

cassetta, grande stampa, oppure
edere in uno dei nostri uffici. **Italian**

آر آف کویہ دستاویز اپنی زبان، ٹیپ پر، موٹی گھائی ٹیپ

إذا أردت هذه الوثيقة في لغتك أو على شريط أو بالحروف الكبيرة أو بالبريل، الرجاء الاتصال

بنا على الهاتف على الرقم 01606 813 300 أو اطلب ذلك لدى واحد من مكاتبنا. **Arabic**

**your
home**

Offer Document Promises – An Update

The Trust will celebrate its 5th Birthday in July this year, this also marks the completion of the Offer Document promises which were agreed with customers when the Trust formed in July 2002.

We are still continuing the improvement programme (as published in Spring edition of Your Home) and this will continue for the next 3 years. We are also planning an External Door replacement programme which will run from 2007 until 2010. For your information below is a summary of the offer document promises and the progress we are making on the promises, as at April 2007.

	WINDOWS	HEATING	RE-WIRES	KITCHENS	BATHROOMS	FLAT ROOFS	PITCH ROOFS	PRC Concrete Properties
TOTAL NO. PROMISED <small>After adjustment for Right to Buy sales</small>	5905	3205	3645	2412	1280	405	445	153
TOTAL COMPLETIONS	5579	3034	3568	2346	1292	284	443	103
PERCENTAGE COMPLETE	94%	95%	98%	97%	101%	70%	99%	67%

As you can see we are well on our way to delivering the promises set out in 2002. We are still working towards 100% of Trust properties meeting the Governments Decent Homes standard by 2010. If you would like further information regarding the Improvement Programme please contact us on 01606 813 300.

New Grounds Maintenance Contracts

Since the Trust was established almost 5 years ago it has had a Service Level Agreement (SLA) with Vale Royal Borough Council to maintain the areas of open space in our ownership and also carry out a personal garden maintenance service for eligible customers. This SLA came to an end on 31 March 2007 therefore just before Christmas the Trust put these services out to tender in two separate contracts. After a lengthy competitive tender process both contracts were awarded to Vale Royal Borough Council. The tender process has produced savings in the cost of both services and with additional income through increased charges for the garden service. The Trust has already started to re-invest these savings into service improvements e.g. the part-funding of 3 Police Community Support Officers.

Making savings does not mean that there will be a reduction in the standards of service - in fact just the opposite. The Specification for both contracts is such that we will soon see improvements in service e.g. customers receiving the personal garden service told us that they wanted the grass cuttings to be taken away and this is now happening after EVERY cut.

We have just appointed Brian Pearson as our new Grounds Maintenance Monitoring Officer and Brian is already monitoring the new contracts which started on 1 April 2007. However, we now want to involve our customers in the monitoring of these contracts and to ensure that the council is performing as it should in terms of service delivery. Are you interested in getting involved? We will be writing to customers

on the garden scheme separately but if you live in any flat or bungalow which is open plan, or in one of the following Winsford areas:

- Over.
- Greenfields Park,
- Grange,
- Dene,
- Crook Lane
- Wharton Gardens

If you would like to get involved then please contact Brian Pearson on 01606 813406 brian.pearson@wvht.co.uk or Housing Manager, Jackie Hodgson on 01606 813405 Jackie.hodgson@wvht.co.uk for more details.

The process is simple and will take a few minutes of your time every month or so – our aim is to improve the appearance of our neighbourhoods but we need your help.