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Investing in your homes

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Check that card!

Dear Editor

MORE IMPROVEMENTS IN REPAIRS

We are starting to make more changes in our approach to providing repairs services for tenants.

PROGRESS SO FAR

This year we have turned our attention to the responsive repairs process. We already have a great contractor, and tenant satisfaction has been improving. We set up the Repairs Centre in May. This already delivers improved repair reporting for tenants, offers repairs by appointment and helps make the whole system more assured. But we want to maximise the time and money spent on investment and planned maintenance. We want to provide homes and services that do not break down and cause inconvenience. We want to prevent problems rather than respond to them. We want to be cost-conscious and achieve economies of scale for you.

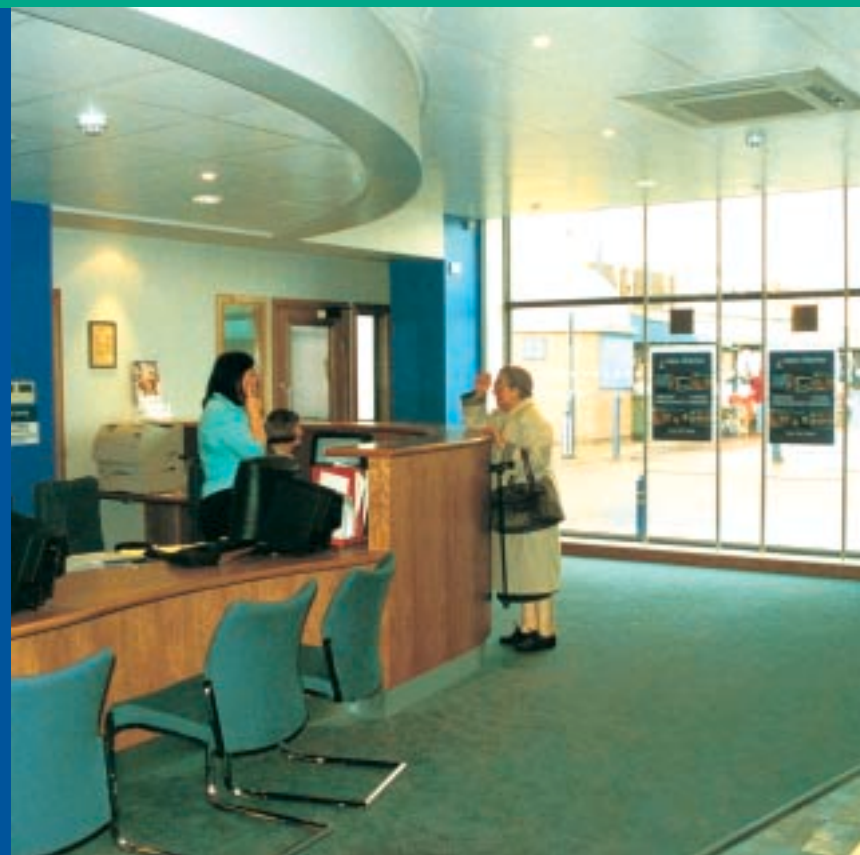
NEXT STEPS

We can now reduce the need for responsive repairs and guarantee more investment and prevention.

Backed by our Boards and the Tenants' & Residents' Federation, we are now carrying out the necessary changes.

We are not changing our objectives for repairs maintenance and investment. We are continuously trying to improve the way we follow those objectives. Tenants have been and remain involved in the process.

We have already been very successful. We will spend a staggering £30 million in this year alone.



SHOPPING AT NEW CHARTER

Have you called in at one of our new shops yet? We now have three shops across our area providing a warm welcome to our current and future customers. Our shops are handily placed in town centres, and you can access all our services from them.

Our first shop was open in June 2001 at Clarendon Street in Hyde. It was followed by our Denton shop at Albert Street opposite the market place, and on Grosvenor Street in Stalybridge. We are now working on plans to replace our reception at Mulberry Street with a brand new shop in Ashton.

Pictured - Local MP Andrew Bennett opens our Denton shop accompanied by Julie Hardman, Chair of New Charter Housing (South) and Robin Bissell, Group Operations Director for South.



GUARANTEED DELIVERY

You will once again know that New Charter's rent rises this October have kept our promise made to you in the Big Switch.

We promised to limit any annual increase to inflation plus 1% until October 2005.

With inflation at less than 1.3%, the rent increase this year for transferring tenants is 2.285%. That's over £100 a year saving from the rent increases planned by Tameside Council.

**TENANTS
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SCHEME
Winners**

Changes to our Boards

Our voluntary Board members aren't usually shy, but some of them have been retiring!

A few of our tenant directors have decided to retire from their position as Board members. With 9 tenant directors, we made plans to replace them, and we have been able to use the results of your elections last year to fill some places.

Because of other commitments, Philip Allen has retired from New Charter Housing (North). He has been replaced by Alan Bezer, a tenant from Mossley who served on the Board until November last year. Alan received the next highest number of votes from you, and has been pleased to return to the Board.

We have had two changes on the Board of New Charter Housing (South). Two tenants, Peter Ball-Foster and Frank Haynes, have retired, and we were able to appoint Margaret Barker who gained the next highest number of votes in South. Like Alan, Margaret has already had experience of being on the Boards, and we are pleased to welcome her back.

Filling the other vacancy was less straightforward. Only 5 tenants put themselves forward at last year's elections in South, so we had no reserves. We therefore consulted our Tenants' & Residents' Federation about what to do. We have agreed to appoint a tenant, Brian Spencer, who lives in Dukinfield to the Board. Brian is 62, a retired soldier and a tenant in Tameside for 25 years. His first involvement in representing the views of tenants was setting up Springs Tenants and Residents Association in Stalybridge. He was elected Chair and became an active member of the Tenants' & Residents' Federation Executive Committee. Brian was one of the early Tenant Directors of New Charter, but had to resign because he moved home and left our area. Brian has now returned to New Charter, and lives on the Yew Tree Estate in Dukinfield. His hobbies are crosswords, reading and supporting his local football team. He intends to draw on his previous experience to make sure the views of tenants in South are heard.

Our final change is on the Board of New Charter Housing Trust. This place is reserved for a nominee of our Tenants' & Residents' Federation. Rick Williams was nominated for this place to replace Lily Ferrall, one of our tenants from Denton, who retired at the end of last year. Rick currently lives in the Stanley Square area of Stalybridge. He knows Stalybridge very well, having also been a tenant on the Crowswood estate in the town.

We want to thank all our former tenant directors for their contribution to New Charter. We know that those who have replaced them are equally committed to ensuring tenants voices are heard.

2001/2 Schemes Completing this year

Environmental Works at:
Ashurst Gardens / Waterloo Moorside
Hope Street / Hurst Grove

External Doors, Windows Works at:
Crowhill North
Ladbroke
Worthington Close
Hurst Grove

External Painting Works at:
Hazelhurst
Palace Road

Heating Works at:
Waterton Lane

Rewiring Works at:
Waterton Lane

Roofing Works at:
Lancaster / Sunnyside Road

New Starts in 2002/03

Bathrooms, Environmentals, Lift Installations Works at:
Leesfield & Ryefield

Bathrooms, Loft Insulation, Kitchens, Rewiring Works at:
Crowhill

2001/2 Schemes Completing this year

Environmental Works at:
Haughton Green, Denton

External Doors, Windows Works at:
Dewsnap Lane
St. Anne's Road, Audenshaw
Corporation Road

New Starts In 2002/03

Bathrooms Works at:
Dewsnap Lane

Brick Pointing Works at:
St Lawrence (Linden/Bentley)

Brick Repairs, Roofing Works at:
Hobson Crescent
Corporation Road (Audenshaw & Denton)

Environmental Works at:
Booth Street, Godley
Rufford Avenue
Marie Close
Broadbottom, Olive Terrace
Haughton Green Area 3
Haughton Green Area 4
Plain Pitt Street
Lees House Farm
Various locations

Bathrooms, Rewiring Works at:
Springs

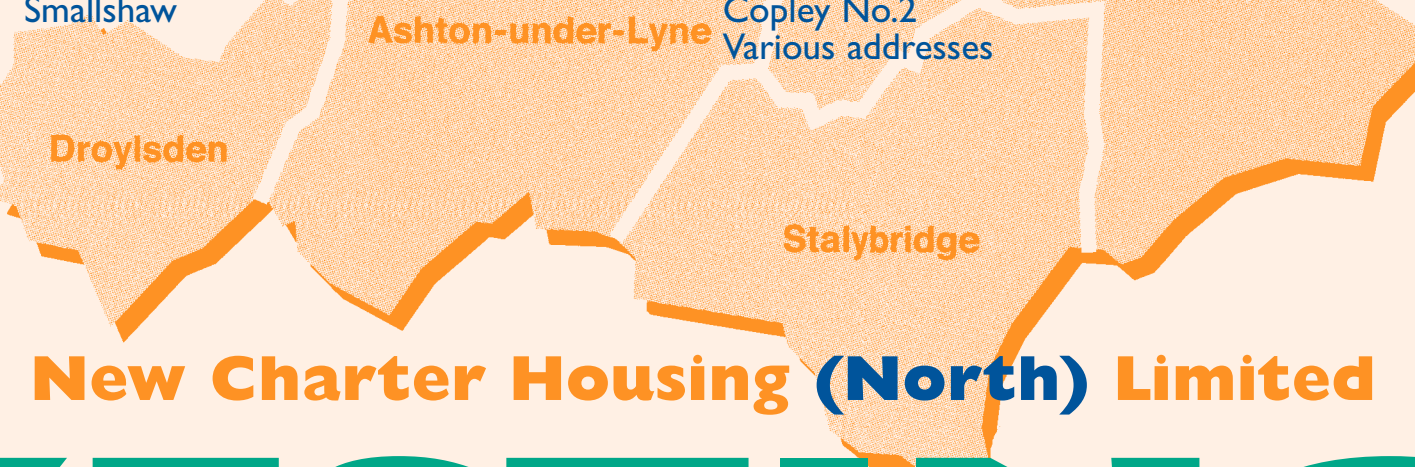
Brick Pointing Works at:
Smallshaw

Brick Repairs, Environmentals, Loft Insulation, Roofing Works at:
Ellen Street

Brickwork, Concrete Repairs, Environmentals, External Doors, External Painting, Roofing, Windows Works at:
Stanley Square

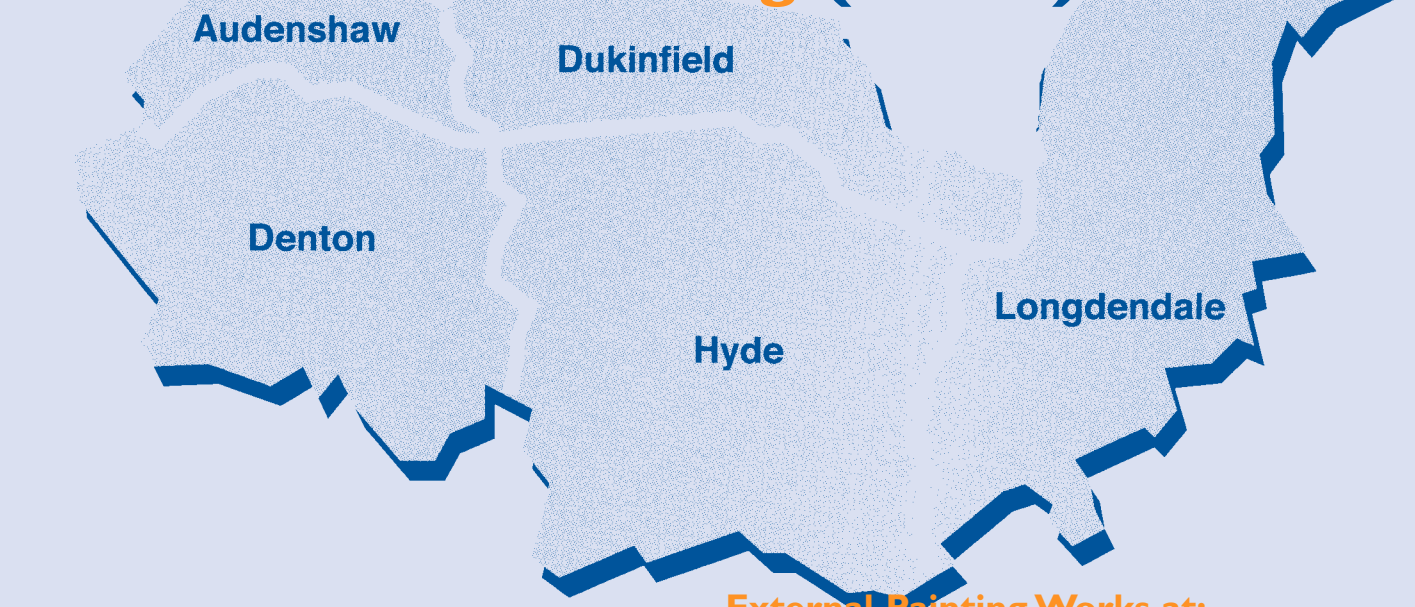
Door Entry Systems Works at:
Crowhill South

Environmental Works at:
Waterton Lane
Worthington Close & Burlington House
Lancaster Road & Ashton Road
Springs Lane & Vicarage Crescent
Palace Road
Lakelands
Smallshaw



New Charter Housing (North) Limited

New Charter Housing (South) Limited



External Painting Works at:
Olive Terrace / Woodlands, Broadbottom
Guide Lane
St. Anne's Road, Audenshaw
Newton Hall
Chester Ave, Yew Tree, Dukinfield
Corporation Road Audenshaw
Baron Rd, Gee Cross
Clarendon Fields, Astley
Plain Pitt Street
Watergate
Hobson Crescent
Lilly Street, Gee Cross
Hobson Court
Dewsnap Lane
Fields Crescent, Hollingworth
Yew Tree, Denton
Stansfield Road
Victoria Street

External Doors, Windows Works at:
Waterloo
Fold Avenue
Ellen Street
Boundary Close
Hillgate
Smallshaw
Fountain Street
Crowhill South
Broadoak No.2
Waterton Lane
Copley No.1
Copley No.2
Various addresses

External Doors, Security Lighting, Windows & Painting Works at:
Springs

Environmentals, Lift Installations Works at:
Albion House / Birchfield / Gardenfold House

External Doors, External Painting, Roofing, Windows Works at:
Assheton House

External Doors, Windows Works at:
Waterloo
Fold Avenue
Ellen Street
Boundary Close
Hillgate
Smallshaw
Fountain Street
Crowhill South
Broadoak No.2
Waterton Lane
Copley No.1
Copley No.2
Various addresses

External Painting Works at:
Quadrant
Hurst Grove
Worthington Close
Boundary Close
Crowhill North
Ladbroke

External Render Repairs Works at:
Quadrant

Heating Works at:
Ellen Street
Micklehurst (Daisyhill)
Micklehurst (Laurels)
Hurst Grove
Various addresses Heating Renewal

Heating, Kitchens, Rewiring Works at:
Lakelands

Kitchens, Rewire Works at:
Fold Avenue

Rewiring Works at:
Apsley Place
Various addresses Electrical rewires

Roofing Works at:
Cambridge Road

Heating Works at:
Newton Moor
Fields Cr / Fields Gr / Florence Way / Printers Fold, Hollingworth
Harbour Farm
Guide Lane
Various addresses Heating renewal

Heating, Kitchens, Loft Insulation, Rewiring Works at:
Coombes View / Olive Terrace
Shaw Street

Kitchen Works at:
Chester Ave, Yew Tree, Dukinfield

Kitchens, Loft Insulation, Rewiring Works at:
Audenshaw Road, Audenshaw
Pendle Road / Marie Close

Roofing Works at:
Yew Tree (The Royals)
Guide Lane
Dewsnap Lane
Lodge Green

Rewiring Works at:
Various addresses Electrical Rewires

Performance update

We monitor and report on our performance to the Boards and to the Tameside Tenants' & Residents' Federation. Our latest performance statistics are from the end of August 2002, the latest available as we went to press.

	North	South
Rents - Collection rate		
Our Target	99.0%	99.0%
Our Performance	98.6%	97.4%
Relets - Average no. of days taken to let homes		
Our Target	28 days	28 days
Our Performance	79 days	39 days
Relets - Homes let to new tenants, monthly		
Our Target	50 homes	45 homes
Our Performance	78 homes	73 homes
Repairs - Emergencies - within 4 hour response		
Our Target	95%	95%
Our Performance	100%	100%
Repairs - Urgent - within 7 day response		
Our Target	90%	90%
Our Performance	100%	100%
Repairs - Routine - within 28 day response		
Our Target	90%	90%
Our Performance	98.7%	97.8%

You can see that we have reason to be proud of our performance. One area where we are still working hard to improve is in the number of days taken to let homes. We have cleared the backlog of empty properties that we inherited from the Council. But, as we bring back into use homes that have stood empty for a long time, this will make our average figures worse before they get better!

HOME INSURANCE A WINNER!

Have you got affordable Home Contents Insurance?

More and more tenants are joining New Charter's scheme operated in association with Norwich Union. We held a prize draw and are delighted to tell you the winners were:

1st Prize of £150 - Mr Boardman of Hyde
2nd Prize of £75 - Miss Anderson of Droylsden
3rd Prize of £25 - Mr Biddle, also of Hyde

Pictured below is Miss Anderson from Droylsden, who won second prize - but just as importantly knows she is covered, with easy premiums each week.

If you would like to find out more about New Charter's Home Contents Scheme, telephone 0161 331 2221. Joining is easy!



