all forms of contact with tenants in ways that suit them best		Vicki Webb
38	Documents and publications would be made available in Braille, large print and audio, where appropriate, to those that require this. Where appropriate RBH would provide sign interpreters and translated information to enable tenants to communicate with staff.		Vicki Webb
39	RBH would contact any tenant falling into arrears and work with them to try to resolve their problems and agree an affordable way to clear their debt in a reasonable timescale ensuring that wherever possible the tenant can remain in their home.		Angela Havens
40	RBH's front line employees would be available to talk to and advise all tenants about what's expected of them in their tenancies and to support them in keeping their homes and neighbourhoods good places to live.		Angela Havens
41	RBH would monitor the effectiveness and value for money of its services and aim for continuous improvement		Anna Charlton
42	Complaints would be dealt with within 10 working days and RBH would learn from them.		Vicki Webb
43	Investment in disabled adaptations would be maintained		Clare Tostevin
44	Help to reduce ASB and crime occurring through a range of measures		Angela Havens
45	RBH would make it as easy as possible for tenants to contact us		Vicki Webb
46	Empty homes would be relet as quickly as possible so that neighbours have to live alongside these properties for as short a time as possible		Vicki Webb
47	Offer resettlement support to BME tenants		Cath Owston
48	Work to promote sheltered accommodation to BME elders		Cath Owston
49	Work closely together with the Council to invest in and support the regeneration priorities for the borough		Clare Tostevin