

PRESS RELEASE

25th August 2004

Efficiency boost



Portrait of Group Chief Executive Ian Munro available

A major national review of housing association efficiency has placed New Charter well ahead of the field.

Consultants Indepen studied almost 200 of the largest housing associations in England and concluded that the two landlords in the Group - New Charter Housing (North) and New Charter Housing (South) - were both in the top 21 per cent.

The ranking is even more impressive given that New Charter has been in business for just over four years, and was being compared with associations which had been established for over 40 years!

The importance of assessing and improving efficiency has been widely recognised by the Housing Association sector. It has been given additional emphasis by the Government's 2004 Spending Review which sets efficiency targets to be achieved by 2007/08. These are



business for neighbourhoods

£160m efficiency gains in procuring new social housing and £195m in procuring capital works management, maintenance and commodities.

New Charter's Group Chief Executive, Ian Munro was pleased with the report. "There will always be difficulties comparing performance and efficiency across associations and the report recognises this. However, this assessment measures what we spend against what our regulator thinks we should spend – and we come out well. Our quality is also soaring according to recent customer surveys. I think this independent view demonstrates the huge changes we have implemented since setting up just over four years ago".

NOTES FOR EDITORS

1. New Charter formed in 1999 as the new landlords to own and manage nearly 16,400 properties transferred from Tameside Metropolitan Borough Council in Greater Manchester. With a turnover of £57million a year and a workforce of 800, New Charter is one of the twenty largest Registered Social Landlords (RSL's), and is regulated by The Housing Corporation, a Government watchdog.
2. The report by consultants Indepen was commissioned by The Housing Corporation to improve its regulatory judgements of housing associations and make them more consistent across associations in different circumstances. It can be seen at:
[http://www.housingcorplibrary.org.uk/housingcorp.nsf/AllDocuments/61C7A052863F4FAE80256EEE0032971F/\\$FILE/EfficiencyofHAsAug04.pdf](http://www.housingcorplibrary.org.uk/housingcorp.nsf/AllDocuments/61C7A052863F4FAE80256EEE0032971F/$FILE/EfficiencyofHAsAug04.pdf)
3. **iN business for neighbourhoods** is a major new campaign, through which housing associations and companies across England are demonstrating the positive difference they make to people's homes, communities and quality of life. New Charter is one of over 360 housing companies and associations supporting the initiative. We've made a commitment to neighbourhoods, customers and excellence. New Charter will pursue excellence and improvement. New Charter aims to be land lord, employer and partner of choice.

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