

YOUR HOME YOUR CHOICE ADDENDUM

Review of Commitments (at December 2013)

Rents and other charges	
Rents	Rent policy determined by Welsh government.
Charges for existing services	The commitment was that there would be no new charges for services that were currently free. This promise has been kept.
New services at no extra cost to tenants	<p>The Council promised to make available £400,000 per year to spend on new services which would include the priorities identified by tenants:</p> <ul style="list-style-type: none"> • expanded tenant participation service. • strengthened anti social behaviour service. <p>Additional £150,000 has been made to the tenant participation service. Additional £50,000 has been made to the tenancy enforcement team.</p> <p>Planned improvements to services (refer to table on page 12 of addendum) that have not yet progressed:</p> <ul style="list-style-type: none"> • good neighbourhood reward scheme • extra improvement works/services at sheltered complexes • local employment fund • local housing management
Charges for new services	<p>The Council would only introduce new services and charge for them if the majority of tenants who will receive the service want it and are willing to pay for it.</p> <p>To date no new services have been introduced but there have been discussions with the Sheltered Housing Review about extra services for older people.</p> <p>There has also been some investigation of social</p>

	enterprise developments whereby paid for service (eg gardening and decorating) could be offered to tenants but no firm proposals have yet been taken forward.
Housing Benefit and Council Tax Benefit	<p>The Governments Welfare Reform post dates the ballot.</p> <p>There are significant implications for the WHQS business plan and during 13/14 there has been an increase in rent arrears.</p>
Tenants rights	
As a consequence of homes remaining with the Council tenants rights have remained unchanged.	
Improvements to homes	
All homes	<p>The Council committed to making the funds available to improve all tenants' homes to WHQS by 2019/20.</p> <p>Around £20m was spent on improvements in 2012/13 and the capital programme for 2013/14 is around £15m.</p> <p>Between 2013/14 and 2019/20 the Council has programmed to spend around £145m on internal and external improvements to homes.</p> <p>While it was originally indicated the Council would aim to spend 82% of the investment to achieve WHQS by 2017/18, the current profile of the investment plan indicates this is more likely to be 74%.</p>
Non traditional homes (eg Laing Easyform/ Wimpey No Fines/ Cornish/ Woolaways/ Wates/ BISF properties)	<p>The Council committed to complete all repairs and improvements to the non-traditional properties.</p> <p>£26m has been included within the business plan.</p> <p>An allocation £2.7m has been made in the capital programme for 2013/14 to undertake improvements to non-traditional properties in Trinant, Bedwas and Hengoed.</p>
Sheltered housing	There is a commitment to budget £50,000 per year for

	<p>extra improvements to sheltered complexes. This would be for additional enhancements beyond the main improvement works. It is likely that such works would be incorporated within the main programme.</p> <p>To date there has been no expenditure committed from this specific provision.</p>
Your estates	<p>The Council would budget to spend £13m by 2019/20 on environmental improvements and estate maintenance.</p> <p>The major component is the £10.5m for the environmental programme.</p> <p>Proposals have been approved by the CHTG to take forward an engagement plan with residents to develop environmental projects. This was anticipated to commence Spring 2014 but is subject to review in light of HRA budget savings proposals. Environmental programme may be deferred to 2020/21.</p> <p>There has been a comprehensive review of the HRA garages and around £1.5m has been committed to carry out a rationalisation and improvement programme.</p> <p>£0.5m has been allocated in the 13/14 capital programme to undertake work to the garage stock in Ty sign.</p> <p>£50,000 has been committed to the launch of the Community Improvement Fund in 13/14. Three applications to CIF approved by CHTG / Cabinet Sub Committee committing £12,000.</p> <p>£50,000 has been allocated to Community Safety Initiatives in 13/14 but no expenditure has so far been committed.</p>
Services	
Localised housing management	<p>Extra money to be made available to provide an improved local presence for housing management after full consultation with tenants.</p> <p>There has been some restructuring of the Area Offices but this is an aspect of the service where consultation</p>

	and further development is required.
Tackling anti social behaviour	The Tenancy Enforcement Team has been strengthened with an extra budget of £50,000 per year.
Sheltered Housing warden service	A review of the sheltered housing service has been completed and proposed changes have been approved by the CHTG / Cabinet Sub Committee and are now being implemented.
Tenant involvement	
General tenant participation	<p>The budget has been increased by £150,000 per year to support wider tenant involvement and engagement.</p> <p>A new Local Tenant Participation strategy has been approved by the CHTG / Cabinet Sub Committee and is being taken forward.</p>
Service planning and delivery	<p>The Council committed to provide opportunities for tenants to be involved in service planning and delivery including agreeing the WHQS programme and selecting contractors, deciding the service standards and monitoring improvements and repairs work.</p> <p>These opportunities have primarily been achieved through the Older Persons Group and the Repairs and Improvements Group.</p> <p>There has been active involvement in the development of the investment plan for WHQS, procurement of the supply partner and contractors.</p> <p>The establishment of the C.SIMS has now involved tenants in reviewing customer satisfaction.</p>
Landlord role	The Council constitution does not allow for direct management involvement by tenants. However within the constraints of the constitution the Council has established a consultation mechanism through the Caerphilly Homes Task Group which provides the opportunity for tenant representatives to contribute to all matters relating to public sector housing.
Enforcement of promises	

Assurance for tenants	<p>Welsh Government will hold the Council accountable for the achievement of WHQS by 2019/20.</p> <p>The Council has made a commitment to both tenants and Welsh Government that all the housing stock will be brought up to standard by 2019/20.</p> <p>There is evidence to show the commitment is being fulfilled through the organisation and delivery arrangements that are now in place and the regular monitoring of progress through the CHTG/ Cabinet Sub Committee.</p>
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