

Commitments made by Erimus Housing in SBC's SSVT Offer Document for Sheltered Housing

(1) Tenant Involvement & communication:

Item No	What Erimus committed to do:	Completed (Y/N)(Should you wish to provide additional supporting info please use the comments box on page 17)
1.1	Assisting the Sheltered Housing Tenants Steering Group to become the Stockton Area Forum.	Yes
1.2	Attending Forum meetings when invited.	Yes
1.3	Providing tenants with a named contact officer.	Yes
1.4	Give high priority to queries so that they can be answered quickly.	Yes
1.5	Providing opportunities for tenants to discuss with Erimus Housing issues affecting their home and the services provided.	Yes
1.6	Produce an annual report and send regular newsletters to tenants setting out how Erimus Housing is performing.	Regular newsletters are sent
1.7	Encourage regular feedback from tenants to identify concerns.	Yes
1.8	Promote and support the creation of new tenants groups.	Yes
1.9	Involve tenants in decisions regarding environmental improvements that affect your home.	Yes
1.10	Involve tenants in making decisions about their homes e.g. choosing the types and colours of kitchen and bathroom fittings.	Yes
1.11	Develop policies and procedures that affect tenants by providing Erimus with your views and feedback through forums and panels.	Yes
1.12	Hold meetings in tenants own sheltered scheme or if held in other venues provide transport.	Yes
1.13	Appoint Sheltered Tenants to the Board of Erimus Housing.	Been given the opportunity but not taken this up

Erimus will ask opinions and consider them on:

Item No	What Erimus committed to do:	Completed (Y/N)(Should you wish to provide additional supporting info please use the comments box on page 17)
1.14	Modernisation and improvement programmes.	Yes
1.15	Changes in management and maintenance services.	Yes
1.16	Standards of performance.	Yes
1.17	Housing policy.	Yes

Erimus to do this by:

Item No	What Erimus committed to do:	Completed (Y/N)(Should you wish to provide additional supporting info please use the comments box on page 17)
1.18	Holding weekly surgeries at set times and with the named officer in each sheltered housing scheme.	Yes
1.19	Carrying out tenant's surveys.	Yes
1.20	Regular newsletters.	Yes

Stockton Area Housing Forum:

Item No	What Erimus committed to do:	Completed (Y/N)(Should you wish to provide additional supporting info please use the comments box on page 17)
1.21	An annual budget to be provided to fund improvements to its area.	Yes
1.22	The forum would decide how to spend its budget after detailed consultation with tenants in their area.	Yes
1.23	Give the Stockton Area Forum the same level of practical support and priority as the existing Erimus Housing Forums.	Yes
1.24	A named officer to be assigned to support the Stockton Area Housing Forum.	Yes
1.25	Tenants will be invited to attend the Erimus Housing tenant conferences and consultation days.	Yes
1.26	Representatives from the Forum would be invited to join the Residents Panel.	Yes
1.27	Free transport would be provided to all forum events to make sure everyone who wants to has the opportunity to take part.	Yes

Open Membership:

Item No	What Erimus committed to do:	Completed (Y/N)
1.28	All tenants would be able to be apply to be a member of Erimus Housing.	Yes
1.29	Members would be able to attend and vote at Erimus Housing's General Meeting, receive detailed annual performance and financial reports and take part in the appointment of independent board members.	Yes
1.30	A dedicated Resident Involvement Team would make sure that any tenant who wants to be involved could be.	Yes
1.31	Access to a resource centre with a wide range of facilities, which includes training, would be available.	Yes

Plans for Sheltered Homes

(2)

What Erimus committed to do :
Major improvements to be carried out at High Grange House, Lauder House and Ewbank Gardens.
The buildings at Witham House, Eden House and Derwent House to be demolished and rebuilt to provide new older persons housing on the same sites.

Improvement Schemes:

What can be expected at High Grange House

Internal

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.1	Newly refurbished kitchens.	Yes (Nov 2007)
2.2.	Kitchen wall tiles.	Yes (Nov 2007)
2.3	Replacement bathroom suites.	Yes (Nov 2007)
2.4	Bathroom splash backs.	Yes (Nov 2007)
2.5	Kitchen and bathroom flooring.	Yes (Nov 2007)
2.6	Adaptation works to bathrooms where required.	Yes (Nov 2007)
2.7	Full electrical rewire with additional sockets.	Yes (Nov 2007)
2.8	New double-glazed windows.	Yes (not Lauder existing d/glazing)
2.9	New door entry system.	Yes (Nov 2007)

External

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.10	External painting works.	Yes (Dec 2007)
2.11	New external doors to the block.	Yes (Dec 2007)
2.12	Improvements to landscaping (where possible).	No
2.13	Erect external fencing around building for increased security	Yes (Dec 2007)

Communal areas

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.14	Redecoration of communal areas.	Yes (Nov 2007)
2.15	New kitchens areas redecorated.	Yes (Nov 2007)
2.16	The replacement of communal services where necessary.	Yes (Nov 2007)

Practical and financial assistance tenants would receive

Item No	What Erimus committed to do:	Completed (Y/N)
2.17	Member of contactors team to visit to talk about how work will be carried out and how long it will take to complete.	Yes
2.18	They will discuss any concerns and will also advise of what practical assistance they can offer such as rolling back of carpets and emptying of kitchen units.	Yes
2.19	Information pack supplied that will contain useful information and contact telephone numbers.	Yes
2.20	As well as kitchen and bathroom walls being painted and tiled tenants to also receive a decoration allowance to assist with the costs to help decorate other areas of their home where decoration may be disturbed.	Yes
2.21	This allowance would be a maximum of £90. Erimus would try to keep any disturbance to the current decoration to a minimum.	Yes
2.22	Work to start in late summer 2007.	Yes
2.23	Tenants would be able to chose new kitchen units, worktops, tiling and flooring and new bathrooms from a brochure based on feedback received from tenants during consultation sessions held at each scheme	Yes
2.24	Erimus would make sure that tenants were regularly kept informed about the improvement programme and that tenants are given plenty of notice about when their home is due to be improved.	Yes

Any additional works/improvements completed at High Grange House over and above offer document commitments
<ul style="list-style-type: none"> • New door entry system and warden call; • New fire alarm system and emergency lighting; • New washing machines and drier; • New water tanks; • New communal lighting; • Decorated and carpeted library, and communal lounge improvements to car park lighting; • An additional £120,000 has been allocated to the scheme.

What can be expected at Lauder House

Internal

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.25	Newly refurbished kitchens.	Yes (Summer 2007)
2.26	Kitchen wall tiles.	Yes (Summer 2007)
2.27	Replacement bathroom suites.	Yes (Summer 2007)
2.28	Bathroom splash backs.	Yes (Summer 2007)
2.29	Kitchen and bathroom flooring.	Yes (Summer 2007)
2.30	Adaptation works to bathrooms where required.	Yes (Summer 2007)
2.31	Full electrical rewire with additional sockets.	Upgrade with extra sockets (full rewire not required)
2.32	New door entry system.	To be assessed as part of a door entry programme in April 2008

External

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.33	External painting works.	Yes (Spring 2008)
2.34	New external doors to the block.	No
2.35	Improvements to landscaping (where possible).	No not possible

Communal areas

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.36	Redecoration of communal areas.	Yes (October 2007)
2.37	New communal kitchens and redecoration of kitchen areas.	Yes (October 2007)
2.38	The replacement of communal services where necessary.	Yes (October 2007)

Practical and financial assistance you would receive

Item No	What Erimus committed to do:	Completed (Y/N)
2.39	Member of contactors team to visit to talk about how work will be carried out and how long it will take to complete.	Yes
2.40	They will discuss any concerns and will also advise of what practical assistance they can offer such as rolling back of carpets and emptying of kitchen units.	Yes
2.41	Information pack supplied that will contain useful information and contact telephone numbers.	Yes
2.42	As well as kitchen and bathroom walls being painted and tiled tenants to also receive a decoration allowance to assist with the costs to help decorate other areas of their home where decoration may be disturbed.	Yes
2.43	This allowance would be a maximum of £90. Erimus would try to keep any disturbance to the current decoration to a minimum.	Yes
2.44	Work to start in late summer 2007.	Yes
2.45	Tenants would be able to chose new kitchen units, worktops, tiling and flooring and new bathrooms from a brochure based on feedback received from tenants during consultation sessions held at each scheme	Yes

2.46	Erimus would make sure that tenants were regularly kept informed about the improvement programme and that tenants are given plenty of notice about when their home is due to be improved.	Yes
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Any additional works/improvements completed at Lauder House over and above offer document commitments

- 2.32 & 2.34: Survey carried out to door entry system and doors currently in good order. Replacement would not give extra security;
- 2.35: Minimal land available for improvements.

What can be expected at Ewbank Gardens

Internal

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.47	Newly refurbished kitchens.	Yes (Summer 2007)
2.48	Kitchen wall tiles.	Yes (Summer 2007)
2.49	Replacement bathroom suites.	Yes (Summer 2007)
2.50	Bathroom splash backs.	Yes (Summer 2007)
2.51	Kitchen and bathroom flooring.	Yes (Summer 2007)
2.52	Adaptation works to bathrooms where required.	Yes (Summer 2007)
2.53	Full electrical rewire with additional sockets.	Yes (Summer 2007)
2.54	New double-glazed windows.	Yes to be done Feb 08
2.55	New door entry system.	As Lauder House

External

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.56	External painting works.	Yes (Spring 2008)
2.57	New external doors to the block.	As Lauder House
2.58	Improvements to landscaping (where possible).	As Lauder House

Communal areas

Item No	What Erimus committed to do:	Completed (Y/N) and date completed
2.59	Redecoration of communal areas.	Yes (December 2007)
2.60	New communal kitchens and decoration of kitchen areas.	Yes (February 2008)
2.61	The replacement of communal services where necessary.	Yes (February 2008)

Practical and financial assistance you would receive

Item No	What Erimus committed to do:	Completed (Y/N)
2.62	Member of contractors team to visit to talk about how work will be carried out and how long it will take to complete.	Yes
2.63	They will discuss any concerns and will also advise of what practical assistance they can offer such as rolling back of carpets and emptying of kitchen units.	Yes
2.64	Information pack supplied that will contain useful information and contact telephone numbers.	Yes
2.65	As well as kitchen and bathroom walls being painted and tiled tenants to also receive a decoration allowance to assist with the costs to help decorate other areas of their home where decoration may be disturbed.	Yes
2.66	This allowance would be a maximum of £90. Erimus would try to keep any disturbance to the current decoration to a minimum.	Yes
2.67	Work to start in late summer 2007.	Yes
2.68	Tenants would be able to chose new kitchen units, worktops, tiling and flooring and new bathrooms from a brochure based on feedback received from tenants during consultation sessions held at each scheme	Yes

2.69	Erimus would make sure that tenants were regularly kept informed about the improvement programme and that tenants are given plenty of notice about when their home is due to be improved.	Yes
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Any additional works/improvements completed at Ewbank Gardens over and above offer document commitments

- 2.55 & 2.57: As Lauder House;
- 2.58: Raised to borders with planting in good order.

(3) Demolish and Rebuild schemes

What you can expect at Witham House

General progress/comments	
Date planning approval granted	Autumn 2008
Anticipated demolition date	Spring 2008
Anticipated start on site	Early 2009
Actual start on site	
Anticipated completion date	Early 2010
Actual completion date	
Date building occupied	

Internal

Item No	What Erimus committed to provide:	Completed (Y/N)
3.1	New apartments for older people to be built on the site, some of which would be for rent and some would be sold to owner-occupiers.	No
3.2	Modern, self-contained kitchens and bathrooms.	No
3.3	Adaptation works to bathrooms where required.	No
3.4	Double-glazed windows with security locks.	No
3.5	Secure front doors and door entry system.	No
3.6	Economical heating system.	No
3.7	Emergency call system.	No

External

Item No	What Erimus committed to provide:	Completed (Y/N)
3.8	Well-maintained landscaped areas.	No
3.9	Adequate car parking area.	No

Communal

Item No	What Erimus committed to provide:	Completed (Y/N)
3.10	Comfortable and welcoming entrances to the building.	No

Keeping you informed during the period of rebuilding

Item No	What Erimus committed to provide:	Completed (Y/N)
3.11	Erimus Housing would remain in contact with those residents that wish to return to the new homes, to keep them up to date with progress and timescales for the completion of the scheme.	Yes
3.12	Regular meetings to be held with tenants to consult on the proposals for the new build scheme.	Yes
3.13	Residents wishing to return to the new homes to be given priority to return to the newly built homes.	Yes

Financial help you would receive

Item No	What Erimus committed to provide:	Completed (Y/N)
3.14	Residents will receive a statutory home loss payment (currently £4,000) when they have to move out of their home.	Yes
3.15	Residents will also receive help with the costs associated with moving out of their home, such as removal expenses and the refitting of carpets and curtains.	Yes
3.16	Erimus Housing will also help residents move back to the new scheme once the work was complete.	No

Practical Help tenants would receive while the scheme is being developed

Item No	What Erimus committed to do:	Completed (Y/N)
3.17	Erimus Housing to work closely with the Council to help residents find new homes in areas they wish to live in.	Yes
3.18	Erimus staff will ensure telephone, cooker and washing machines are disconnected and reconnected.	No
3.19	Erimus to arrange the removal company and help tenants settle in at their new home. If tenants need to put furniture into storage, Erimus to arrange and pay for this.	Yes

What you can expect at Eden House

General progress/comments	
Date planning approval granted	November 2007
Anticipated demolition date	December 2007
Anticipated start on site	January 2008
Actual start on site	January 2008
Anticipated completion date	December 2008
Actual completion date	November 2008
Date building occupied	December 2008

Internal

Item No	What Erimus committed to provide:	Completed (Y/N)
3.20	New apartments for older people to be built on the site, some of which would be for rent and some would be sold to owner-occupiers.	Y
3.21	Modern, self-contained kitchens and bathrooms.	Y
3.22	Adaptation works to bathrooms where required.	Y
3.23	Double-glazed windows with security locks.	Y
3.24	Secure front doors and door entry system.	Y
3.25	Economical heating system.	Y
3.26	Emergency call system.	Y

External

Item No	What Erimus committed to provide:	Completed (Y/N)
3.27	Well-maintained landscaped areas.	Y
3.28	Adequate car parking area.	Y

Communal

Item No	What Erimus committed to provide:	Completed (Y/N)
3.29	Comfortable and welcoming entrances to the building.	Y

Keeping you informed during the period of rebuilding

Item No	What Erimus committed to provide:	Completed (Y/N)
3.30	Erimus Housing would remain in contact with those residents that wish to return to the new homes, to keep them up to date with progress and timescales for the completion of the scheme.	Yes
3.31	Regular meetings to be held with tenants to consult on the proposals for the new build scheme.	Yes
3.32	Residents wishing to return to the new homes to be given priority to return to the newly built homes.	Yes

Financial help you would receive

Item No	What Erimus committed to provide:	Completed (Y/N)
3.33	Residents will receive a statutory home loss payment (currently £4,000) when they have to move out of their home.	Yes
3.34	Residents will also receive help with the costs associated with moving out of their home, such as removal expenses and the refitting of carpets and curtains.	Yes
3.35	Erimus Housing will also help residents move back to the new scheme once the work was complete.	No

Practical Help tenants would receive while the scheme is being developed

Item No	What Erimus committed to do:	Completed (Y/N)
3.36	Erimus Housing to work closely with the Council to help residents find new homes in areas they wish to live in.	Yes
3.37	Erimus staff will ensure telephone, cooker and washing machines are disconnected and reconnected.	No
3.38	Erimus to arrange the removal company and help tenants settle in at their new home. If tenants need to put furniture into storage, Erimus to arrange and pay for this.	Yes

What you can expect at Derwent House

General progress/comments	
Date planning approval granted	May 2008
Anticipated demolition date	Spring 2009
Anticipated start on site	Spring 2009
Actual start on site	August 2012
Anticipated completion date	Spring 2010
Actual completion date	April 2013
Date building occupied	May 2013

Internal : 18units – 12x2BB;4x2BH;2x3BH@ affordable rents

Item No	What Erimus committed to provide:	Completed (Y/N)
3.39	New apartments for older people to be built on the site, some of which would be for rent and some would be sold to owner-occupiers.	Y
3.40	Modern, self-contained kitchens and bathrooms.	Y
3.41	Adaptation works to bathrooms where required.	Y
3.42	Double-glazed windows with security locks.	Y
3.43	Secure front doors and door entry system.	Y
3.44	Economical heating system.	Y
3.45	Emergency call system.	Y

External

Item No	What Erimus committed to provide:	Completed (Y/N)
3.46	Well-maintained landscaped areas.	Y
3.47	Adequate car parking area.	Y

Communal

Item No	What Erimus committed to provide:	Completed (Y/N)
3.48	Comfortable and welcoming entrances to the building.	Y

Keeping you informed during the period of rebuilding

Item No	What Erimus committed to provide:	Completed (Y/N)
3.49	Erimus Housing would remain in contact with those residents that wish to return to the new homes, to keep them up to date with progress and timescales for the completion of the scheme.	Yes
3.50	Regular meetings to be held with tenants to consult on the proposals for the new build scheme.	Yes
3.51	Residents wishing to return to the new homes to be given priority to return to the newly built homes.	Yes

Financial help you would receive

Item No	What Erimus committed to provide:	Completed (Y/N)
3.52	Residents will receive a statutory home loss payment (currently £4,000) when they have to move out of their home.	Yes
3.53	Residents will also receive help with the costs associated with moving out of their home, such as removal expenses and the refitting of carpets and curtains.	Yes
3.54	Erimus Housing will also help residents move back to the new scheme once the work was complete.	No

Practical Help tenants would receive while the scheme is being developed

Item No	What Erimus committed to do:	Completed (Y/N)
3.55	Erimus Housing to work closely with the Council to help residents find new homes in areas they wish to live in.	Yes
3.56	Erimus staff will ensure telephone, cooker and washing machines are disconnected and reconnected.	No
3.57	Erimus to arrange the removal company and help tenants settle in at their new home. If tenants need to put furniture into storage, Erimus to arrange and pay for this.	Yes

(4) Maintaining your home – day to day repairs and maintenance

Proposed Repair response times		
Classification of repair	Response times	Now Being Offered?
Priority 1: Emergency (e.g. no power)	Within 2 Hours	Yes
Priority 2: Urgent (e.g. partial loss of power, blocked sinks)	Within 24 hours	Yes
Priority 3: (e.g. replacement of roof tiles, general repairs)	Within 20 working days	Yes

Repair standards

Item No	What Erimus committed to do:	Completed (Y/N)
4.1	Erimus Housing standards to be kept under review and improved on if possible.	Yes
4.2	Details of the type of repair for each category to be set out in the tenants' handbook.	Yes
4.3	Tenants to be involved in the selection and monitoring of organisations carrying out repair and improvement works.	Yes
4.4	Erimus Housing to provide a cleaning service for all communal areas.	Yes

(5) Rents and other charges

Rents

Item No	What Erimus committed to do:	Completed (Y/N)
5.1	The same amount of rent would be paid to Erimus as was being paid to the Council, the first rent change to be in April 2008.	Yes
5.2	Erimus guarantee all returning sheltered housing tenants would pay the same level of rent as if they had not moved out. Subsequent rent increases would be set following government guidelines, as they would be for all tenants.	Yes
5.3	Rent able to be paid in a number of ways: <ul style="list-style-type: none"> ○ Cash/cheque ○ Bank standing order ○ Direct debit ○ Post Office transcash ○ Debit card ○ Any Paypoint outlet 	Yes

Other charges

Item No	What Erimus committed to do:	Completed (Y/N)
5.4	Erimus to separate the cost of services such as warden charges and alarm monitoring services and show this as a separate charge to the rent.	Yes
5.5	Entitlement to Supporting People grant would not be affected and this to be paid direct to Erimus.	Yes

5.6	Other services supplied to tenants which are not directly related to their property would be shown separately from the weekly rent. These include for example; cleaning services, internal communal heating and lighting.	Yes
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Water rates

Item No	What Erimus committed to do:	Completed (Y/N)
5.7	Erimus Housing does not collect water rates; therefore water rates would need to be paid directly to Northumbrian Water, who will be contacted on your behalf to ensure an appropriate method of payment is made available for you.	Yes

Housing Benefit

Item No	What Erimus committed to do:	Completed (Y/N)
5.8	Tenants will still be able to claim Housing Benefit and applications will still be through Stockton Council who will still make the payments for rent.	Yes
5.9	Under the new tenancy agreement with Erimus Housing they would ask tenants to agree that benefit is paid directly to Erimus Housing rent accounts in the same way as they are paid directly to rent accounts now.	Yes

(6) Housing Services

Item No	What Erimus committed to do:	Completed (Y/N)
6.1	Each sheltered housing scheme to have a named officer responsible for delivering services to that scheme.	Yes
6.2	As well as being contactable by phone and email this officer will also visit at least once a week to check all was going well and that tenants were happy with the level of services provided.	Yes
6.3	Everyone can expect the same quality of service; Erimus Housing's policies and procedures meet with equal opportunities and best practice.	Yes
6.4	Tenants will be kept up to date and receive clearly written information about housing service and full information will be given on people's roles and responsibilities within Erimus Housing	Yes through newsletters

Specific Supported Services and Services for Older People

Item No	What Erimus committed to do:	Completed (Y/N)
6.5	Provide at least the same level of warden support that was received prior to transfer.	Yes
6.6	Ensure Wardens services satisfy the needs of current and future sheltered housing tenants.	Yes
6.7	Ensure appropriate adaptations are made to properties for tenants with a disability or special housing requirements.	Yes

Additional Supporting Information