

Gloucester City Homes



RESIDENT INVOLVEMENT IN MAJOR WORKS

POLICY & PROCEDURE

(OTHERWISE KNOWN AS THE “MAJOR WORKS COMPACT”)

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Bengali

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Chinese

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Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

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

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Documentation Master Sheet
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2	31.11.2006	Updated Style of Policy and added additional flowcharts	31.11.2006	IH	JM
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RESIDENT INVOLVEMENT IN MAJOR WORKS POLICY

1. Introduction

- 1.1 Gloucester City Homes Limited is embarking upon a substantial refurbishment of the Council's housing stock.
- 1.2 This compact is designed to ensure that tenants and leaseholders can influence and be involved in the decision making process. This means you will be able to influence how we deliver major refurbishment work and keep you up to date with the processes and procedures associated with the work. As a result you should receive the highest quality services and products, but receive as little disruption and inconvenience as possible during the repair and improvement process.
- 1.3 New partnering contracts are being designed which will not follow traditional methods for procurement (buying in services and products), but will be in the form of a partnership consistent with the main recommendations and principles of Sir John Egan in his report '*Rethinking Construction*'. As a result of how we will select our construction partners, we believe that you will receive the highest-quality service available and we will be able to honour the Government's commitment to providing 'decent homes'.
- 1.4 Gloucester City Homes is at the forefront of this new approach, using the building industry's first standard form of partnering contract, the PPC2000.
- 1.5 As part of this commitment, we have designed this compact to explain what will happen. This will help us to set performance targets at the highest levels and continue to improve our performance.
- 1.6 The Major Works Compact will run alongside our tenants and residents compact.

2. Parties to the Compact

- 2.1 This compact (agreement) is our commitment to an efficient and effective working partnership between:
 - Tenants, Residents, Leaseholders and service users
 - Gloucester City Homes Ltd
 - Gloucester City Council
 - Our Chosen construction partners.

3. Aims

- 3.1 The aim is to make sure Gloucester City Homes provide well-maintained housing and sustainable communities where people choose to live.
- 3.2 The agreement will allow and encourage all partners involved to bring their knowledge and expertise to the decision-making process in the way we provide and deliver our investment programmes. We will provide effective consultation with Tenants and Leaseholders to make sure that we identify and meet your needs in terms of efficiency, quality, access, diversity and value for money.
- 3.3 We will constantly monitor and develop the compact to help us achieve efficiency and cost-effectiveness, and provide you with a good-quality service.

4. Objectives

- 4.1 Our immediate objective is to make sure that all council houses will be brought up to the Government's 'decent' standard within our first four years of operation and will stay 'decent' over our 30-year business plan.

5. Reviewing the compact

- 5.1 We will monitor and review this compact annually alongside the tenants and resident's compact to make sure it is meeting everyone's need.

6. Tenant Participation and Resident Involvement in Gloucester – our current position

- 6.1 In September 2005, Tenants Forum endorsed a new resident involvement strategy, which seeks to involve tenants and residents at all levels recognising both formal and informal groups linking resident involvement with the Council's community involvement strategy. A copy of the resident involvement strategy is available from Gloucester City Homes contact points shown at the front of this document.
- 6.2 In summary however, the principles of the strategy are as follows:
 - Increase & empower neighbourhood involvement to achieve sustainable communities
 - Strengthen local democracy
 - Increase tenant and leaseholder involvement
 - Deliver neighbourhood renewal
 - Encourage joined up working between agencies
 - Deliver Decent Homes
 - Drive service improvement and shape service delivery
- 6.3 Our vision is to develop a neighbourhood approach to resident involvement as a key contribution to Neighbourhood working in line with the Gloucester's Community Strategy aiming to "Create a fair, just and thriving community in Gloucester where no one is disadvantaged".

Resident involvement will be based on what our customers feel comfortable with in terms of participation and input. We recognise that some residents do not want to be involved in strategic or policy issues, but may wish to be involved in community issues affecting their property or their community.

Involvement will focus on strategy and policy, operational activities, including estate management issues like cleaning of blocks, anti-social behaviour and environmental issues. In addition Tenants will be able to shape and influence service delivery and performance.

Importantly, Tenants will play a major part in the community and will work with other partners and agencies to develop improved neighbourhoods and successful sustainable communities.

7. Communication and Consultation in our Property Investment Programmes

7.1 We are committed to involving you and the community when making decisions on property investment programmes. We believe that you are important stakeholders and your input is essential to the continual improvement of housing conditions and communities. We also recognise that the communication process goes beyond consultation in decision-making, in that it also extends to keeping you fully informed on how and when those decisions will affect you.

7.2 We are committed to working with outside organisations who play an active role in providing a service to the community and who are working towards achieving common goals. Only by working together can we make sure that you and the community benefit.

Consultation includes working with such organisations as:

- Gloucester City Council
- Gloucestershire County Council e.g. social services;
- Police;
- Gloucestershire Health Services;
- Neighbourhood renewal companies; and
- Gloucester Partnership.

7.3 We will consult fully with the following stakeholders when property investment programmes are proposed or priorities are sought:

- Tenants
- Leaseholders
- Representative tenant's organisations including (but not limited to) tenants and residents associations
- Residents
- Service users
- Elected members
- Board members

- Staff
- Community stakeholders
- Parish councils

7.4 The main principles of communication and consultation are to:

- keep you fully informed of the modernisation programmes that will be affecting your home.
- We will consult groups who are difficult to reach for example, older people, younger people, black and ethnic-minority groups, and groups with special needs.
- Give you access to all relevant information.
- Provide open and honest information which is easy to read and understand and jargon-free.
- Clearly explain the purpose of each consultation and information exercise
- We will arrange meetings with focus group, discussion groups and tenants and residents associations (our construction partner will also take part if necessary).
- We will invite tenants and residents group representatives to come to site meetings.
- Receive feedback following consultation and information
- Use this feedback to strengthen tenant involvement in the decision-making process and improve the service we provide.

By doing so, you can be confident that the decisions and choices you make are as informed as possible and that they are the right decisions for you in our investment programmes. Only by doing this can we increase as far as possible the levels of tenant and resident satisfaction.

7.5 The aims of the consultation process are to.

- Improve and increase your involvement in the decision-making process, especially on how we deliver the major refurbishment work.
- Improve and increase greater community involvement and awareness of the improvement programme, and the opportunities for personal development and community regeneration as a result.
- Clearly set out the targets and standards our construction partners need to achieve in particular the key performance indicators that we can measure performance against.
- Provide clear contact points for all representatives of the partnership team, with a detailed description of their role.
- Make sure each construction partner uses the same approach so that all tenants receive the same quality of service.
- Provide a clear and complete summary of the work in each tenant's home including:
 - ◆ How we will manage the work;
 - ◆ How we keep you up to date with the work;
 - ◆ Details of what products you can choose for us to use in your home;

- ◆ What type of work we are going to carry out;
 - ◆ The start date and estimated timescales of work;
 - ◆ the name of the constructor, details of their identity and their contact phone numbers Emergency contact numbers;
 - ◆ How much disruption you are likely to experience;
 - ◆ Health and Safety considerations
 - ◆ How you can help the constructor (while in you home) to reduce disruption as far as possible and make sure that the work is carried out in the safest and most efficient way.
- Clearly explain the final quality of product you can expect.
 - Let you know how you can tell us your opinion before, during and after the work has been done.
 - Provide clear complaints procedure to each tenant receiving improvement work.
 - Explain how we will use your feedback to continually improve our service.

7.6 How we will consult and keep people up to date

7.6.1 Annual Planned Investment Programme

We will consult with tenants and leaseholders on the Annual Planned Investment Programme so that you are able to influence the final programme of works.

In December each year we will:

- Consult with the Tenants Forum on the approach to tenant and leaseholders involvement based on the success or otherwise of the previous year's consultation, and establish the timetable for the following year.
- Analyse the latest information on stock condition and repairs trends and prepare a range of investment options with costings.
- Produce a consultation document outlining the range of options and their costs

In January / February each year we will:

- Consult customers via a range of formal and informal customer groups, a customer conference, tenant testers, focus groups and phone/postal surveys.

In March each year we will:

- Consider customer comments and build preferences into annual programme
 - Report to Tenants Forum, Board of Management and City Council on preferred option
- Publish Programme on website and in Tenant Times
- Send summary programme to all tenants and leaseholders

7.6.2 Appointing Partner Organisations

When we need to appoint a partner to help us deliver the Planned Investment Programme we will ensure that tenants and leaseholders play an active part in appointing that partner.

Tenants, leaseholders and other key stakeholders will be involved at the following key stages:

- When we are drawing up the tender brief.
- Being kept informed whilst we are tendering the contract.
- Evaluating the tender bids and appointing the partner.
- Joining the Partnering Board, which will oversee the ongoing Partnering arrangements.

7.6.3 Project Consultation

When we are preparing the detailed programme of work at the local level we shall consult tenants and leaseholders locally about the project and how we intend to carry it out.

7.6.4 Project Management

When we are setting up a Project Team to oversee a local project we shall invite tenants and leaseholders to join us and oversee the project from beginning to end, in particular to help us continually learn how to provide an excellent service.

7.6.5 Individual Tenant and Leaseholder Involvement

For the purposes of carrying out the major improvement work, we will identify and cater for individual tenant's needs and in particular any special needs, and allow you to choose materials and specifications (within agreed limits).

Around 6 weeks before we plan to start work on your home, we will

- Send you a letter explaining the extent of the work and that the exact work will be dependant on the detailed survey the Constructor will carry out (this may involve not carrying out the work or carrying out extra work)
- Give you the name of the constructor who will be carrying out the work, including contact numbers
- Give you a leaflet covering each area of work, explaining the extent and nature of the work
- Ask you to tell us about any special needs you may have so we can take account of them
- We will hold an open day. This will be based locally so as many people as possible can come. If you have difficulty getting around, we can arrange a minibus to pick you up and take you home, or we can

visit you at home. The open day will tell you what type of work we will carry out and allow you to meet our staff and representatives from our construction partner and product suppliers. You will also be able to ask us any questions

- We will show you samples of products and items you can choose, including any relevant drawings and designs. Feedback at the open day on our proposed choices will allow us to assess whether tenants are happy with the range of choices and if necessary, make suitable amendments. By doing so, we will make sure that the final range of products we offer are those which most tenants are happy with.
- We will provide a display showing the role of our construction partner's employees, a specific detailed programme of work and photographs.
- We will write to you to tell you when the constructor will visit your home to carry out a detailed survey of the proposed work (we will tell you that you have the right to refuse the work if you do not want it to be carried out).
- We will write to you before the work is carried out, setting out :
 - the start and end dates for the work;
 - what the work will involve;

7.7 Feedback on the service provided

We will send you a questionnaire to fill in after the work has finished. This will let us know how happy you were with:

- The information we gave you before the work started;
- The consultation that took place;
- How the work was carried out; and
- The quality of the finished product.

The questionnaire will allow us to target any areas of the service that may require attention. It will ask for any comments and suggestions to help us continually improve the service. If we feel you are not properly satisfied we will undertake a follow up visit to discuss and put right any issues.

As well as the questionnaire, we may contact you to give more details on any comments you made or to discuss any issues you may have raised.

7.8 Fair Access

We recognise that an important part of the success of the improvement programme is to give all tenants and residents fair access to our officers and those of our construction partners. We aim to give you as many opportunities as possible to contact us easily and quickly. This will allow us to discuss the work we are carrying out and to respond effectively and efficiently to reduce distress and increase customer satisfaction.

7.9 Providing Resources

- We will provide a Tenant Liaison Officer (TLO) who will consult and support you while modernisation and improvements are carried out in

your home. The TLO is available for one-to-one consultations and also goes to meetings with tenants and residents groups and focus groups.

- Our construction partner will provide a Resident Liaison Officer (RLO) who you can contact Monday to Friday by fax, phone or e-mail. The RLO will visit you in your own home.
- We will provide a company contact name and phone number for emergencies (relating to the work they have carried out) outside normal working hours. The constructor will make sure that you can contact staff 24 hours a day, every day of the year for the length of the contract.

8. Improvement work

8.1 As part of our commitment to you, we will ensure that our construction partners have extensive knowledge and experience in carrying out this type of work. We will work with all our partners to deliver the highest possible quality standards in the most economical and efficient way.

8.2 We will select partners on a wide range of considerations including experience, resources, capability, efficiency and quality as a priority. We will monitor our partner's performance and service quality throughout the contract period through our partnering board made up of tenants and leaseholders, board members and professional officers. For example, we will take account of:

- How our construction partners have performed;
- How happy tenants are with the work carried out so far;
- Value for Money

The review will be a formal process to identify 'what went well' and 'what could have been done better' so that we can form an agenda for 'what to do differently'.

9. Meeting the Decent Homes Standard – What type of work will be provided?

9.1 Most of the work Gloucester City Homes will manage through its partners will be aimed at achieving the Government's decent homes standards. (See **Appendix A** for a brief definition and **Appendix B** for the Gloucester Standard

Depending on the results of the surveys, properties will probably receive one or more of the following main types of work.

- A new kitchen
- A new bathroom
- New central heating
- Electrical rewiring
- New windows
- A new roof (including soffit and fascia)
- Re-rendering

We will carry out other work such as replacing doors, environmental improvements, and necessary work to 'non-traditional' properties where identified.

If you live in a leasehold property, we will consult you in line with legislation.

10. Damage Allowance

- 10.1 When the work is finished we will visit your property to check whether any of your decorations have been damaged during the work. If so we will give you up to £40 for each room (and up to £70 for the living room) if there is significant damage. We will pay you in line with Gloucester City Council's existing decoration voucher scheme.

11. Tenants Choice

- 11.1 We are committed to involving you in the design process of all component replacement. We recognise that every individual is unique with different wishes, tastes and preferences. By increasing your choice, we aim to create desirable homes and lasting communities.
- 11.2 We aim to give you choice in the materials and colours used in kitchens and bathrooms, flooring materials, location of sockets, choice of fires and surrounds, door designs and paint colours. These will be outlined in consultation with our partner when they begin the process to improve your home.

12. Security, Identification and Points of Contact

- 12.1 We recognise that the improvement work will cause disruption to you and will involve many officers and trades people coming into your home. This could be a very difficult time for you, especially if you are elderly or ill. As a result, we will make sure that anyone coming into your home to carry out work will have clear identification and contact details
- 12.2 Identification

You will be able to identify members of the workforce in the following ways:

- Each member of the Partners workforce will wear an identification badge (with their name and photo on it) at all times. Our officers will wear an identification badge (with their name and photo on it) at all times.
- Partners vehicles will have logos showing the partnership between the constructor and Gloucester City Homes and Gloucester City Council.
- The Partners workforce will wear company overalls or high-visual fluorescent waistcoats or jackets with the company name on them.
- The overalls, jackets or identification badge of the Partners workforce will show the partnership between the Constructor, Gloucester City Homes and Gloucester City Council.

12.3. Contact numbers

- We will send you a leaflet to advise you to ask for proof of identification before you let anyone in your home. The leaflet will contain our contact numbers (and those of the construction partner) if you need to confirm the identification of any visitor to your home.

13. Health and safety

13.1 Property improvements, building and construction can put people and property at risk. We aim to reduce this risk as far as possible by identifying and getting rid of possible risks at the design stage and taking care to avoid damage or harm during the construction phase.

13.2. Our overall aim

The site staff of our construction partner will work with their Resident Liaison Officers to ensure that we keep you safe, warm and comfortable while the work is being carried out, and that you are disturbed as little as possible.

13.3. Identifying risks

As part of the work process, the Partner will tell you about any possible dangers and what you can do to help the constructor provide a safe environment.

13.4 Safety inspections

The Partner as part of their commitment to health and safety will be constantly monitoring the work sites to make sure that they have taken all necessary safety precautions and that all safety measures are in place. We will also inspect our construction partner's sites and ways of working.

13.5. Risk management

Each Partner will assess the risks of all tasks they will carry out, to identify possible dangers and make sure they can reduce the dangers as far as possible. As part of this process, Gloucester City Homes and the Partner will check whether you have any personal circumstances, which they need to take into account while the work is taking place. They will keep your personal circumstances strictly confidential. If the constructor cannot avoid a possible danger, they will tell all staff and fully train them to reduce the risk of harm to you and staff. The training may involve:

- Introducing all staff to the work site and ways of working;
- Talking staff through how to use certain tools
- Holding health and safety workshops; and
- Finding out what special needs you have

The Partners will also visit schools to tell children about the dangers on construction sites.

14. Wellbeing

14.1 Disruption can harm people's health, so we aim to reduce the disruption as far as possible in the following ways:

- During the construction phase, the Partner will provide a temporary 'safe' room that you can use.
- We will also provide temporary facilities, including water, heating, lighting and power overnight.
- If we are replacing your kitchen and we cannot replace the basic services and facilities the same day, we will provide you with a 'kitchenette' that includes all the basic kitchen functions.
- If your gas appliances are not safe we will let you know and disconnect them. We will provide temporary-cooking facilities for a short time while you have the unsafe appliances repaired or get new ones.
- If your electrical appliances are found to cause the electrical circuits to trip out after rewiring has been carried out we will let you know and advise you to have the defective appliance repaired or to get a new one.

15. Key performance indicators (KPIs)

15.1 As part of Gloucester City Homes drive for excellence, we will constantly measure our performance and our construction partners performance against certain standards. These are known as key performance indicators (KPIs). The KPIs cover the main aims of the project and set targets for us to achieve. We aim to constantly increase these targets over time to avoid complacency, and work towards 100% success.

15.2 Performance Monitoring of KPIs

We will use a simple system to monitor performance against the following:

- Cost - proposed cost against the actual cost (we will make sure that what we spend is in line with our budget).
- Cost - actual spending against planned spending (we will make sure that what we spend is in line with what we planned to spend).
- Time - progress against the work programme (we will make sure that the progress of the work is on schedule in line with the programme).
- Time – progress against the Decent Homes work programme (we will make sure that the progress of the work on non-decent properties is on schedule in line with the target).
- Time - length of time in the property (we will make sure that we carry out the work as quickly and efficiently as possible).
- Tenant satisfaction - we will make sure that tenants are pleased with the services and products we provide.
- Payment - we will make sure that we pay our construction partners for their work within agreed time limits.
- Value for Money – we will make sure that the work is carried out at competitive prices to the highest possible standard.

- Defects - we will make sure that the work is good quality and that we have to put right very few items of unsatisfactory work.
- Rectification of Defects – we will make sure that the time taken to put right any such unsatisfactory work is minimal.
- Regeneration - the number of trainees (we will make sure that we keep to local training and employment initiatives).
- Environmental - we will make sure that we reduce the effect of the work on the environment as much as possible.
- Health and Safety - we will make sure that we use safe working practices and reduce the risk of injury.

15.3 The key performance indicators will be the main measure of performance across the whole of the improvement programme. These have been designed to be simple to understand, measure and collate while still being relevant. We will discuss our progress against the key performance indicators at monthly meetings and take action if we believe progress is not satisfactory.

As well as the KPIs, you will be able to tell us what you think about the works by:

- Filling in survey forms and questionnaires;
- Filling in compliment, comment and complaint forms.
- Attending focus groups and discussion groups; and
- Taking part in city-wide consultations carried out by our resident liaison team.

15.4 Action to put things right

If we need to tackle particular areas, we will make sure these are discussed at or by the project management group. The team meeting or group will then decide what action we need to take. Urgent matters will be tackled and put right immediately.

15.5 We will refer any issues, which arise with existing policies to our board.

16. Regeneration

16.1 We aim to make sure that the community benefits as much as possible from this substantial financial investment. We believe it goes well beyond providing decent housing, to having a solid platform for longer-term regeneration (redevelopment) and growth.

16.2 The Board will establish, the key priority needs for regeneration. This will be informed by full stakeholder consultation and reflecting best practice at all times.

16.3 Under the construction partnership, we are contributing to the regeneration of the area by encouraging our partners to :

- Employ, train and develop unemployed people from within the region;
- Train and develop all staff employed by our construction partners;

- Use local labour as much as possible;
- Use local subcontractors as much as possible;
- Use local suppliers as much as possible;
- Promote and increase awareness of the opportunities and benefits of working in the building industry to local schools, colleges and so on;
- Provide advice to small local businesses; and
- Involve local children and young people as much as possible through school visits to promote potential employment choices and identify learning programmes, for example Health and Safety.

17. The Environment

17.1 Gloucester City Homes recognise our duty to manage all of our operations in an environmentally responsible way. We not only intend to meet environmental laws, regulations and so on but also aim to do more than this and develop extra voluntary commitments.

17.2 Gloucester City Homes will develop initiatives to achieve the following:

- Consider how to recycle materials when they are no longer useful.
- Use materials that have been recycled before.
- Use wherever possible, sustainable resources.
- Reduce noise, disturbance, and the emission of pollution as much as possible.
- Use energy, water and materials as efficiently as possible.
- Use environmentally-friendly products and services.
- Adopt a whole life cost approach to procurement
- Use fair trade products where appropriate.
- Control the supply chain and subcontractors to make sure everyone involved shares our commitment and that of our partners.

18. Sorting out disagreements

18.1 We recognise that there needs to be strong and effective procedures in place to deal with any disagreements, which arise from the compact. This will make sure that we can deal with disagreements in a fair and structured way.

18.2 We will use our compliment, comment and complaint procedure to deal with complaints within five days. If the complaint relates to health and safety issues, or is affecting your comfort, we will sort it out within 24 hours.

18.3 Each Partner will make sure that they tell you about the complaints procedure, in writing, before the work starts.

18.4 If you want to discuss any disagreement or complaint, you can do so with our constructor's resident liaison officer or our tenant liaison officer.

18.5 You can record your complaint in writing, on a standard complaint form or by phone, email, text, minicom or verbally. The forms can be obtained from the Partner or our office at Southgate Street. Our aim will be to resolve your complaint within our time limits.

APPENDIX A - A Summary of the Decent Homes Standard

What is the Decent Homes standard?

A Decent Home must meet each of the following criteria:

Criteria A: Until 5th April 2006 - It must not fail the Current Fitness Standard

Criteria A: From the 6th April 2006 it must not present a Category 1 Hazard to its occupants, as calculated by using the new Housing Health & Safety Rating System .

This rating system looks at a range of potential hazards in your home and at the person who is living in that home. By calculating the risk it can be established whether a Category 1 Hazard exists which will need repair and / or improvement to remove or reduce it to an acceptable level.

There are 29 potential hazards, some examples of which include damp and mould growth; asbestos, carbon monoxide; entry by intruders; water supply; falls; electrics etc.

Criteria B: A home which must be in a reasonable state of repair

A home would fail to meet this criterion if:

- one or more of the key building components are old and, because of their condition, need replacing or major repair; or
- two or more of the other building components are old and, because of their condition, need replacing or major repair.

Criteria C: A home which has reasonably modern facilities and services

A home would fail to meet this criterion if it lacked three or more of the following components:

- A reasonably modern kitchen (20 years old or less);
- A kitchen with adequate space and layout;
- A reasonably modern bathroom (30 years old or less);
- An appropriately located bathroom and WC;
- Adequate insulation against external noise (where external noise is a problem);
- Adequate size and layout of common areas for blocks of flats.

Criteria D: A home which provides a reasonable degree of thermal comfort

A home would fail this criterion if it lacked either:

- effective insulation and
- efficient heating

APPENDIX B - The Gloucester Housing Standard:

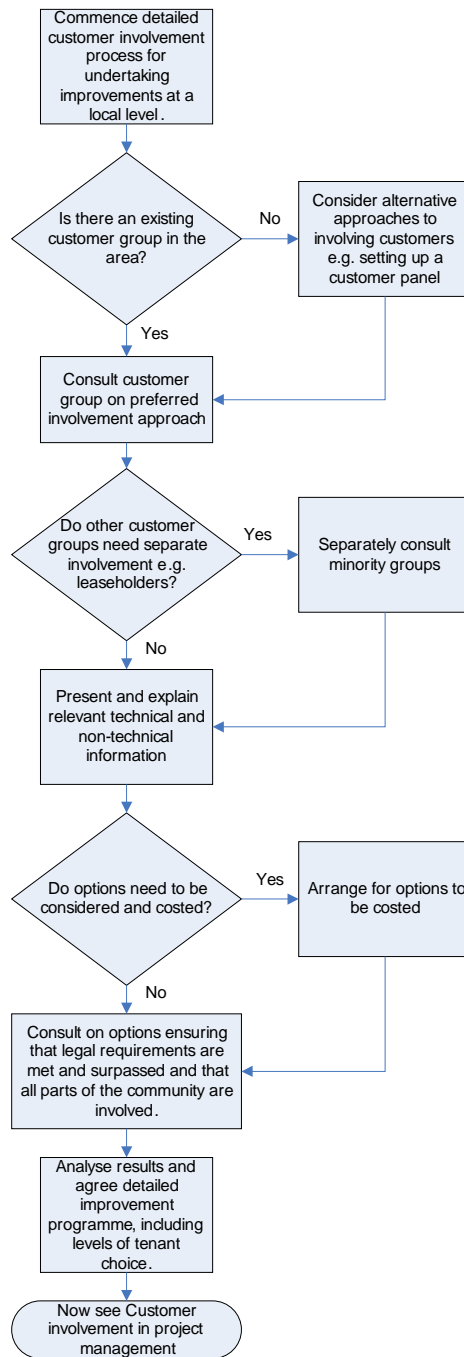
The following shows a comparison between the Decent Homes Standard and the Gloucester Housing Standard

COMPONENT	DECENT HOMES STANDARD	GLOUCESTER STANDARD
Windows	No more than 40 years old (30 in flats) and to be repaired or replaced if in a poor condition. Does not mention metal windows.	High quality PVC Double Glazed Windows with secure locking handles. All metal windows replaced.
Kitchens	Preferably be no more than 20 years old with adequate space and layout.	Modern fitted kitchen units together with vinyl flooring, tiling, and extractor fan.
Heating	Boiler no more than 15 years old and system no more than 40 years old. To be replaced or repaired if in poor condition.	A fire installed in living / dining rooms and a full central heating system.
Bathrooms	Preferably be no more than 30 years old.	Modern fitted bathroom suite with shower connector, thermostatically controlled taps and extractor fan, together with vinyl flooring, tiling and redecoration.
Doors	No more than 40 years old (30 in flats) and to be replaced or repaired if in a poor condition.	High quality, secure front and back doors with choice of brass fittings.
Thermal insulation	A reasonable degree of thermal comfort with both efficient heating and effective insulation.	Loft insulation, cavity wall insulation and external rendering as required.
Roof	No more than 50 years old (30 in flats) and to be repaired or replaced if in a poor condition.	Modern watertight roof.

Electrical systems	No more than 30 years old and to be repaired or replaced if in poor condition.	Modern wiring including smoke detectors, and electricity meters in an outdoor cabinet where possible.
Security	Not part of the standard.	Offer tenants opportunity of security alarms, external entrance lights, CCTV and other security measures where appropriate e.g. Higher walls.
Gardens	Not part of the standard.	Gardens that have been cleared and left tidy where required.
Adaptations	Not part of the standard.	Good access, where possible, to external doors and staircase / doorway handrails, where needed.
Fences, footpaths and boundary walls	Not part of the standard.	Footpaths and boundary fencing to front and rear gardens and gates as required.
Environmental improvements	Not part of the standard.	Provision of off-street parking with paved access and refuse / green bin storage area where possible.

APPENDIX C

Gloucester City Homes Customer Involvement Prior to Improvement Project Commencement



APPENDIX D

Gloucester City Homes Tenant Involvement in Improvement Project Management

