

new charter news



SPECIAL ISSUE 28 : JUNE 2008

Going forward, not standing still

Welcome to this special issue of our newsletter, devoted to proposed changes to the way we are governed.

We set up New Charter during 1999 to take the homes transferred from Tameside Metropolitan Borough Council. At the time it was Britain's biggest transfer and the first ever transfer to a group structure. So we were pioneers; no one had ever done this before, so we had to create many things from scratch.

Government rules at the time did not allow us to transfer to one landlord. So we set up New Charter Housing (North) as the landlord for homes in Ashton, Droylsden, Mossley and Stalybridge. Homes in the rest of Tameside – Denton, Audenshaw, Hyde Longdendale and Dukinfield – came under New Charter Housing (South). Both are subsidiaries of New Charter Housing Trust.

Times change. And merging North and South companies as one landlord in the New Charter Group is the central proposal we invite your views on.

We call these changes a restructure, as we plan to alter the structure of how we are governed. We are not proposing any changes here to our management.

We also propose changes to the relationship between the companies in the Group. This has been prompted by our regulator, The Housing Corporation. The main change means that instead of nominating Board members from subsidiaries to sit on the Trust Board, it will be the Trust Board who nominates downwards.

We also need to prepare for our newest landlord, Gedling Homes, to join the Group.

Please read our articles which explain the changes and what they may mean for tenants. And if you'd like to tell us your views, please return the form on page 4 or email us at newsletter@newcharter.co.uk. We will take your views into account before deciding on our next steps.



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Aksa tenants too

May we give a special welcome to tenants of Aksa who we are also consulting. Following detailed consideration by Aksa's Board and the Trust Board, we are not proposing any changes to the board of Aksa. However, the changes to the Trust affect all tenants in the New Charter group, so we invite your views too.

What does this mean for you?

You'll be aware tenant satisfaction with New Charter as a landlord has placed us top of the English league table of large landlord for three years! And in that time we have also seen satisfaction with Aksa shoot up to among the best. So we wouldn't want to suggest any changes that would threaten our standing.

The restructure proposes changes to governance – the number, size and relationships of the Boards. It does not affect the management of your tenancy. So it's easier to say what will NOT change.

There will be no changes to staffing, or our customer advice centres in Ashton, Stalybridge, Denton and Hyde. There will be no effect on rents, housing benefit and sheltered housing. All our repair and investment plans will carry on as before. We will continue to extend opportunities for you to be involved with New Charter.

You may think the changes we CAN expect to be minor. So, the landlord company your tenancy agreement is with will change – in name only. There will be fewer Board members and Board meetings than before. And we'd expect to make some administration savings as a result of the restructure.

But as in all that we do, your views are important to us. Let us know by using the form on page 4.



One on 2



The way to improve is to change. And although none of us likes change, after eight years it's time for us to think about changing for a different future.

When we set up New Charter, we couldn't envisage many of the changes we have coped with. But one feature we incorporated because of government rules was a split of the then Council stock into two – North and South. At the time, neither we nor our Tenants' & Residents' Federation wanted to divide the homes, but government ministers were insistent.

Eight years later, we are encouraged to bring the two together. So change can sometimes be worth waiting for!

One change I'd like to draw to your attention is the timing of elections for Tenant Directors. As a result of this consultation, it's unlikely we will run them this year. Whether the restructure goes ahead or not, our current Directors will have much to occupy themselves with over the next few months.

David Rigby, Editor
Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT
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Tax treatment

Our main aim in the restructure is to better define respective roles of Boards in the Group. The Trust Board develops the strategy or direction of New Charter, and we must show it is independent. Other landlords across the country in group structures must do the same.

But there are also likely to be additional benefits, with the chance to reduce our obligation to pay Corporation Tax. As a not-for-profit group, we think your rent money is best kept here to spend on your homes and services!

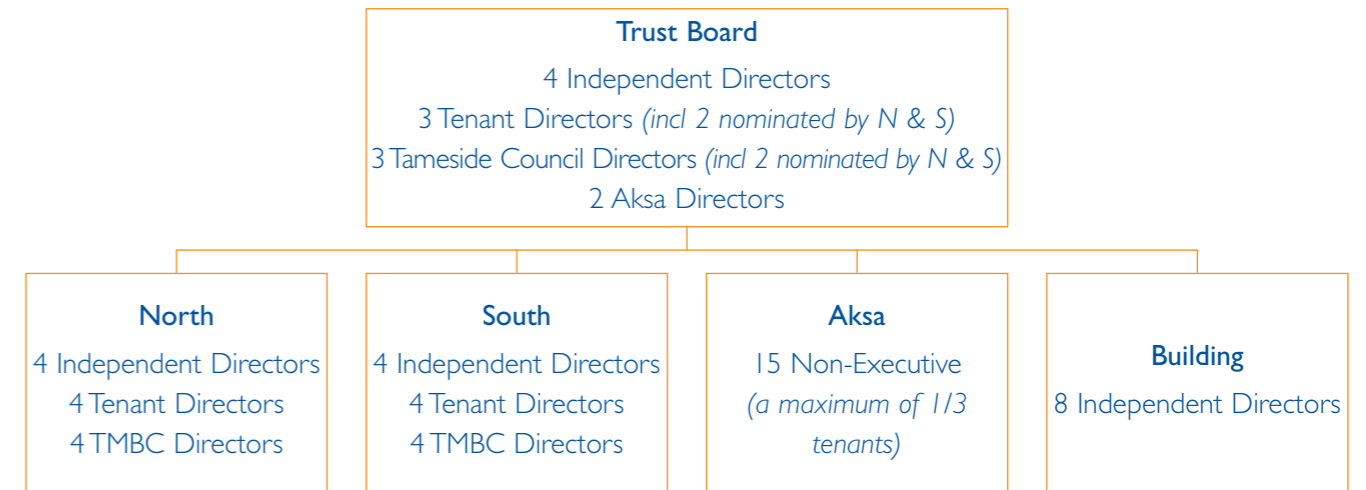
For tax and detailed accountancy reasons, the merger of our North and South companies to form one landlord will be arranged like this:

- South will transfer all its assets to the North company
- the South company would then be wound up
- and the North company renamed.

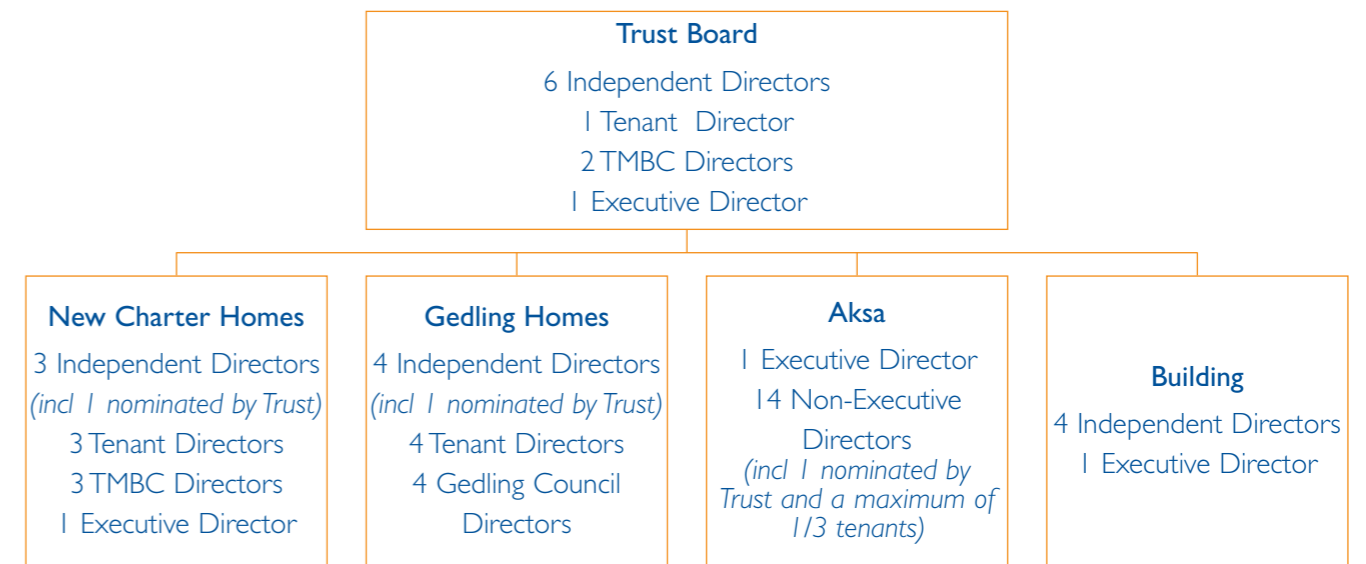
The restructure plans to improve our financial viability, which The Housing Corporation see as strong already. It will give us the ability to cope with future growth and development opportunities.

Here's how our proposed restructure would affect our Boards:

NEW CHARTER HOUSING TRUST GROUP – BEFORE



NEW CHARTER HOUSING TRUST GROUP – AFTER



Six weeks to say

Changes like the restructure we propose have to be discussed with the government watchdog which looks after all social landlords, The Housing Corporation. It wants to make sure all tenants are properly consulted, and sets down a timescale to do this. So you have six weeks to give us your views. We need any responses by July 25th 2008.

Also available

This newsletter is available on CD for blind and visually impaired customers. It can also be provided in large print and in Braille on request.

Have your say

We're keen to know what you think of our proposed restructure. So use form below or email your views to newsletter@newcharter.co.uk. Remember we need any responses by July 25th 2008.

Return to any of our shops (addresses below) or by post to: New Charter Housing Trust Group, Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT.

Name: _____

Address: _____

My views on the proposed restructure: _____

I am in favour/I am against (delete which does not apply) _____

I have a question: _____

Thank you.



How to contact us

Our normal working hours are:

Mon to Wed 8.30am to 5pm
Thursday 8.30am to 4.30pm
Friday 8.30am to 4pm

Please note our shops open later and are located at:
2 Henrietta Street, Ashton-under-Lyne;
9 Albert Street, Denton;
12 Clarendon Street, Hyde;
63 Grosvenor Street, Stalybridge.

Main Switchboard: 0161 331 2000

Reporting Repairs: 0800 027 0828

We are open for your repair calls from 8am until 6pm.
You can also report repairs online at www.newcharter.co.uk

Lettings Enquiries:

0161 331 2345

Out of hours emergency telephone calls:

0800 027 0828

General Tenancy Enquiries:

0161 331 2400

این خبرنامہ از طرف New Charter است، و برای اطلاع دادن بہ کلیہ مستاجرین درمورد فعالیتہای ما برایشان ارسال میشود. میتوانید از یک دوست یا خویشاوند درخواست کنید کہ بہ شمارہ 0161 331 2131 بہ ما تلفن کند، یا اینکه در صورتیکہ میتوانید بہ ما اطلاع بدہید کہ بہ چہ زبانی صحبت میکنید، ما ترتیب تائیم مترجم را خواہیم داد.

আপনি নিউ চার্টার থেকে এই নিউজলেটার পেয়েছেন এবং আমাদের কাজকর্ম সম্পর্কে জানিয়ে রাখার জন্যে সকল ভাড়াটেদেরকে এটা পাঠানো হয়েছে। আপনি কোন ভাষায় কথা বলেন তা যদি আমাদেরকে 0161 331 2131 নম্বরে ফোন করে জানান অথবা কোনো বন্ধু-বান্ধবী অথবা আত্মীয় যদি আমাদেরকে জানান, তাহলে আমরা আপনার জন্যে একজন দ্বাভাষীর ব্যবস্থা করবো।

आ वर्तमान पत्रिका अमारा न्यू चार्टरमांनी छे अने अमारा दरेक भाइने अमारी प्रवृत्तिओ विषे आउकारी आपवा माटे मोकखवांमां आवेव छे. तमे तमारा मित्र अथवा सगाने 0161 331 2131 नंभर पर अमने होन करवा कछो अथवा तमे ले भाषा बोबो छी ते अमने व्यवस्थो तो अमे तमारा माटे दुभाषिणी व्यवस्था करीछुं.

یہ نیوز لیٹر (خبرنامہ) نئے مشور کی طرف سے ہے اور یہ تمام کرائے داروں کو ہماری سرگرمیوں سے باخبر رکھنے کے لیے بھیجا جاتا ہے۔ آپ اپنے کسی دوست یا رشتہ دار کو کہہ سکتے ہیں کہ وہ آپ کی طرف سے 0161 331 2131 پر ہمیں فون کرے یا اگر آپ خود فون کر کے بتا سکتے ہیں تو ہمیں بتادیں کہ آپ کوئی زبان بولتے ہیں، ہم آپ کے لیے ایک انٹریپرٹ (ترجمہ کار) کا اہتمام کریں گے۔

Este informativo foi produzido pela New Charter e enviado a todos os arrendatários para mantê-los informados sobre nossas atividades. Você pode ligar no telefone 0161 331 2131, ou se informar-nos qual sua língua, podemos providenciar um intérprete.

Ce bulletin d'information diffusé par l'association « New Charter » est envoyé à tous les locataires pour les tenir au courant de nos activités. Vous pouvez demander à un ami ou un parent de nous téléphoner au 0161 331 2131, ou alors si vous indiquez quelle langue vous parlez, nous demanderons les services d'un interprète pour vous aider.

Autorem tego biuletynu jest New Charter. Został on wysłany do wszystkich lokatorów, aby poinformować ich o naszych działaniach. Możesz poprosić znajomego lub kogoś z rodziny, aby zadzwonił do nas pod numer 0161 331 2131, lub jeśli powiesz nam w jakim języku mówisz, zaaranżujemy tłumacza.