



August 2006

## Investing in your homes

In June 2005, Gloucester City Homes was awarded £19.3 million to invest in your homes by March 2008, with a similar sum available for the next two years to bring all of the council's homes up to the Decent Homes Standard by 31st December 2010. This means that by the end of 2010 we will invest a total of £38.6 million on your homes and in the community.

**But...** To be able to get access to the £38.6 million, we need to deliver really good or excellent services, which are inspected and rated by an independent body called the Audit Commission. If we get a 2\* rating (good) or 3\* rating (excellent) - the Government will give us the money to invest in your homes. This is a massive incentive to improve services and Gloucester City Homes is determined to make sure we get this money for you. Our planned inspection is towards the spring of 2007 and we will keep you informed of our progress.

A series of events will be held during October to discuss with you how we should plan your priorities and how you want us to undertake this massive investment in your homes (e.g. would you want the internal improvements to your home carried out individually or at the same time).

Look out for further information about the dates and venues for these events in September.

## Our Investment Programme for 2006-2007

We are committed to ensuring that all our tenants and leaseholders will benefit in 2006-2007 from improvements, which at least meet the Government's Decent Homes Standard. Where possible these will meet the higher "Gloucester Housing Standard" which has been agreed by Gloucester City Council and Gloucester Tenants' Forum.

In particular we believe that in the 21st Century all our tenants should have an adequate heating system in their homes. At the moment over 500 of the Council's properties only have an open fire without other forms of heating throughout the property. We intend to remedy this in 2006.

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*Customer event on property investment - February 2006*



[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

# Our Investment Programme *Continued from cover article*

Our programme for 2006-2007 will therefore focus on:

## **New heating systems**

Properties without heating will get central heating. All new systems will be energy efficient with fuel saving measures to help tenants afford the cost of keeping warm. Where possible these will include an emergency back up immersion heater. We will also provide focal point gas/electric fires with hearths and surrounds as an extra heating source.

## **Replacement gas boilers**

We need to replace a number of old and inefficient boilers. We will upgrade or replace them with modern energy efficient systems, which include fuel saving measures to the same standards as new heating systems.

## **Kitchens, bathrooms and electrics**

Our programme includes installing new kitchens, bathrooms and electric upgrades to a number of addresses where these are needed now. Homes under this programme will be brought up to the NHBC electrical standard.

## **Windows and Doors**

A number of windows and doors now need replacing. New windows will be energy efficient, double glazed PVC windows. This will improve home security and reduce the money we now spend on repairing and painting wood windows. Energy conservation will be our main consideration.

If however a property is one of the few in a Listed Building or in a Conservation Area, we will make sure we comply with legal and conservation requirements. Where needed we will also replace doors using timber composite doors.

## **Loft insulation**

Our surveys show that we need to increase the amount of loft insulation in all our properties. We will insulate roof spaces using 200mm insulation. This programme is partly grant assisted by the Government and is currently administered by Osborne Energy. Helping to prevent homes unnecessarily losing heat through the roof means they will be warmer and easier to heat (and helps to reduce global warming).

## **Other Projects**

Most of the planned work for this year is shown in this newsletter. When other smaller projects take place we will write to customers affected by this work.

## **Improvements in 2005/6**

In 2005/6 we completed the following improvements:

Doors	170 homes	Bathrooms	192 homes
Windows	63 homes	Heating	196 homes
Kitchens	156 homes	Rewiring	218 homes
		Insulation	257 homes
		Roofs	142 homes

We are pleased to announce that the following companies have won the contracts to carry out works on this year's Investment Programme:

- Morrison Facilities Services Limited will carry out the installation of the new heating systems (pages 6/7/8) and replacement boilers (page 8)

**MORRISON** 

- Ian Williams will carry out the installation of double glazed windows, replacement front & rear entrance doors and door entry screens and systems (page 8)

  
**ian williams**  
Looking after Buildings

Both contractors will start the work around the beginning of October and complete by the end of March 2007.

# Customer Event Report

Our Customer Event in February focused on Decent Homes. Thanks to all those who attended and gave their views on how we should improve our homes. Your views have now been included in our Major Works Compact.

We asked you:

## In what order should we do improvements in the short and medium term?

For the next year your priorities were:

- |              |                |
|--------------|----------------|
| 1. Heating   | 7. Electrics   |
| 2. Kitchens  | 8. Showers     |
| 3. Bathrooms | 9. Floor Tiles |
| 4. Roofs     | 10. Security   |
| 5. Doors     | 11. Wall Tiles |
| 6. Windows   | 12. Gutters    |

Between now and 2010 your priorities were:

- |              |                |
|--------------|----------------|
| 1. Bathrooms | 7. Showers     |
| 2. Heating   | 8. Roofs       |
| 3. Kitchens  | 9. Floor Tiles |
| 4. Doors     | 10. Wall Tiles |
| 5. Electrics | 11. Gutters    |
| 6. Windows   | 12. Security   |

We have:

Produced an improvement programme for 2006-2007, which will start delivering your priorities and help to bring homes up to the Decent Homes Standard

Improvement in Priority Order	Cost	Approx. No of homes
Central heating	700,000	200
Replacement heating	75,000	44
Kitchens	300,000	90
Bathrooms	200,000	90
Electrics	100,000	90
New flat roofs	75,000	5 blocks
New pitched roofs	75,000	15
New pitched roofs - flats	200,000	5 blocks
Draught Proofing	40,000	200
Chimney Replacement	100,000	15
Doors	80,000	90
Windows	150,000	35
External wall repairs	75,000	20
	<b>£2,170,000</b>	

For the medium term we are planning our programme for 2007-2010.

This programme depends on us getting a 2 star rating from the Housing Inspectorate and the extra help with funding from the government of up to £38.6 million to improve your homes and up to £1.5million to improve your estates.

We will then deliver:

- Your priorities for improvements; and
- Make all our homes decent by December 2010

## What choice do you want for each improvement?

### You asked for

### Our response

#### Bathrooms

An easy access bath, a choice of bath or shower, larger wash hand basins and a choice of layout.

- We already offer an easy access bath if an occupational therapist recommends it;
- We already give a choice of bath or shower in homes specifically for the elderly;
- We do not provide larger wash hand basins because of bathroom size but we always supply a standard size basin if there is room; and
- We will give a choice of layout where possible.



#### Doors

A choice of styles (colour and look), secure locks, draught proof and with toughened glass.

We already offer a choice of 5 styles (colour and look), with secure locks, draught proofing and toughened glass.

#### Electrics

More sockets and a choice where they are put.

When we upgrade your electrics we will increase the number of sockets to the current building regulations standard and consult you on where to put them.

#### Floor tiles

A choice of 5 colours.

We now offer a choice of 3 colours: buff, grey and blue, but will review whether we can offer more choice.

#### Heating

Bigger radiators, cavity wall insulation, back up immersion heater.

We will provide radiators, which are large and efficient enough to heat your home. We will also provide cavity wall insulation if your home does not have it; and we will generally provide a back up immersion heater, unless this proves impractical. In this case we will provide you with a combination boiler.

#### Kitchens

A choice of 3 styles of unit, 3 styles of worktop, a choice of colours and suitable for the disabled.

We now offer a choice of 3 styles of unit, 3 styles of worktop, in a choice of 3 colours. We will design the kitchen to your requirements where possible and particularly if you are disabled.

## You asked for

## Our response

### Roofs / gutters

No flat roofs, gutters that are easy to maintain, and a choice of colour for guttering.

We are not yet able to afford to replace flat roofs. We will have to repair and maintain existing flat roofs for the foreseeable future. We already provide gutters that are easy to maintain; and we will normally match the current colour of the guttering when we repair or replace it. If we are replacing guttering to, for example, an entire block of flats or terrace of houses, we will consult you on the colour and style.



### Wall tiles

A choice of 3 colours.

We only offer white now but will review this to see if we can offer more choice.

### Windows

All windows double glazed, lockable, easy to open and made of upvc.

We already ensure that all windows are double glazed, lockable, easy to open with frames made of upvc.

## What should be in our Major Works Compact?

(The document that sets out how we should work with you and others to improve your homes.)

### You told us that:

- The agreement should result in improved housing conditions and quality of life.
- It should set out everyone's responsibilities and roles.
- We should consult and share information with you individually before, during and after work is done.
- Communication should be regular, local and appropriate.
- We should be aware of our customers' different needs, and tailor our services and information to meet them e.g. the needs of the deaf, blind or non English speaking.

- Contractors and our staff should meet you before the contract starts in your area or street.
- The contractor or one of our officers should visit you personally.
- This should be followed by regular contact and information, via regular meetings or a newsletter, which monitors contractor performance.
- Contractors should treat customers with respect at all times and respect their homes.
- Disruption should be kept to a minimum.

- We should tell you the rules and regulations that contractor's work to and which affect you e.g. what choices they should offer you and what notice they should give before starting work in your home.
- All staff should be easily identifiable with name badges.
- You should have 24hr access to help if you are concerned about the contract or the work done.

**We will include all this in the latest edition of our Major Works Compact and send it to you before we do work to your home.**

# Work in our Programme for 2006-2007

The list shown below shows the streets where we are planning to do work during 2006-2007. If your home is due to be improved we will write to you individually to let you know and consult you before any work is done.

The information in the list is provisional and may alter if for example, a tenant does not wish to have the work done or puts in a Right to Buy application or if costs change. If this happens we may add or remove homes from the programme.

## Kitchens, Bathrooms and Electrics

Estate	Street or Block	Number of Homes
Abbeydale	Linnet Close	27
Coney Hill	Naunton Road	1
Matson	Badminton Road	1
Matson	Matson Avenue	1
Matson	Matson Lane	1
Matson	St Peters Road	1
Matson	Underhill Road	2
Podsmead	Shakespeare Avenue	7
The Oval	Bowly Road	1
The Oval	Clegram Road	1
The Oval	Dorney Road	2
Tredworth	Wheatstone Road	2
Tuffley	Evenlode Road	1
Tuffley	Millin Avenue	1
Tuffley	Oliver Close	26
Tuffley	The Retreat	12
White City	Reservoir Road	1

## New Heating Systems

Cathedral City	Chester Road	2
Coney Hill	Ashgrove Avenue	3
Coney Hill	Birch Avenue	4
Coney Hill	Church Way	1
Coney Hill	Coney Hill Road	3
Coney Hill	Highfield Place	2
Coney Hill	Willow Avenue	3
Elmbridge	Elmleaze	4
Elmbridge	Meadowleaze	1
Elmbridge	Oakleaze	1
Elmbridge	The Triangle	1
Elmbridge	Willowleaze	2
Holmleigh	Coral Close	1
Hucclecote	Colwell Avenue	3
Hucclecote	St Phillips Close	1
Kingsholm	Sebert Street	1
Kingsholm	Sweetbriar Street	1
Matson	Badminton Road	12
Matson	Bazeley Road	10
Matson	Beacon Road	1

## New Heating Systems *continued*

Estate	Street or Block	Number of Homes
Matson	Capel Road	1
Matson	Garnalls Road	9
Matson	Haresfield Lodge	1
Matson	Hillhay Road	1
Matson	Juniper Avenue	3
Matson	Langley Road	3
Matson	Manor Court	1
Matson	Matson Avenue	9
Matson	Norbury Avenue	1
Matson	Penhill Road	1
Matson	Robinswood Place	2
Matson	Sneedhams Road	2
Matson	St Peters Road	6
Matson	Underhill Court	1
Matson	Winnycroft Lane	3
Matson	Winsley Road	7
Matson	Abbey View	2
Matson	Severn Lodge	1
Podsmead	Burns Avenue	1
Podsmead	Byron Avenue	4
Podsmead	Scott Avenue	1
Podsmead	Shakespeare Avenue	1
Podsmead	Tennyson Avenue	2
Quedgeley	Parklands, School Lane	1
Robinswood	Reservoir Road	5
Robinswood	The Lampreys	1
Robinswood	Vetch Close	2
The Oval	Bowly Road	1
The Oval	Dorney Road	4
The Oval	Lannett Road	1
The Oval	Linden Road	1
Tredworth	Bathurst Road	2
Tredworth	Clevedon Road	1
Tredworth	Goodyere Street	1
Tredworth	Hartland Road	1
Tredworth	Huxley Road	4
Tredworth	Parry Road	1
Tredworth	St Aldwyn Road	1
Tredworth	Wheatstone Road	7
Tuffley	Arlingham Road	4
Tuffley	Bisley Road	4
Tuffley	Bourton Road	2
Tuffley	Chalford Road	1
Tuffley	Gere Close	1
Tuffley	Kemble Close	5
Tuffley	Kemble Road	3
Tuffley	Longney Road	2
Tuffley	Lower Tuffley Lane	1

## New Heating Systems *continued*

Estate	Street or Block	Number of Homes
Tuffley	Tuffley Avenue	1
Tuffley	Westbury Road	1
Tuffley	Winchcombe Road	1
Tuffley	Windrush Road	3
Westgate	Archdeacon Street	1
Westgate	Fountain Square	4
White City	Bibury Road	1
White City	Sapperton Road	4

## Replacement Boilers

Coney Hill	Church Way	2
Matson	Abbey View	12
Matson	Park View	11
Matson	Underhill Court	5
Podsmead	Eliot Close	6
Westgate	Parliament Street	4
White City	Barkis Bungalows	4

## Double Glazing

Westgate	Belgrave Road	2
Tredworth	Bishopstone Road	1
Kingsholm	Kingsholm Road	1
Podsmead	Milton Avenue	26
Elmbridge	Pickwick Close	6

## Replacement Front and Rear Entrance Doors

Gloucester	Charter Court	47
Gloucester	The Lampreys	44

## Door Entry Screens and Systems

Elmbridge	Meadowleaze	24
Elmbridge	Willowleaze	24
Kingsholm	Clapham Court	80

If you would like any further information about our works programme or anything else in our newsletter, please contact our Customer Services Team on 0800 408 2000.

### Getting our information in another format

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

#### Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

#### Chinese

本文件可以翻译为另一语文本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

#### Gujerati

જો તમને આ દસ્તાવેજ બીજા ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાથે.

#### Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔