



# 109 delivered promises

**Red Kite**  
Community Housing

1. Installed 3,774 new kitchens
2. Promised to install new kitchens when they are over 20 years old
3. Installed 3,666 new bathrooms
4. Promised to install new toilets when they are over 20 years old
5. Promised to install bathrooms and separate or additional toilets when they are over 25 years
6. Installed 2,951 boilers
7. Insulated homes as far as possible to modern standards
8. Promised to replace boilers of more than 12 years old
9. Surveyed homes and promised to do so every 5 years, carrying out necessary external decorations and repairs
10. Carried out painting and repairs to communal areas, halls and corridors
11. Introduced a programme to repair fences and gates and put up new ones where needed
12. Fitted 500 double glazing windows, 3,666 external doors, 378 upgraded door entry systems and 90 new door entry systems
13. Replaced or repaired windows and doors where required
14. Established a low cost redecoration programme for elderly and vulnerable
15. Maintained the safety of electrical systems in all homes
16. Rewired electrical systems in 2,434 homes
17. Reroofed 650 homes
18. Improved insulation to Wimpey No-Fines properties
19. Spent £500,000 on new parking bays and hard standings
20. Used fittings and materials that improve energy efficiency of homes
21. Ensured improvement work was defect free and finished to the highest possible standard
22. Sought feedback on every improvement carried out to maintain the highest level of customer service
23. Spent £500,000 on disabled adaptations to allow people to live and stay in their homes longer
24. Provided an annual budget for each scheme to spend on additional improvements
25. Tailored improvement work to each scheme, seeking tenants views on the type and level of improvements
26. Continued to provide a warden service for all sheltered housing schemes
27. Continued to provide access to a 24 hour monitoring alarm service for those who do not live in sheltered accommodation
28. Continued to provide concessionary TV licences
29. Deep cleaned or replaced carpets in communal areas of sheltered schemes
30. Upgraded existing communal TV aerial systems
31. Complied with statutory repairing responsibilities
32. Set up a garden maintenance assistance scheme for older and disabled tenants
33. Set up a handyperson service for older and disabled tenants
34. Converted sheltered bedsits to provide better homes

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35. Started the redevelopment of Castlefield star blocks
36. Refurbished garage sites
37. Set up repairs appointments on Saturday mornings and early evenings
38. Offered timed and convenient appointments for all non-emergency repairs
39. Raised the quality of the repairs service by introducing a "right first time approach"
40. Used high quality and well trained contractors
41. Programmed planned maintenance to ensure homes are well maintained
42. Implemented a five year cyclical external decoration programme
43. Maintained open spaces and ensured trees and shrubs were trimmed
44. Gave tenants more opportunities to give feedback and made improvements based on it
45. Introduced a regular programme of tenancy/property checks
46. Introduced new timescales for repairs
47. Recovered full costs of providing services
48. Charged rent at target for all new tenants, plus any service charge
49. Trained staff in arrears management, debt management and welfare benefits
50. Only put rents up each year by no more than inflation plus 0.5% plus £2 a week
51. Introduced an environmental improvement budget
52. Improved standards and frequency of grass cutting, cleaning and caretaking services
53. Increased staff resources for anti-social behaviour work
54. Introduced clauses in Tenancy Agreements to combat anti-social behaviour and harassment
55. Carried out security improvements to homes and estates
56. Used 'starter' tenancies for new tenants
57. Provided a new assured tenancy agreement
58. Provided lifetime tenancies to existing tenants
59. Introduced an environmental improvement budget
60. Consulted tenants individually about repair and improvement work
61. Participated in national mobility and exchange schemes
62. Protected key rights and entitlements of transferring tenants
63. Involved tenants and leaseholders in all aspects of the service
64. Involved tenants and leaseholders in scrutinising performance and service quality
65. Provided an experienced Tenant and Leaseholder participation team
66. Carried out regular customer satisfaction surveys and used feedback to improve the service
67. Developed a tenant resource centre
68. Involved tenants and leaseholders in influencing choice of kitchen and bathroom materials and design
69. Involved tenants and leaseholder in selecting contractors
70. Supported the development of area groups to discuss local issues
71. Provided dedicated office space and IT facilities for involved tenants and leaseholders
72. Made tenant groups more representative
73. Published a newsletter three times a year

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74. Produced a handbook setting out the services available
75. Produced an annual report
76. Provided equal access for all
77. Set up a Community Fund of £100,000 per year
78. Involved young people and young families in decisions
79. Were bound by the terms of existing leases
80. Maintained the right of collective enfranchisement
81. Consulted leaseholders prior to any improvements or repair works
82. Consulted leaseholders annually about leaseholder charges
83. Had two leaseholder representatives on the TLC
84. Consulted leaseholders about proposed housing management changes
85. Discussed with leaseholders the option to buy into planned internal works
86. Carried out an audit of external doors within 12 months of transfer
87. Gave leaseholders on the repairs and maintenance group an opportunity to monitor delivery of service and recommend or decide changes
88. Allowed the leaseholder Issue group to continue to participate
89. Integrated energy savings into planned improvements
90. Involved leaseholders in prioritising and programming estate improvements
91. Ensured work was effectively supervised and monitored
92. Consulted leaseholders to develop a regeneration scheme at Star Blocks in Castlefield
93. Continued service charges each a year
94. Capped charges recoverable from residential leaseholders for works at £5,000 for the first five years
95. Considered agreeing flexible repayments on an individual basis
96. Consulted on any long term arrangements where individual contributions were more than £100 per year
97. Updated the leaseholder handbook
98. Involved the leaseholder issue group to monitor the standards of service
99. Employed a dedicated and trained leaseholder officer
100. Provided knowledgeable and trained finance staff to deal with service charge queries
101. Identified the neighbourhood officers responsible for service delivery in each neighbourhood or area
102. Established a sinking fund for leaseholders
103. Provided training in customer care to all staff within one year of transfer
104. Provided leaseholders with information via a regular newsletter
105. Improved standards in and around blocks of flats
106. Published a complaints policy and continued to be a member of the Housing Ombudsman Scheme
107. Improved services by listening to feedback from leaseholders
108. Developed knowledge and understanding of what leaseholders want
109. Implemented a new participation strategy