

Asset Management Strategy

Aims and objectives of the organisation

EastendHomes Mission

“To provide a local housing service which is efficient, gives value for money and meet the needs, priorities and aspirations of all residents.”

EastendHomes Vision

“To achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents”

EastendHomes Values

- We value and support resident involvement
- We recognise and value the commitment and hard work by our staff.
- We will always strive to provide the best possible service.
- We welcome and support diversity and we are committed to equality.
- We want to improve and succeed in all aspects of our work.

Strategic View

An Asset Management Strategy is:

“the strategy that covers the range of activities that ensure that EastendHomes housing stock and other assets meet the needs and standards required now and in the future.”

EastendHomes needs to ensure that the properties and facilities it owns and manages are:

- In good condition
- In the right location
- Of a design that fits its modern purpose
- Meets the aspirations of our local communities

A comprehensive and well developed asset management strategy is a fundamental building block to delivering EastendHomes vision of comprehensive estate regeneration.

Purpose of an Asset Management Strategy

This asset management strategy has been drawn up to complement and support EastendHomes business plan and to set priorities for the physical care, improvement and development of our housing stock and assets.

It should be read in conjunction with the EastendHomes mission statement, VFM strategy, repairs policy, lettings policy, overcrowding reduction strategy, green policy, miscellaneous lets policy, and the EastendHomes procurement strategy.

In common with every other social landlord, EastendHomes has finite resources to expend on asset management and must manage and direct available resources to derive maximum benefit and value for money. In doing so, EastendHomes will:

- Keep properties in good condition in cost effective ways
- Bring properties up to date and in line with current and expected customer expectations and demand
- Ensure works comply with current and prospective regulations
- Provide a balance between responsive and cyclical repairs and capital investment
- Reflect local diversity in our approach
- Maintain links to our partners to ensure effective marketing of “for sale” properties
- Utilise the expert knowledge of lettings team and vulnerability strategy
- Meet the decent homes standard
- Rationalise use of our miscellaneous lets to meet the needs of our local communities
- Keep void turnover times low
- Develop or refurbish community facilities to meet the needs of local people
- Improve community safety through design intervention
- Develop vibrant and viable commercial premises
- Support service provision by partner agencies to deliver the LBTH Community plan
- Develop and maintain customer access points and office buildings which support the needs of the organisation and the communities it serves.
- Achieve high standards of energy efficiency and reduce fuel poverty
- Supporting the Green Agenda through our improvement programme

Strategic Objectives

EastendHomes has a number of strategic objectives, which underpin this strategy. They include

- To provide good quality affordable homes.
- Maintaining EastendHomes stock and assets to a high standard
- Maximising use of existing and new stock and assets
- Maintain a balanced portfolio through new build, acquisitions, sales, remodelling, tenure diversification, demolition and redevelopment.
- Contribute to neighbourhood regeneration
- Ensure the stock complies with regulatory requirements including Decent Homes Standard.
- Maximise opportunities to cross subsidise estate improvements through private sales by partner organisations
- Develop tenure diversification through new build sales within EastendHomes estates
- Develop community facilities to meet the needs of local people
- Ensure all office accommodation is fit for purpose and supports business operation
- Maximise revenue stream in commercial portfolio to meet our charitable objectives

Asset Management Activities

EastendHomes carries out a range of activities which support this asset management strategy. These include:

- New build construction to increase stock available for social renting
- New build construction of larger size properties to meet the needs of overcrowded families
- New build construction by partners to cross subsidise estate refurbishment and diversify tenure and socio- economic profile of EastendHomes estate residents
- Acquisition of property to support estate regeneration scheme progression
- Right to buy and right to acquire sales
- Refurbishment of existing stock to meet the Decent Homes Standard
- Rationalisation of estate communal areas and facilities to optimise appropriate use e.g. British Street pram sheds
- Cyclical maintenance to maintain the good physical condition of the stock
- Responsive maintenance to ensure that the condition does not adversely affect residents' quality of life and to prevent unplanned or progressive deterioration in condition.
- Tenancy management including estate and property inspection
- Planned maintenance
- An efficient and effective void repairs service, minimising income loss
- Blitz cleaning and redecoration of communal areas on estates
- Estate improvement works as part of the regeneration package
- Provision of community facilities
- Inclusion of commercial portfolio where appropriate to support local communities

Resident Involvement

Resident involvement lies at the heart of EastendHomes business activity and this asset management strategy seeks to deliver homes, places where people want to live rather than properties or units.

EastendHomes regeneration programme was developed following an extensive suite of master planning which outlined improvement proposals for all estates. The master planning proposals formed the basis of EastendHomes stock transfer bid for its estates and has since gone on to shape scheme development.

Resident involvement has remained a key feature of asset management activities and residents have been involved in component and contractor selection and developing specific proposals on an estate by estate basis.

Residents form an important sounding board on performance generally but provide regular feedback on performance in asset management activities.

Financial Summary

The five year financial forecasts for 2009/10 to 2013/14 show continuing growth with turnover expected to increase from £13m in the year 2009/10 to £17.1m in the year 2013/14 (see table below).

The five year forecast figures are extracted from the EastendHomes 30 year financial model which is fully funded. The financial model currently indicates a peak debt of £50.9m in 2011/12 which will be fully repaid by 2035.

EastendHomes continues to be fully funded and supported by Barclays Bank Plc with a facility of £60m, an indication of the funder's confidence in EastendHomes and its financial management.

Following the successful completion of the planned transfers from the London Borough of Tower Hamlets in 2007 the EastendHomes Business Plan now incorporates a substantial total £91m+ works costs refurbishment programme until the year 2012/13.

Apart from the loan finance from Barclays Bank Plc, the refurbishment programme also includes an amount of £13.16m gap funding from the DCLG.

EastendHomes' policy towards financial management will continue to be prudent in the deployment of its resources particularly in view of the prevailing "credit crunch" climate. This continues to be achieved through regular review and monitoring by the Board of the Business Plan against agreed Budgets and actual Management Accounts.

Despite the upheavals and concerns in the financial markets over the past year or so East End Homes continues to look forward to the next five years with significant optimism. The significant loan facilities already in place, coupled with continuing success following the final transfer of homes in 2007 from the local authority means EastendHomes has the financial strength to deliver its corporate objectives.

Business Plan Extract - Years 2009/10 to 2013/14

Figures in £000s	2008/9	2009/10	2010/11	2011/12	2012/13
Turnover	£12,960	£13,452	£15,675	£15,471	£17,109
Operating Costs	(£10,445)	(£9,699)	(£9,976)	(£10,210)	(£10,495)
Operating Surplus	£2,515	£3,753	£5,699	£5,260	£6,614
Interest Payable	(£1,306)	(£1,721)	(£2,969)	(£3,109)	(£2,854)

Risk Management

The key risks as relating to asset management are:

- Failure to meet Decent Homes Target by 2010- Decent Homes works and a range of additional estate improvements have generally been packaged together to achieve economies of scale in the procurement process. This decent homes plus packaging has posed some challenges in terms of meeting deadlines for decent homes as programme timetables have slipped due to planning permission refusals. EastendHomes has consequently reacted by front loading improvement programmes to deliver decent homes only work.
- The impact of the “credit crunch”, interest rates, access to finance and inflation- EastendHomes financial plan has been structured to deliver the maximum level of estate improvement without recourse to public finance. This inherent reliance on private finance has meant that EastendHomes has been vulnerable to the effects of the “credit crunch” and EastendHomes has regularly reviewed its business plan to ensure that it is sustainable given the market conditions and have reduced and reviewed income (including for example right to buy sales) to ensure that prudent assumptions are being made. Likewise, expenditure is regularly reviewed to identify and deliver efficiency savings in accordance with our value for money strategy.
- Reduced land values leading to reduced investment availability- The substantial redevelopment on the British Street estate was cross-subsidised by land sales leading to significant new build for sale properties within the estate. This cross subsidy has contributed to tenure diversification the estate and to increased financial viability and investment within the neighbourhood. The failing property market has meant that the level of redevelopment delivered at British Street has not been sustainable across the entire stock base. However, a range of partnership arrangements, including the levering in of HCA grant by our development partners, Telfords, means that substantial redevelopment is being delivered at all sites.
- High build cost inflation on regeneration schemes and other long term projects

Asset Profile

Introduction

EastendHomes is a stock transfer RSL operating solely in the London Borough of Tower Hamlets. The organisation launched in April 2005 with the transfer of 1,500 properties at Mile End. There were four subsequent transfers between then and late 2007, when EastendHomes' stock base eventually stood at 3,500 properties. The regeneration of the estates was front-loaded to deal with the internal refurbishment of tenanted properties (in the absence of the requirement for leaseholder consultation) although the impact of the completed work on attainment of the Decent Homes Standard has been limited due to the effect of further component failure and the introduction of the Health and Housing Safety Rating System.

In practice, although EastendHomes has completed a significant number of internal refurbishment works, which in some cases has made some properties decent, these works alone would not have been sufficient in themselves to make all homes 'decent' because of the failure of other key building components, such as roofs, which are scheduled to be picked up under the Phase II external works programme.

An example of this is Farnworth House, which were internally refurbished but have subsequently failed due to required roof renewal which will now be completed under Phase II.

EastendHomes has a computer database which immediately and automatically updates decent homes failures as building components fail. This means that although we have made progress to make properties decent, we have also been consistently re-assessing those which now fail to meet the Decent Homes standard.

An analysis of the progress towards decent homes shows that the number of Decent Homes at transfer was 704 and the Decent Homes figure as at November 2009 was more than doubled to 1,578 (75% of stock).

Along with the residential properties, with each transfer area EastendHomes took ownership of a number of shops, community buildings, open spaces, barrow stores, office buildings, pram sheds, parking spaces and garages. The valuations of these, together with the residential stock, as at March 2009, with comparison to values at transfer, are given in the tables below. All figures are in millions of pounds.

	Mile End	Island Gardens	St Georges	Holland	Glamis	Totals
<i>At 31st March 2009</i>						
<i>No of rented props</i>	<i>883</i>	<i>518</i>	<i>292</i>	<i>172</i>	<i>189</i>	<i>2054</i>
EUV – SH	18.5	9.7	0.2	-3.4	0.1	25.1
Garages, shops etc.	1.1	1.2	0.1	3.3	0.2	5.9
Total	19.6	10.9	0.3	-0.1	0.3	31.0
<i>Date of Transfer</i>	<i>Apr 05</i>	<i>Jan 06</i>	<i>Jan 06</i>	<i>Nov 06</i>	<i>Oct 07</i>	
<i>No of rented props</i>	<i>973</i>	<i>546</i>	<i>295</i>	<i>175</i>	<i>191</i>	<i>2180</i>
EUV – SH	2.5	4.9	-5.8	-6.0	-3.4	-7.8
Garages, shops etc.	1.3	1.1	0.1	4.0	0.2	6.7
Total	3.8	6.0	-5.7	-2.0	-3.2	-1.1
Change since transfer	+15.8	+4.9	+6.0	+1.9	+3.5	+32.1

EUV – SH = Existing Use Value for Social Housing

Two alternative methods of evaluating EastendHomes' residential stock as at March 2009 are given in the table below.

	Mile End	Island Gardens	St Georges	Holland	Glamis	Totals
<i>At 31st March 2009</i>						
EUV – SH with Sales	31.0	20.3	5.5	1.1	4.5	62.4
Garages, shops etc.	1.1	1.2	0.1	3.3	0.2	5.9
Total	32.1	21.5	5.6	4.4	4.7	68.3
Vacant Possession Value	116.2	87.4	41.4	26.3	30.0	301.3
Garages, shops etc.	1.1	1.2	0.1	3.3	0.2	5.9
Total	117.3	88.6	41.5	29.6	30.2	307.2

The increase in asset value from point of transfer has primarily resulted from investment and redevelopment of residential stock. Therefore the EastendHomes asset management activity primarily relates to residential premises, and this strategy will focus mainly on our maintenance, refurbishment and regeneration work to our housing estates, dealing separately and latterly with our other asset base components.

Residential Premises Profile

Location

EastendHomes stock is located solely within the London Borough of Tower Hamlets but is dispersed into five distinct stock clusters at Mile End, Island Gardens, St. Georges, Holland and Glamis Estates. There are local offices serving each of the estate clusters and a leased head office based on the Isle of Dogs.

Profile of Residential Premises asset base (November 2009)

EeH	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	59	563	928	475	64	13	2	2104	59.6%
Leased	2	163	638	544	73	7	1	1428	40.4%
Total	61	726	1566	1019	137	17	3	3532	

Mile End	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	24	255	416	182	21	7	2	907	61.6%
Leased	2	45	249	237	29	3	0	565	38.4%
Total	26	300	665	419	50	10	2	1472	41.7%

St Georges	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	11	76	153	50	2	0	0	292	60.3%
Leased	0	16	87	86	2	1	0	192	39.7%
Total	11	92	240	136	4	1	0	484	13.7%

Island Gardens	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	18	93	214	185	25	0	0	535	64.5%
Leased	0	34	99	145	17	0	0	295	35.5%
Total	18	127	313	330	42	0	0	830	23.5%

Holland	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	0	60	89	19	7	6	0	181	45.1%
Leased	0	48	114	33	21	3	1	221	54.9%
Total	0	108	203	52	28	9	1	402	11.4%

Glamis	Bedsit	One Bed	Two Bed	Three Bed	Four Bed	Five Bed	Six Bed +	Total	% of Stock
Rented	6	79	56	39	9	0	0	189	54.8%
Leased	0	20	89	43	4	0	0	156	45.2%
Total	6	99	145	82	13	0	0	345	9.8%

Appendix One provides a comprehensive detailed analysis of EastendHomes stock and the investment strategy being pursued to ensure delivery of the promised Decent Homes work by the required deadline of December 2010.

A Profile of our Estates – in detail

Tenure

As of November 2009, Eastend Homes managed 3,532 residential properties across five stock transfer areas. Roughly 60% are rented and the other 40% are leasehold right to buy sales.

The majority of these homes (95%) comprise flats and maisonettes on 15 different estates in the borough of Tower Hamlets. The tenure breakdown is shown in Table 1 as follows:

Table 1: Tenure for all homes

Type	Leasehold	% leasehold	Rented	% rented	% all	Total
Bungalows	0	0.0%	11	0.3%	0.3%	11
Flats	538	15.2%	1133	32.1%	47.3%	1671
Houses	0	0.0%	175	5.0%	5.0%	175
Maisonettes	890	25.2%	785	22.2%	47.4%	1675
Total	1428	40.4%	2104	59.6%	100.0%	3532

The tenure breakdown by estate is shown in Table 2 as follows:

Table 2: Tenure by Estate

Area	Estate	Leasehold	Rented	Total	% L/hold	% Rented
Glamis	Glamis Estate	156	189	345	45.2%	54.8%
Holland	Holland Estate	220	181	401	54.9%	45.1%
Island Gardens	Chapel House Estate	22	129	151	14.6%	85.4%
Island Gardens	Christchurch Estate	108	102	210	51.4%	48.6%
Island Gardens	Manchester Estate	51	77	128	39.8%	60.2%
Island Gardens	Riverside Estate	9	34	43	20.9%	79.1%
Island Gardens	Schooner Estate	41	114	155	26.5%	73.5%
Island Gardens	Westferry Estate	64	79	143	44.8%	55.2%
Mile End	Bede Estate	187	160	347	53.9%	46.1%
Mile End	British Estate	118	402	520	22.7%	77.3%
Mile End	Brokesley Estate	10	34	44	22.7%	77.3%
Mile End	Eric Estate	210	236	446	47.1%	52.9%
Mile End	Not in an estate	0	6	6	0.0%	100.0%
Mile End	Treby Estate	40	69	109	36.7%	63.3%
St Georges	St Georges Estate	192	292	484	39.7%	60.3%
	Total	1428	2104	3532	40.4%	59.6%

Construction and build type profile

The majority of homes (62%) were built of non traditional construction during the period 1965 to 1974. Non traditional construction means a building which is not brick built and has either a concrete or steel frame support.

Approximately 60% of all flats and maisonettes are located in blocks of between 3 and 5 storeys high. The breakdown is shown in Table 3 as follows:

Table 3: Construction profile

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total	%
Non traditional	Flat/Maisonette	a. Under 3	0	0	14	2	4	20	1.00%
Non traditional	Flat/Maisonette	b. 3-5	2	0	154	1121	140	1417	40.00%
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	44	263	0	307	8.70%
Non traditional	Flat/Maisonette	d. Over 9	0	0	80	788	0	868	24.60%
Traditional	Flat/Maisonette	a. Under 3	0	0	0	20	7	27	0.80%
Traditional	Flat/Maisonette	b. 3-5	0	459	12	141	88	700	19.50%
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	7	7	0.20%
Non traditional	Houses	a. Under 3	0	0	9	13	0	22	0.60%
Non traditional	Houses	b. 3-5	0	0	0	5	0	5	0.10%
Traditional	Houses	a. Under 3	4	112	4	0	37	157	4.40%
Traditional	Houses	b. 3-5	0	0	0	0	2	2	0.10%
		Total	6	571	317	2353	285	3532	100.00%

A breakdown of Table 3 for each estate area is included as part of Appendix One

Right to Buy Sales

Right to Buy sales no longer feature in EastendHomes future funding profile. Significant property price increases coupled with the reduced maximum right to buy discount available has led to a sharp decrease in right to buy completions in recent years. The completion profile looks like this:

2005/6 16 completions
 2006/7 15 completions
 2007/8 22 completions
 2008/9 4 completions

EastendHomes does not routinely buy back properties which have originally been sold under the Right to Buy process. The exception to this is that EastendHomes will buy back properties which form part of a block scheduled for decanting and demolition or will support the progression of the regeneration programme on that particular estate.

Demand

Unlike many areas of the country, there is a high demand for all of EastendHomes residential properties and there is a considerable pool of waiting applicants for all bedroom sizes. This level of demand is reflected by buoyant void turnover performance.

Tower Hamlets has amongst the highest levels of housing need in London. At the start of 2009 the waiting list stood at about 23,000 households. The need was greatest (over 11,768) amongst households seeking a one bedroom home. In addition, over 1,677 households needed a home with four bedrooms or more. Whilst this is a comparatively smaller number than those seeking a one bedroom home, because fewer larger social rented homes are developed, those waiting for these kinds of homes have to wait many years to be rehoused.

EastendHomes is part of a common housing register arrangement which operates a choice-based lettings scheme. This means that all of EastendHomes' empty properties are advertised via agreed routes, currently the EastendLife newspaper and Homeseekers website. Interested applicants, already registered for a transfer or on the waiting list, submit a bid to demonstrate their interest. Bids are then ranked by community group to determine who the property will be offered to. There is not a problem with demand in the Borough. Conversely, there is a huge problem of under-supply, particularly with larger-sized family units and all social rented properties have a queue of applicants waiting to accept them. In the current financial climate, EastendHomes is fortunate that it does not have a shared ownership portfolio and there is no pool of our residential stock where oversupply is an issue. A summary as of October 2009 and further information on the Common Housing Register is included at Appendix Two.

EastendHomes operates a multiple viewing system for relevant properties which means ranked offers are made to a number of households at the same time, usually three. There is currently no limit to the number of bids which can be submitted and no penalty for refusing an offer. The multiple viewing system means that despite this, properties are usually allocated on one viewing.

The lettings from April to November 2009, showing on which viewing the let was agreed, are shown in the table below. The second table shows lets made under the Overcrowding Reduction Initiative.

Multiple Viewings	Lets	Multiple Viewings	% of Lets	Accepted 1st App	%	Accepted 2nd App	%	Accepted 3rd App	%	Accepted 4th + App	%
Mile End	54	17	31%	6	35%	7	41%	3	2%	1	6%
Island Gardens	23	3	13%	0	0%	1	33%	0	11%	2	67%
St Georges	18	9	50%	0	0%	4	44%	2	5%	3	33%
Glamis	12	10	83%	4	40%	2	20%	1	2%	3	30%
Holland	2	1	50%	0	0%	0	0%	0	0%	1	100%
EeH	109	40	37%	10	25%	14	35%	6	1%	10	25%

ORI Offers	Lets	ORI Lets	% of Lets	1st Offer	%	2nd Offer	%	3rd Offer	%	4th + Offer	%
Mile End	54	5	9%	4	80%	1	20%	0	4%	0	0%
Island Gardens	23	8	35%	3	38%	3	38%	1	5%	1	13%
St Georges	18	0	0%	0	0%	4	0%	2	0%	3	0%
Glamis	12	0	0%	4	0%	2	0%	1	0%	3	0%
Holland	2	1	50%	1	100%	0	0%	0	0%	1	100%
EeH	109	14	13%	12	86%	10	71%	4	5%	8	57%

The reason why relettable properties (as opposed to decants etc) become empty can be analysed as follows: (07/08 data)

	Internal Transfer	Tnt Moved to LA	Tnt Moved to HA	Prev Tnt Died no Successors	Property Abandoned	Evicted	Found Own Accom
Number	5	12	32	24	3	5	46
Percentage	3.9%	9.4%	25.2%	18.9%	2.4%	3.9%	36.2%

As both housing association and local authority accommodation are accessed through the common housing register, the joint “transfer” percentage is 38.5% and is the most frequent reason why properties become empty. The second most frequently occurring reason for void properties is residents finding their own accommodation.

Furthermore, the bid profile (average number of bids submitted per property type) confirms that in general terms, EastendHomes properties are popular and easy to let.

Bed Size	Holland	Glamis	EPDs - Gla	Island Gardens	Mile End	New Build	St Georges	EPDs – St Geo
BS	-	228	-	-	-	237	-	-
1	948	48	80	976	827	1040	643	72
2	640	187	-	613	438	-	306	-
3	-	-	-	574	375	-	578	-
4	-	535	-	741	-	-	-	-

The only properties showing comparative disinterest are elderly persons’ dwellings and one bedrooms on the Glamis estate. Whilst the Borough and some other RSLs have de-designated elderly persons’ dwellings, due to local sensitivities this is not an option which EastendHomes intends to pursue, although demand for both identified limited demand types will be closely monitored to identify whether action is required.

Void Profile

As discussed, demand is not an issue within inner London. However, void turnaround or how long properties remain empty between lets can have serious financial consequence for the business. As a result, EastendHomes has developed strict policies, procedures and monitoring arrangements for void property management. This has reduced void turnaround time from 35 days in 05/06 to 19.6 days in 08/09. The impact on rent loss has been significant, with an estimated gain of £7,000 in the financial year 2008/09.

As EastendHomes is involved in significant estate regeneration until at least 2015, which will involve new build, demolition, re-provision and conversion, long term void properties will feature significantly in our asset profile and will feature prominently in monitoring arrangements.

Standard void performance for 08/09 is detailed below.

31/03/2009	No of Voids	Days	Ave Turnaround Time	2008/9 Target	Performance Against Target	2007/8
Mile End	57	1086	19.1	24	-4.9	27.0
Island Gardens	13	237	18.2	24	-5.8	22.4
St Georges	9	198	22.0	24	-2.0	26.2
Glamis	3	66	22.0	24	-2.0	25.8
Holland	8	169	21.1	24	-2.9	9.0
EeH	90	1756	19.6	24	-4.5	24.8

EastendHomes has developed a lettable standard for its void properties with residents. This is the minimum condition which will be achieved in any of our properties to ensure that every resident can expect a reasonable standard of accommodation on letting. This is included at Appendix Three.

To ensure that EastendHomes lettable standard continues to meet the needs and aspirations of our incoming residents, EastendHomes carries out a new tenant satisfaction survey, and where dissatisfaction is expressed, asks residents to indicate which aspect of the accommodation they felt was inadequate.

Profile of new tenants

EastendHomes completes a Continuous Recording of Information (CORE) form for every new household it houses. The profile of new tenants being housed in EastendHomes stock between 2005 and the end of March 2009 for age, disability, gender and race is included at Appendix Four.

Future Demand

Below is a summary of the demand profile for the Borough over the last three years. Overall, there has been an increase of 25% over three years, with the greatest percentage increase in the four and five bedroom category.

Demand by bed need								
	<i>Apr-05</i>	<i>Apr-06</i>	<i>year-on-year %</i>	<i>Apr-07</i>	<i>year-on-year %</i>	<i>April '08</i>	<i>year-on-year %</i>	<i>Apr 05-Apr 08 %</i>
1bed	8537	9626	12.76%	9938	3.24%	11159	12.29%	30.71%
2bed	3965	4204	6.03%	4405	4.78%	4600	4.43%	16.02%
3bed	3695	4094	10.80%	4561	11.41%	4368	-4.23%	18.21%
4bed	928	796	14.22%	821	3.14%	1341	63.34%	44.50%
5bed plus	177	161	-9.04%	147	-8.70%	261	77.55%	47.46%
	17302	18881	9.13%	19872	5.25%	21729	9.34%	25.59%

Whilst current data highlights the need for larger property, a continuing analysis of the average size of BME families and the impact of the emerging youth population will be needed to ensure that over-supply of larger accommodation does not become a problem in the longer term. To allow the organisation to respond flexibly should the demand profile change, EastendHomes will include the potential for future “splitting” of our larger units should household requirements change. At the moment, this will not be enforceable by tenancy action. However, there will be a financial incentive in the lower rental payment.

Age and Disability

Whilst the national demographic identifies an increasingly aged population, this is not the trend in Tower Hamlets. While London has a young population, Tower Hamlets has an even younger population. The borough has the third largest percentage of 20-34 year olds (37 per cent) of all local authorities in the country. Fifty-nine percent of the population is 15-44 year olds compared with 42 per cent for this age group in the country as a whole.

The situation is reversed for 45-79 year olds where the proportion is 20 per cent, the smallest of any local authority in the country. Just eight per cent of the population is over 65 compared to 16 per cent in the rest of the country (all figures based on Office for National Statistics (ONS) mid-2007 population estimates).

This young population profile is set to continue. Within the context of the growing population size projected up to 2026, the proportion of 20-34 year olds is expected to fall by seven per cent. This, however, is offset by the under 20s holding their proportion in the population (26 per cent) over the same period (ONS 2006-based sub-national projections).

The proportion of 50-64 year olds is projected to rise by three per cent, tracking the corresponding figure for London; the 50 plus age group, however, composes only one sixth of Tower Hamlets’ population and this proportion is expected to remain more or less the same up to 2026.

Whilst, unlike for the rest of the country, the demographic does not highlight the elderly as our emerging customer base, EastendHomes is nevertheless committed to providing high quality, timely and appropriate aids and adaptations for the elderly and disabled and to ensuring that new build and redeveloped properties where possible are built to lifetime standards. The shift in our population profile also highlights the importance of promoting incentives for under-occupation as older tenant households occupy family accommodation.

The Decent Homes Programme contracts in an occupational therapist to fast track aids and adaptations assessment which are delivered within the internal refurbishment programme. Where major adaptations are required in advance of the major works programme, these are assessed and wherever possible, carried out before the Decent Homes contract is on site and recharged to the

decent homes funding stream. This allows prioritisation of disabled adaptations works for our residents.

The availability of aids and adaptations is marketed via our leaflet which is available in our housing centres, on our website and through newsletter articles. Additionally, we will make leaflets available at appropriate partner organisation offices, including local GP surgeries and community centres.

Routine aids and adaptations are undertaken as part of the responsive repairs arrangements and are monitored and reported on as a key performance indicator. Minor work is monitored for completion within 28 days and major works within 180 days. Initial assessments for routine requests are handled by LBTH occupational therapists and if the cost of the work is over £1000, the resident will need to complete a disabled facilities grant. EastendHomes will assist the resident with the completion of all forms and submissions. The annual budget for responsive aids and adaptations was £94,000 for 2009/2010.

Procurement

When procuring any service, it is important to balance price and quality. EastendHomes procurement processes allow EastendHomes to consider both factors and their relevant importance when formally assessing and appointing service providers and contractors. EastendHomes uses modern procurement processes to establish a partnered relationship with service providers.

Resident involvement has been key in delivering successful partnerships and residents have chosen the named preferred suppliers for key components in the decent homes programme being delivered, in particular kitchens, doors and taps (although to ensure value for money, contractors are free to offer equal or alternative approved). The benefits of component standardisation will include ease of access to components parts for future repairs, alongside a more efficient responsive repairs service for residents. Residents are also important partners in deciding on which contractors are successful for decent homes and refurbishment delivery in each housing centre area. Residents have been and will continue to be involved in the selection of responsive repairs contractors for general build and specialist contractors.

Health and Safety

EastendHomes has a legal responsibility to ensure all our residents and our communities live in a safe environment. This legal responsibility, along with a moral responsibility for all our service users and providers, is taken very seriously. To ensure we comply with our responsibilities, EastendHomes carries out a range of activities to ensure its properties and estates are maintained to a good standard.

- Check all stairwells and communal landings for bulk refuse once a week and tower blocks (over ten stories) checked daily

- Carry out six weekly estate inspections to identify estate repairs
- Arrange fire safety inspections of Section 20 building
- Arrange fire safety inspections of all other buildings
- Tie in condition inspections with tenancy audit programme
- Carry out risk assessments relevant to handyperson maintenance
- Fit hard wired smoke alarms in properties also undergoing a full electrical rewire
- Check and service all gas boilers and pursue enforcement action on non access
- Check all water systems to ensure that contamination is not present
- Carry out periodic electrical checks to all properties we manage

Our regular inspection processes will allow us to collect data which will assist the identification of asset deterioration and facilitate decision making on replacement timescales.

Asbestos Management

EastendHomes will ensure the implementation of the current Control of Asbestos at work Regulations, and Health and Safety codes of practice.

EastendHomes will manage asbestos:

- To ensure the health, safety and welfare of tenants and residents
- To ensure procedures and policies are regularly reviewed and implemented
- When reasonably practical, asbestos will be safely removed.
- All works undertaken to or in the vicinity of asbestos will be undertaken as safely as reasonably practical
- The process will be managed and quality audited
- Known asbestos locations within common areas will be inspected and monitored
- Residents will be advised by letter of known asbestos location
- External Licensed specialist monitoring will be undertaken annually.
- A database is maintained of known asbestos and works relating to asbestos
- Annually increasing the amount of information held on the EastendHomes database from surveys from the Regeneration programme and commissioning Type 1 and 2 surveys
- The database will be given to all contractors working on EastendHomes premises
- EastendHomes board members and staff will be made aware of Asbestos management obligations
- Testing, Specialist Surveying, Removal, monitoring of ASM shall be undertaken by competent and licensed operatives in accordance with current legislation

Non Secure Tenancies (NSTs)

As part of the stock profile for each housing centre area, EastendHomes acquired a number of properties which had been let by Tower Hamlets Homeless Persons Unit to homeless households under non-secure tenancies. Historically, these properties were in less popular blocks and were two bedroom or smaller. Since 2005, the Homeless Persons' Unit has increased procurement of temporary accommodation in the private sector. This parallels the shift in permanent accommodation being identified in the private sector under the rent deposit and housing allowance schemes.

As suggested, a number of EastendHomes non-secure tenancies were situated in bedsit and one bedroom properties and frequently housed single individuals with support needs, often unmet. Consequently, anti-social behaviour management featured significantly in the management of non secure tenancies. Set within general needs stock, and sometimes concentrated by the size of properties and the type of block, designation of a number of existing non secure properties was identified as problematic and properties were withdrawn back into the general needs pool at specific locations, particularly St Georges. Whilst intensive management of NSTs is often required, an additional premium for NST use is paid by the Homeless Persons' Unit which means the additional income raised can be lucrative.

However, running alongside this withdrawal, a significant pool of potential non-secure tenancy properties was developing as a result of the decant programme to facilitate estate regeneration. EastendHomes wishes to maximise income generation and will seek to increase innovative partnerships in the private sector to minimise the number and duration spent empty of properties which have been decanted and are awaiting demolition.

Decent Homes

All social landlords are required to bring their housing stock up to the Decent Homes standard by 31st December 2010. EastendHomes is carrying out a major programme of improvement works to its estates to ensure that homes meet the Decent Homes standard.

As of November 2009, approximately 75% of rented homes on EastendHomes estates comply with the Government's Decent Homes criteria. Properties sold under the Right to Buy do not count in the calculation of Decent Homes.

What is the Decent Homes Standard?

In simple terms, the Decent Homes standard means homes must be safe, wind- and watertight, provide reasonably modern kitchens and bathrooms and have effective and efficient heating.

This means repairing or replacing various building components if they are both old and in poor condition, such as:

- roofs
- windows & doors
- brickwork
- wiring
- kitchens
- bathrooms
- boilers

The projected lifespan of various building components is as follows:

Building component	Houses and Bungalows (LIFETIME IN YEARS)	Flats and Maisonettes below 6 storeys (LIFETIME IN YEARS)	Flats and Maisonettes above 6 or more storeys (LIFETIME IN YEARS)
Roof structure	50	30	30
Roof finish	50	30	30
Windows	40	30	30
External doors	40	30	30
Kitchen	30	30	30
Bathrooms	40	40	40
Heating ch gas boiler	15	15	15
Heating ch distribution	40	40	40
Heating other	30	30	30
Electrical systems	30	30	30

Non-Decent Homes Components:

Communal door entry system	15 years
Smoke Alarms	15 years
Lifts	30 years

What work is planned and when will the work take place?

EastendHomes programme of work is divided into three parts. The first part involves internal improvement works inside all homes, excluding homes owned by leaseholders, mainly comprising new kitchens and bathrooms, new front doors and rewiring and heating where necessary.

The second part involves the completion of the external enveloping works (promised Decent Homes work) to ensure Decent Homes compliance by the deadline.

The third part involves the wider intended regeneration schemes intended, dependent on the availability of resources.

Since stock transfer, EastendHomes has focused on a major programme of internal refurbishment works to renew kitchens and bathrooms, including flooring and tiling, together with the installation of new secure by design front entrance doors. Other associated work such as decorations, rewiring and heating has been carried out where necessary. Much of this work is now completed. Some internal works have yet to start to some blocks in the Mile End area, but this is scheduled to start and complete before the Decent Homes deadline of 31st December 2010.

On the British Estate, we have carried out extensive internal and external refurbishment work and all the work on the estate is due to complete in April 2010.

At the 31 March 2009 we have spent in total £46.7 million in the five Transfer areas as follows:

Transfer Area	Expenditure (£m)
Glamis	3.3
Holland	5.0
Island Gardens	6.6
Mile End	23.7
St Georges	8.1
Total	46.7

Table 4 Decent Homes numbers by estate

Estate	Rented Stock	Total decent	% decent	Total Non decent	% Non decent
Bede Estate	189	149	93.1%	11	6.9%
British Estate	181	392	97.5%	10	2.5%
Brokesley Estate	129	20	58.8%	14	41.2%
Chapel House Estate	102	34	26.4%	95	73.6%
Christchurch Estate	77	71	69.6%	31	30.4%
Eric Estate	34	213	90.3%	23	9.7%
Glamis Estate	114	161	85.2%	28	14.8%
Holland Estate	79	156	86.2%	25	13.8%
Manchester Estate	160	71	92.2%	6	7.8%
Not in an estate	402	0	0.0%	6	100.0%
Riverside Estate	34	32	94.1%	2	5.9%
Schooner Estate	236	87	76.3%	27	23.7%
St Georges Estate	6	59	20.2%	233	79.8%
Treby Estate	69	44	63.8%	25	36.2%
Westferry Estate	292	79	100.0%	0	0.0%
Grand total	2104	1568	74.5%	536	25.5%

Table 5 Decent Homes numbers by stock transfer area

Constituency	Stock	Total Non decent	% Non decent	Total decent	% decent
Glamis	189	28	14.8%	161	85.2%
Holland	181	25	13.8%	156	86.2%
Island Gardens	535	161	30.1%	374	69.9%
Mile End	907	79	8.7%	728	91.3%
St Georges	292	233	79.8%	59	20.2%
Total	2105	526	25.0%	1578	75.0%

EastendHomes investment strategy will ensure that all properties meet the Decent Homes standard by 31st December 2010.

Target Hardening

The proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime and an improvement in the quality of life.

As part of the estate regeneration programme, EastendHomes will pursue estate re-design which reduces the opportunity for the criminal to commit a crime and tightens the security of potential crime targets. EastendHomes will reduce the opportunity for crime in occupied properties by fitting “secure by design” doors and windows. On estate redesign, EastendHomes will seek to maximise opportunities for natural surveillance, natural access control, and territorial reinforcement.

Energy Efficiency and Environmental Sustainability

EastendHomes is committed to tackling fuel poverty and providing thermal comfort for tenants. Thermal comfort is one of the four key components of the Decent Homes standard. SAP assessments were reviewed in line with the SAP 2005 rating System and energy performance.

Unnecessary carbon emissions are caused by inefficient use of resources and an increase in our energy consumption. Significant reductions in carbon emissions can be achieved by: householders taking action to cut wasteful energy use in the home; householders changing to energy efficient products and appliances; insulating the home, and lastly, the option to install renewable energy technology.

In line with national and regional climate change objectives, EastendHomes will encourage residents (across all tenures) and our developers to help reduce harmful carbon emissions from existing and new housing stock. This can be achieved by simple and practical measures around the home such as: accessing advice from the LDA-funded Green Homes concierge service or the Energy Saving Trust; by minimising household energy and water usage; by maximising household recycling activities; and using efficient building components.

Some of the work EastendHomes has undertaken to improve energy efficiency and reduce carbon emissions includes roof and window renewals which comply with thermal insulation standards, cladding and cavity wall insulation, replacement of existing boilers with condensing boilers, single glazed decent homes failures replaced with double glazed, recycling facilities included at all sites, use of energy efficient components such as solar tubes and wind turbines.

EastendHomes is committed to:

- Reducing the environmental impact of the delivery of maintenance and refurbishment work.
- Evaluating and maximising the potential of delivering improvements to homes that improve energy efficiency and reduce future running costs for our customers
- Developing innovative solutions around the provision of heat and power in a sustainable way, maximising the use of renewable energy, including the use of wind turbines and solar tubes
- Building new homes that are designed to the highest energy efficiency standards including upgrading thermal insulation where appropriate.

Keeping Stock Condition Data Up to Date

We have an Access database relating to each individual property and block of properties which is designed to record information about major building elements, their condition, date of installation, and a schedule for remedying the disrepair, together with an estimated cost.

Crucially, the database is also able to calculate whether or not properties satisfy the 'Decent Homes' criteria and provides details of the reasons for failure and the year in which that failure would occur.

The database was installed at EastendHomes in June 2006, and in January 2007 a Project Officer was appointed to oversee the management of the database, including the recording of all changes and the calculation of Decent Homes scores, as well as ensuring that the integrity of the data was capable of independent scrutiny.

Each time a building component is replaced or renewed to a significant degree (such as to extend its useful life), this new information is recorded in the database. Similarly, as stock numbers change as the result of sales, demolitions or buy-backs the database is kept up to date by removing or adding relevant records.

Additionally, all dwelling SAP ratings have been updated by a qualified assessor following a survey based on a 'stratified' sample of dwellings by building type and particular estate or location. The rationale for this is that buildings of a similar type on a given estate are likely to have been subjected to a common maintenance and improvement policy, to have similar inherent

problems, and to be subject to similar wear and tear: If this is the case then they tend to be similar in condition and will need similar works in the future.

We have incorporated changes brought about by the introduction of the Housing Health and Safety Rating System (HHSRS) which has a bearing on the calculation of 'decent homes' scores. We now have an accredited HHSRS assessor who will be undertaking a sample survey during 2009 and this will enable us to review the data we currently hold.

Development and Cross Subsidy

All EastendHomes business plans do, to some extent, rely on the ability to generate income from land sales working closely with our preferred developer partner. As part of the process leading to transfer EastendHomes has identified 'promised' works and 'intended' works. The promised decent homes works must be completed by 2010 and rely on relatively small amounts of cross subsidy from land sales to complete.

The 'intended' works, however, are almost totally dependent on additional resources generated by land sales. The 'intended' works usually cover environmental enhancement, security works boundary treatments etc. In effect these works would assist in achieving a cohesive and sustainable regeneration programme for each estate.

The amount of potential receipts generated by proposed land sales are under constant review and will inevitably be subject to change. Initial assessments were undertaken as part of the pre-ballot master planning exercises and this has subsequently been further examined to varying extents depending on the progress of each estates regeneration programme. This will vary from schemes underway (British Street) to an initial capacity assessment by our developer partner.

Development Partner

EastendHomes preferred development partner is Telford Homes and the income generated is broadly based on £37,000 per habitable room although there will be negotiations by individual site with EastendHomes reserving the right to go back to the market if it so wishes. There is no intention to return to the market given the current economic situation.

Estate	Projected Income	Basis for projection (as of 7 December 2009)
British	£11.000m	To date £9.9 million received by EastEnd Homes
Eric/Treby	£7.400m	Planning application re-submitted due for consideration
Bede	£10.150m	Planning application agreed £3.2 million received
St Georges	£10.155m	Planning permission granted £2.2 million received
All Isle of Dogs	£5.750m	Architects capacity assessment
Holland	£12.235m	Planning permission granted
Glamis	£5.800m	Architects capacity assessment
Total	£62.490m	

The secured income from the British Street estate was supported by planning permission which permitted a relaxation of the 35% affordable housing requirement. In excess of 5 million pounds has now already been received relating to land sales on other sites. In addition to the land sale income, on the British estate, Eastend Homes will also receive over £1.3 million of land sale income in the form of new shops and cultural/community facilities. Overall we are projected to spend a further £4.1m on community facilities across all estates which has already been discounted from the land value.

All projections at this stage assume 35% affordable housing and although there was a relaxation as part of the British Estate planning permission following the St Georges planning committees it is clear the Council wish to see 35% affordable housing on all our applications. Obviously this is something we fully support if resources are available. The figures above include an assumption that a HCA grant would be available via Telford Homes and grants have been received by Telford Homes for both the Bede and St. Georges estates. It is anticipated that further bids will be made on all our further estates. Without grant the land value would reduce from the projected £67.2m to £44.8m.

Although EastendHomes is not eligible at this time to seek HCA development grant in its own right, our partnership with Telford Homes, who are able to access HCA funding, has meant that even without direct development funding, EastendHomes is able to expand its asset base and is on site (November 09) delivering 136 new homes, scheduled for completion within the next eighteen months.

Discussions with the Homes and Communities Agency (HCA) has resulted in the HCA agreeing with the developer partner a funding package to support the provision of up to 300 new affordable homes across our estates. These resources will continue to be dependent on satisfactory progress including successful planning approvals.

Overage

An overage arrangement is in place with our developer partner whereby Eastend Homes receives 25% of sale receipts over and above agreed thresholds. It is anticipated that the British Street estate proposal provides an additional £1.25 million which reflected the strength of the market in Tower Hamlets at the time the units were sold 'off plan'. In the future it is likely that overage arrangements may change and might be reflected in a lower 'up front' land value from our developer partner as they seek to share risk. In addition, if the HCA have provided grant they may wish to share in any overage as the market recovers.

Financial Overview

It is now apparent that the housing market has collapsed and will take time to recover. This will inevitably have a significant effect on EastendHomes and will require that EastendHomes respond accordingly. The identification of a purely promised decent homes programme as our priority will help control short to medium term cash flow, permitting further works to be undertaken over time as resources allow.

All staff involved in the regeneration programme work closely with finance staff to ensure Business Plan Budgets and major works programme costs are reconciled. In general terms anticipated scheme costs are broadly in line, or lower, with those identified at the point of transfer of all estates.

There have been savings on tender returns when compared to estimates and business plan assumptions, however, this still represents a small part of the overall programme and any 'savings' at this stage are an important part of EastendHomes' risk management strategy. Contractors are now facing a large drop in demand and are having to hold or reduce prices in order to secure tenders. Overall new orders for construction fell eight percent in the second quarter of 2008 compared with the previous quarter and 20 percent compared with the same quarter the year earlier.

Risk/Control Issues

We believe our approach to tendering provides us with flexibility to allow for changes to works programmes whilst achieving cost savings through a mixture of competitive tendering and benchmarked negotiation with good performing partner contractors. Partnering with good contractors in a longer term relationship with EastendHomes allows costs to be controlled, reduces waste and ensures good contractors are available to us and our residents.

In relation to new developments our current approach is prudent and effectively manages risk. The strategy ensures that once planning permission has been granted and land sold, risk is passed to the developer.

The EastendHomes Board may, in the future, consider joint ventures with partners that might be riskier but potentially provide more income – this

appears extremely unlikely given the current economic situation. Our approach to risk is constantly reviewed and may change over time as circumstances change.

Some of our developments involve complex site assembly issues particularly where vacant possession depends on negotiating with leaseholders of varying types. We have continued to work closely with the London Borough of Tower Hamlets to progress CPOs (Compulsory Purchase Orders) as a last resort if negotiations are unsuccessful. As an RSL we do not have compulsory purchase powers and need to work with the Council who do.

In the past becoming more involved in shared ownership has been considered as a way of diversifying and spreading financial risk. We have not pursued this and the current economic climate has left 50% of all shared ownership schemes nationally unsold.

The joint approach with Telford Homes and the Council to attract grant for affordable housing in our regeneration programme is extremely important as a new element in our approach to managing financial risk.

Tenure Diversification

EastendHomes believes support for the development of mixed and balanced communities remains a useful tool in encouraging community cohesion and sustainability. There is clearly a need to address concentrations of social and economic deprivation which leads to estates becoming isolated from the wider community. Residents often have fewer opportunities to gain education and employment, and are more likely to be engaged in or suffer from anti-social behaviour.

EastendHomes regeneration approach includes the considered introduction of private sale units in all our regeneration schemes and the implementation model pioneered on the British Estate is now being incorporated into schemes on the St Georges, Bede and Holland estates – all of which have planning permissions in place. The Eric Treby estates regeneration proposals will shortly be considered by the planning authority and the Glamis and Island estates schemes are currently being prepared.

Option Appraisal

The master planning process initiating the iterative development of all EastendHomes regeneration schemes incorporated a number of reviewed options within each individual estate context. However, all options are juxtaposed against the spectrum extremes of minimal works and complete redevelopment. From this emerges the optimum scheme based on cost effectiveness and deliverability.

EastendHomes vision, to achieve the comprehensive regeneration of our estates and to bring about a sustained improvement in the homes and quality of life for residents, sits firmly within a commitment to provide good quality

social housing for our existing residents and the emerging population of the Borough. All of the decision making and thought processes which are engaged when EastendHomes project managers develop specific scheme plans with residents are geared to maximise the delivery of successful social housing units and the comprehensive refurbishment of existing stock and estates.

In terms of scheme development, the potentials for estate regeneration are therefore built up from a position where the Decent Homes work only (covered within the business plan) is enhanced by funding achieved through developing additional social rented units on site through to the potential of introducing affordable or properties for sale into the scheme brief to provide an enhanced regeneration programme is explored with residents to determine the best fit for each estate.

In terms of existing stock, EastendHomes is in the advantageous position that all stock is in high demand, with the exception of bedsit properties which have a combination of lower demand and management issues. This means that all stock, even that in poor condition, is likely to warrant investment to bring it up to habitable standard. EastendHomes will also seek opportunities to incorporate redundant space into scheme design and opportunities to provide larger family sized accommodation.

EastendHomes stock can be generalised into the following categories:

1. Good condition property in high demand
2. Poorer property which can be improved with suitable investment and will attract demand
3. Property which no longer meets the objectives of the association where it may be better to consider demolition and re-use

EastendHomes will consider, with residents, the most appropriate development proposals on a site by site basis.

Development Summary

The British Street Estate regeneration programme is providing:

- Sale of land generating over £11 million recycled into the refurbishment of the estates
- 24 new affordable rented units have been completed including 5 large family houses
- 161 new units for sale
- 10% of new sale units for family accommodation
- Ground rent annual income of approx £40,000
- New sale units contributing towards estate upkeep.
- New purpose built Community/Cultural facilities
- New shopping facility created on Bow Road

The Bede estate planning application was agreed in February 2009 and work has commenced to provide:

- 86 affordable rented units now on site.
- 150 private sales
- Cross subsidy of approx £10m.
- A £10m investment programme.
- New Community centre
- HCA funding via our developer partner.

A final decision on the Eric and Treby planning application is anticipated in December 2009. If approved in its current form, the application would seek to provide:

- £1.6 million has been invested in refurbishment works to date.
- The proposed scheme will increase total investment on the existing estate to over £16 million with at least £7m of investment generated from cross subsidy.
- Provide 175 new homes with 50 grant funded affordable rented units including nine five bedroom units targeted to relieve overcrowding.
- The provision of new community facilities and a new housing centre for our Mile End estates.

St Georges estate transferred in January 2006 and planning permission was granted for the estate regeneration scheme in January 2009. This consists of:

- Nearly £10 million on – kitchens, bathrooms, rewires, front doors and renewing the decrepit communal heating system in the tower blocks.
- Building 193 new units with 54 HCA grant funded units for affordable rent.
- A new community facility.
- £10.155m generated towards an intended estate regeneration programme of £26m.

The Island Gardens estates have already benefitted from over £8m of investment. In addition, Capstan House is currently being decanted for redevelopment and will provide the opportunity for a substantial regeneration programme. The income generated will provide further resources to help transform the surrounding area.

Any redevelopment option will provide at least 35% affordable new homes on the site and we intend to implement our overcrowding

reduction strategy to maximise the number of new rental homes earmarked to help meet local housing needs in the area.

EastendHomes will also continue to consider how best to improve the Calder's Wharf Community centre while exploring the potential for redeveloping the site to improve the existing community facilities and to provide new homes.

The Holland Estate regeneration scheme received planning permission approval on the 13th May 2009 and we are currently continuing to work on assembling the site following the successful completion of over £3m of decent homes investment. The schemes will:

- require decanting of 28 residential units and a number of commercial and retail premises.
- provide 193 new units with 131 for private sale and 48 will be affordable.
- A new Community facility
- A new EastendHomes office
- Re-provision of 1490 sq. m of retail space

The Glamis estate transferred to EastendHomes in October 2007 and the phase 1 internal works programme has recently been completed investing nearly £3.2m on new kitchens, bathrooms and front entrance doors. Tenders are now being prepared for a window replacement programme and heating upgrade to ensure all properties meet the Decent Homes standard by the Governments 2010 deadline (85% currently meet the standard on the estate). In parallel with this work architects are currently reviewing the overall master plan proposals with the Estate Management Board's planning sub group which will lead to a comprehensive planning application in 2010.

Responsive Maintenance

Improving the responsive repairs service was identified as a key driver in improving tenant satisfaction the 2006 Status survey. EastendHomes has targeted and continues to target improvements in repairs performance in order to harness resident led priorities with service and improvement planning.

EastendHomes inherited a stock portfolio property in poor condition. This has meant that an effective responsive repair, to maintain property until internal refurbishment and estate regeneration could be completed, has been a cornerstone of EastendHomes service provision. EastendHomes delivers front line housing services through a localised service access structure and local responsibility and accountability for delivering day to day repairs is managed by a generic and dispersed workforce.

EastendHomes operates five local housing centres that provide the primary access point to all customer initiated repair requests. Local housing centre staff manage all aspects of general build and void repairs and generate the initial call out orders for specialist contracts. EastendHomes Technical Services team holds management responsibility for the specialist contracts including lift maintenance, gas servicing, door entry, TV aerials, communal plant, aids and adaptations and water tanks. The Technical Services team provide a pool of expert and specialist knowledge about the more complex and specialist building components covered by the specialist contracts and manage all aspects of the responsive repairs arrangements for these components including pre inspection, variation authorisation, post inspection, contractor liaison and management. The Technical Services manager also maintains strategic control of the general build contracts, including budget setting, budget monitoring, technical advice and strategic liaison.

EastendHomes operates a local handyman service, with usually at least one allocated to each housing centre area, supervised by the local technical officer. Job tickets are raised through the general build schedule of rates and allocated to the handyman as they are to the general build contractors. Performance information including costs are collated and reviewed to allow comparison.

How the Responsive Repairs Service is Provided

Responsive repairs are carried out by:

- External contractors
- EastendHomes Handymen service

In 2008/09 EastendHomes employed two main (general build) contractors:

- EPS PLC who work across the Mile End, Island Gardens and Holland estates
- Ollis Construction who work across the St Georges and Glamis estates

Work covered by the general build contracts include:

- Plumbing
- Carpentry
- Electrical
- Finishing (plastering, tiling, decorating etc)
- Concrete/ paving
- UPVC windows
- Metalwork

The general build contract for St Georges/ Glamis areas is being re-tendered with an anticipated contract start date of April 2010.

In addition EastendHomes has a number of specialist contracts who work across all EastendHomes stock, these contracts include:

- Lifts
- Door entry
- Heating/ hot water
- Sewers
- Water tanks
- Communal plant
- Aids and adaptations
- TV aerials
- Lightening conductors
- Fire alarms

Repair Priorities

Day to day (responsive) repairs are issued within three set priorities; the current repair priorities were agreed with residents in 2007.

- Emergency (including out of hours repairs)
- Urgent
- Routine

Target Times

Target times for each repair priority are calculated in calendar days.

- Emergency 24 hours
- Urgent seven days
- Routine twenty eight days

Value of Repairs/ Contractor Performance – In Dwelling and Communal Repairs 2008/9

	No of Repairs Issued	Total Value of Repairs Issued	Average Job Value	% Jobs Completed in Target	% Appointments Kept
EPS PLC	3047	£491,837.04	£161.41	90%	93%
Ollis Construction	840	£152,786.53	£181.89	89%	90%
Handypersons	2944	£151,725.97	£51.54	97%	99%
Specialist Works	4048	£376,329.45	£92.97	95%	94%
Total	10,879	£1,172,678.99	£107.79	94%	95%

Handyperson Service

EastendHomes operates an effective handyperson service which delivers high resident satisfaction at a reduced cost (compared to external contractors).

<i>2008/09</i>	<i>Mile End</i>	<i>St Georges/ Glamis</i>	<i>Island Gardens</i>	<i>Holland</i>	<i>EeH</i>
Salary Costs	£40,040	£26,281	£39,101	£32,615	£138,037
Materials	£7,759	£6,926	£13,193	£5,419	£33,297
Equipment/ Tools	£27	£50	£144	£0	£221
Vehicle Costs	£3,001	£2,584	£1,109	£1,904	£8,598
	£50,827	£35,841	£53,547	£39,938	£180,153
Value of Work 2008/9	£38,526	£43,418	£50,596	£36,659	£169,200
Inc Contr Adj (see below)	£42,687	£49,931	£56,060	£40,618	£189,297
VAT (15%)	£49,089	£57,421	£64,470	£46,711	£217,691
Saving	-£1,738	£21,580	£10,923	£6,773	£37,538

Overall repairs satisfaction all contractors 94% and generally handyperson satisfaction is higher.

Management Costs

Responsive and Voids Repair Service per property

Benchmarked with group	Spend per property (£)	Number of repairs per property	Average cost per repair (£)
Upper quartile	353	2.7	133
Median	497	3.0	145
Lower quartile	564	3.6	164
RSL sample			
THCH	683	3.6	187
Old Ford HA	493	3.1	158
BGVPHA	505	3.5	144
Newlon HA	659	No data	159
EastendHomes	937	3.9	242

This looks at the direct costs of responsive and void (empty property) repairs per property (excluding the cost of administering the spend). EastendHomes' costs for repairs amounted to £1.815m and £399,000 for voids during this period and had the highest repairs spend of the group at £937 per property.

This high spend is driven by the cost of our repair contractors and the large number of reported repairs. The Decent Homes programme should reduce the backlog of repairs, and lead to a decrease in the proportion of responsive repairs which are urgent or high-cost matters, as well as a long-term reduction in the quantity of responsive repairs..

Play Areas

EastendHomes will ensure the implementation of the current procedures, recommendations by the Health and Safety Executive, EastendHomes insurers and RoSPA, to ensure the safe use by children and carers as reasonably practical :-

- To ensure the health, safety and welfare of tenants, residents
- Ensure procedure and policies are regularly reviewed and implemented
- Inspection routines to be undertaken annually, monthly and weekly.
- EastendHomes will ensure its inspectors are trained and competent to undertake inspections.
- Maintain an Asset Register of all facilities and equipments.
- Ensure repairs and maintenance are carried out in a competent manor
- All new equipment and facilities to be tested by competent inspectors before being used
- All equipment, apparatus and surfacing shall comply with BS EN 1176 and BS EN 1177.

Gas Safety

EastendHomes will ensure the implementation of the current Gas Safety Regulations and Health and Safety requirements relating to the use and management of gas systems. EastendHomes manages two gas servicing contractors, works allocation are made in accordance with performance and geographical location. Systems and process are externally audited.

EastendHomes management of Gas Safety will:

- ensure the health, safety and welfare of tenants and residents
- ensure procedures and policies are regularly reviewed and implemented
- regularly audit management procedures and quality of works
- continuously improve performance and standards in partnering with EastendHomes Service Providers.
- ensure all domestic properties with gas services have valid gas safety certificates
- instigate legal proceeding, where necessary, to ensure compliance with legal obligations
- ensure EastendHomes board members and staff are aware of Gas safety.
- increase Gas Safety awareness amongst EastendHomes residents.
- Ensure those acting on behalf of EastendHomes are competent to fulfil all gas related statutory duties.

Asset Profile Miscellaneous Lets

EastendHomes has a range of parking spaces on each estate. There appears to be a significant number of void spaces at most locations. This will be re-structured as the effect of regeneration schemes rationalises parking areas within the estates. EastendHomes operates a miscellaneous lets policy which prioritises disabled and elderly residents. It does however allow excess parking, i.e. parking which is not rented by EastendHomes residents to be allocated to anyone. There is no security of tenure with parking licences and they can be terminated at a weeks notice should resident demand increase. EastendHomes operates within an inner city area where parking is at a premium. This has been further inflated by the hike of costs of on- street permits in the Borough. Additionally, new build and converted properties are being built with no local parking agreements. Given the potential surplus availability following regeneration and the potential income generation, EastendHomes will proactively market available spaces. Based on the current non resident rental charge, if all spaces were let, it would generate an annual income of over £100,000 per annum. The rental charge for non resident allocation including sub-tenants of leaseholders will be reviewed annually. Parking enforcement is generally operational on EastendHomes estates and EastendHomes will periodically review enforcement arrangements.

	Carspaces	Garages	Pramsheds	Total
Mile End	704	175	188	1067
Island Gardens	354	55	232	641
St Georges	16	190	23	229
Holland	119	0	0	119
Glamis		203	23	232
EeH	1199	623	466	2288

This profile will be audit checked and rationalised as the regeneration scheme continues and priority is given to providing social housing on available unused space.

Planned maintenance programme

As EastendHomes inherited a stock base of property in poor condition, the Decent Homes programme was rolled out, partially to address the baseline position of poor condition. In the context that all of our properties would be assessed to determine works necessary to achieve Decent Homes standard, it did not make sense to run a planned maintenance programme in advance of scheme completion per estate. As schemes complete and leave site, EastendHomes stock condition database is primed to specify the planned maintenance programme per year based on projected component failure. EastendHomes will seek to deliver an 80:20 split of planned to responsive maintenance.

Cyclical Maintenance

EastendHomes will keep all key building components in good condition through a regular maintenance programme, where appropriate. As such, cyclical maintenance will be undertaken on

The building components which are regularly maintained by EastendHomes contractors or staff include:

- Signs /warning notices : Fire point :
- Cold Water Storage Tanks
- Ventilation Plant :
- Gas Appliance Servicing
- Major Plant Heat raising Plant:
- Roof, Lift and machine room access
- Lifts Servicing and insurance: Precision:
- Door Entry Systems
- TV Aerials
- Lightning protection
- OTA Aids and Adaptations
- Smoke Dispersal Fire Protection
- Fire Detection /Alarms Offices and other premises
- Fire points
- Drain Jetting Programmes
- Wet and Dry risers
- Electrical intake / switch room inspections
- Eye bolts inspections
- Stairlifts Hoists
- CCTV Maintenance
- Emergency Lighting Fire point
- Fire extinguishers fire blankets etc Fire point
- PAT testing Offices and works shops
- Regulatory 2005 Fire Safety Risk Assessment inspections
- Domestic Smoke alarms inspections vulnerable people
- Lighting inspections
- L8 Water safety checks Internal
- Roller shutters
- Play Area inspections

Commercial Premises

EastendHomes owns 83 shop units, scattered across the five housing centre areas. The shops are generally located in clusters of parades within housing estates. Most shop units have A1 planning permission with A3 and A5 featuring to a lesser extent. The units are classified as 1) primary 2) secondary and 3) tertiary. Generally no more than ten percent of the units are vacant at any one time. Demand for units at primary and secondary sites is high. However, units within tertiary parades where footfall is poor are harder to let. Allocation of these less popular units is considered to social enterprises, charitable and community organisations on flexible terms.

Shop rents are set by a RICS surveyor and are based on open market valuations. Vacant shops are marketed through a specialist local agent.

The shops are generally in reasonable condition and are offered on full internal repairing leases. Some improvement work will be required to the exterior and landlord services as part of the Regeneration Programme.

EastendHomes main business is the provision of social housing and the development of additional shop units is not a priority within our business planning and development strategy. Instead, the development of commercial premises will be considered where the development is replacing existing units or where the lack of provision would be detrimental to a sustainable local community.

The annual income from commercial premises in 2008/9 was over £760,000. Income recovery and collection is carried out by the London Borough of Tower Hamlets.

Community Buildings

EastendHomes owns thirteen community buildings. These are dispersed through out EastendHomes housing stock. With the exception of the Centre at British Street, all buildings were inherited from the stock transfer process, and were poorly maintained while in Council ownership and all require significant investment to meet current standards. Some of the buildings are not fit for purpose, for example, Eastend Community School, Old Castle Street and the Island Neighbourhood unit. Access audits have been completed and all will require improvements to comply with DDA.. Most of the buildings are managed by voluntary organisations. There are generally no formalised agreements for the use and occupation of these buildings and EastendHomes receives little income. The use of the buildings varies and there is little cross group sharing of resources and facilities. EastendHomes has provided some grant funding for individual groups. There is some duplication of activities at different, yet local, sites, meaning that there is little integration of adjacent communities and the use of some buildings is not optimised.

As part of the estate regeneration programme, EastendHomes is re-providing local community centres on an estate by estate basis. Wherever possible, existing community centres and activity groups will be amalgamated into the new community facility. EastendHomes is investing five and a half million pounds on new build community centres.

EastendHomes is engaging with key partners and existing organisations in Tower Hamlets to develop management opportunities to ensure these centres are sustainable and that they will meet the needs and aspirations of the local community.

Office Buildings and Caretaking Accommodation

EastendHomes owns 12 sites which provide accommodation which allow staff to deliver landlord services. Additionally, one site, the Head Office is leased on a five year term. In the medium term, EastendHomes intends to re-provide the Head Office accommodation within its own stock portfolio and the intention is to build new accommodation at the Holland estate.

All accommodation is maintained and managed by EastendHomes staff.

An accessibility audit of all customer facing premises was carried out in 2008 and consequently, the St. George's office was replaced in November 2009. To improve services, the Glamis office was then incorporated into St George's accommodation although some housing services continue to be provided on a surgery basis from Glamis.

Localised housing centre accommodation is therefore provided at all five sites. Caretaking accommodation is similarly provided at all five locations and this is shared with the handyperson service.

The Mile End office accommodation will be re-provided as part of the Eric/Treby regeneration scheme, subject to planning permission.

Appendix One

EastendHomes Stock & Investment Proposals

Individual Estate characteristics

1. Bede Estate - Mile End Transfer Area

This estate was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

The estate comprises 25 blocks of predominantly low rise maisonettes built during the mid 60s and early 70s, plus a small number of 3 storey houses. There is also a small parade of retail shops serving the estate.

The majority of homes on this estate, over 90%, now meet the Decent Homes standard and tenants have now benefitted from the installation of new kitchens and bathrooms.

Further work to the estate has now commenced following a successful planning application in February 2009. This work will provide 86 new 'affordable rent' properties and 150 new 'private sale' properties, plus a new community centre. Work to the existing stock will comprise external fabric repair works and significant wider estate improvements including improved lighting, provision of new play areas and new door-entry systems. One block, Pickard House, was a 2 storey block comprising 10 bedsits which was demolished in October 2009. In all, we will be investing in excess of £10 million on the estate over the next 4 years.

Table 8 Bede Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	26	316	0	342
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	5	0	5
Traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	26	321	0	347

2. British Estate - Mile End Transfer Area

This estate was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

The estate comprises 10 blocks of low rise maisonettes built during the early 70s, plus 2 high rise blocks each of 22 storeys all built of non traditional construction methods involving the use of large concrete panels.

Working in partnership with our development partner, Telford Homes, the sale of land has generated over £11 million in land value which has been recycled into the refurbishment of the estates. To date we have achieved substantial improvements to the fabric and layout of the blocks and to the wider estate area. All work will be completed by the end of March 2010.

Virtually all homes on this estate, some 98%, now meet the Decent Homes standard and tenants have now benefitted from the installation of new kitchens, bathrooms and heating, external cladding, new staircase towers, windows, controlled entry systems, landscaping, drainage, lifts, and various other associated works.

Our partnership with Telford Homes has enabled us to build 24 new social housing units for rent and 161 units for outright sale, of which 10% is family housing. Uniquely, the partnership has enabled us to provide new shopping facilities and community/cultural facilities plus income to help run the facilities.

Table 9 British Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	191	45	236
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	260	0	260
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	20	20
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	4	4
		Total	0	0	0	451	69	520

3. Brokesley Estate - Mile End Transfer Area

This small estate was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

The estate comprises 3 blocks of low rise flats and maisonettes, two built during the late 50s, and one built in 1982 plus a small number of 2 storey houses.

The majority of homes on this estate, 59%, currently meet the Decent Homes standard although new kitchens and bathrooms have still to be installed in a number of blocks.

Brokesley Estate is geographically adjacent to the Eric and Treby estates and for regeneration purposes they have been grouped together. A planning application to allow for the comprehensive refurbishment and improvement of the estates together with the construction of 50 'affordable rent' and 125 'private sale' properties has been submitted to the Council. A decision is expected in December 2009. If the submission is successful refurbishment and improvement works in excess of £16 million will transform the estates commencing in the spring of 2010.

Work to ensure that all properties on all of the Mile End East area estates are 'Decent' by the end of 2010 is now either underway or will be commencing in the spring of 2010 to ensure compliance with the government's target for 'decency'.

Table 10 Brokesley Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	14	0	0	14
Non traditional	Flat/Maisonette	b. 3-5	0	0	16	0	0	16
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	9	9
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	5	0	0	5
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	35	0	9	44

4. Chapel House Estate - Isle of Dogs Transfer Area

This estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises predominantly 1920s built 2 storey houses. There are 3 blocks of low rise flats and maisonettes built at different periods from the mid 20s to the late 70s.

The majority of homes on this estate, over 73%, do not currently meet the Decent Homes standard.

A programme of extensive work is now virtually complete with a contract value of over £3.7 million to bring all homes up to the Decent Homes standard. The work covers both internal and external items including new kitchens, bathrooms, windows, heating, rewiring, and thermal roof insulation. Contract completion is scheduled for January 2010.

Table 11 Chapel House Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	14	0	0	14
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	24	0	0	12	36
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	95	3	0	3	101
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	119	17	0	15	151

5. Christchurch Estate - Isle of Dogs Transfer Area

This estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises 7 blocks of medium rise flats and maisonettes built in the late 70s, plus a number of houses most of which were built in the 20s.

The majority of homes on this estate, over 70%, now meet the Decent Homes standard and tenants have now benefitted from the installation of new kitchens and bathrooms. The houses on this estate are included in the works contract for Chapel House estate where work is expected to complete in January 2010.

EastendHomes is currently reviewing the arrangements for tendering the next phase of works on all the estates on the Isle of Dogs. Further work is required with residents to finalise the scheme and works required.

It is anticipated that resident consultation and the final works proposal will take place before the end of the year followed by the submission of the planning application.

Our developer partner, Telford Homes, have completed surveys of the new build opportunities which will be subject to ongoing resident consultation and will undoubtedly require further change and amendment before submission to the Council for planning consideration.

Table 12 Christchurch Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	187	0	187
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	4	0	0	4
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	17	1	0	1	19
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	17	5	187	1	210

6. Eric Estate - Mile End Transfer Area

This estate was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

The estate comprises 15 blocks of predominantly low rise maisonettes built during the mid 60s and early 70s. There is also a small parade of retail shops serving the estate.

The majority of homes on this estate, some 90%, now meet the Decent Homes standard and tenants have now benefitted from the installation of new kitchens and bathrooms. However, of the 236 rented homes there are still 129 homes where new kitchens and bathrooms have still to be installed and this work is planned to start in the spring of 2010.

Further work to the estate is proposed to facilitate estate wide improvements and bring existing homes up to Decent Homes Plus standard to ensure that they are in a good state of repair.

Brokesley Estate is geographically adjacent to the Eric and Treby estates and for regeneration purposes they have been grouped together. A planning application to allow for the comprehensive refurbishment and improvement of the estates together with the construction of 50 'affordable rent' and 125 'private sale' properties has been submitted to the Council. A decision is expected in December 2009. If the submission is successful refurbishment and improvement works in excess of £16 million will transform the estates commencing in the spring of 2010.

Table 13 Eric Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	208	0	208
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	140	0	140
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	90	0	90
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	7	7
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	0	0	1	1
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	0	438	8	446

7. Glamis Estate - Glamis Transfer Area

This estate was transferred to EastendHomes in October 2007.

The estate comprises 14 blocks of low rise maisonettes built during the mid 70s and early 80s, including 1 high rise block of 22 storeys built in 1965 and a small number of 2 storey houses.

The majority of homes on this estate, 85%, now meet the Decent Homes standard and tenanted homes have now benefitted from the installation of new kitchens and bathrooms.

Following consultation with the Glamis Estate Management Board, negotiations on the appointment of Shepherd Epstein Hunter (SEH) as architectural design consultants to carry out the resident consultation on the Phase 2 external works to blocks and the wider estate are being finalised.

Table 14 Glamis Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	24	0	24
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	54	0	54
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	97	0	97
Traditional	Flat/Maisonette	a. Under 3	0	0	0	20	0	20
Traditional	Flat/Maisonette	b. 3-5	0	0	0	141	0	141
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	0	0	9	9
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	0	336	9	345

8. Holland Estate - Holland Transfer Area

This estate was transferred to EastendHomes in November 2007.

The estate comprises 14 blocks, 6 built during the 70s and 80s and 7 built during the 20s and 30s, plus 1 in 1954. Most comprise low rise flats and maisonettes, but there is 1 high rise block of 22 storeys.

The majority of homes on this estate, 86%, now meet the Decent Homes standard and tenanted homes have now benefitted from the installation of new kitchens and bathrooms. All internal work to dwellings have been completed.

The proposed regeneration scheme for the estate includes new lifts, external thermal insulated cladding and new windows to Denning Point, a new community facility, new offices for the EastendHomes head office and new offices for Holland local housing centre, environmental enhancements across the estate, the provision of 131 new private sale units and 48 new affordable social housing units. A public plaza and a secure garden for residents would also be created.

The new build units would be situated along Old Castle Street, Commercial Street and facing onto a new public plaza and above new retail units along Wentworth Street. These sites currently consist of Bradbury and Ladbroke Houses, and 28-42 Old Castle Street and retail units below these blocks, a community facility, and open space currently secured or used for parking. These sites will be demolished to facilitate this development.

Table 15 Holland Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	18	8	26
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	82	0	82
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	254	12	0	27	293
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	254	12	100	35	401

9. Manchester Estate - Isle of Dogs Transfer Area

This estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises 10 blocks of medium rise flats and maisonettes built in the early 60s.

Virtually all the homes on this estate, 92%, now meet the Decent Homes standard, tenants having benefitted from the installation of new kitchens and bathrooms.

EastendHomes is currently reviewing the arrangements for tendering the next phase of works on all the estates on the Isle of Dogs. Further work is required with residents to finalise the scheme and works required.

It is anticipated that resident consultation and the final works proposal will take place before the end of the year followed by the submission of the planning application.

Our developer partner, Telford Homes, have completed surveys of the new build opportunities which will be subject to ongoing resident consultation and will undoubtedly require further change and amendment before submission to the Council for planning consideration.

Table 16 Manchester Estate

Build type	Property Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	128	0	128
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	0	128	0	128

10. Not on an Estate - Mile End Transfer Area

This very small estate area was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

It comprises five 3 storey houses built before 1919, one of which is converted into 2 self contained flats and does form part of an estate area in the strict sense.

Table 17 Not on an Estate

Build type	Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	2	0	0	0	0	2
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	4	0	0	0	0	4
		Total	6	0	0	0	0	6

11. Riverside Estate - Isle of Dogs Transfer Area

This small estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises 5 small blocks of low rise flats built in the early 80s, plus 19 two storey houses.

The majority of homes on this estate, 94%, now meet the Decent Homes standard, tenants having benefitted from the installation of new kitchens and bathrooms.

The houses on this estate are included in the works contract for Chapel House estate where work is expected to complete in January 2010. Improvements to the riverside walkway between the River Thames and the Riverside Estate are completed. Works included new drainage, paving, railings and lighting.

EastendHomes is currently reviewing the arrangements for tendering the next phase of works on all the estates on the Isle of Dogs. Further work is required with residents to finalise the scheme and works required.

It is anticipated that resident consultation and the final works proposal will take place before the end of the year followed by the submission of the planning application.

Our developer partner, Telford Homes, have completed surveys of the new build opportunities which will be subject to ongoing resident consultation and will undoubtedly require further change and amendment.

Table 18 Riverside Estate

Build type	Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	7	7
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	17	17
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	19	19
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	0	0	43	43

12. St Georges Estate – St Georges Transfer Area

This estate was transferred to EastendHomes in January 2006.

The estate comprises 12 blocks of predominantly mid-rise flats and maisonettes built during the late 60s and mid 70s. There are 3 high-rise blocks, one of 27 storeys.

Despite having completed all internal kitchen and bathroom works to both the mid-rise blocks and tower blocks, including the decommissioning and complete renewal and replacement of the communal heating system and the provision of individual gas central heating systems to each flat, the majority of homes on this estate, 78%, do not meet the decent homes standard. This is because of the need to renew windows and roofs which will be done as part of the Phase 2 external works programme.

In addition to the internal kitchen and bathroom works, a key item of work added was the installation of new gas and water infrastructure (*i.e.* supplies) to the tower blocks by the statutory suppliers. These works also involved installation of a new communal water tank and pump sets and this work is now complete.

Furthermore, during the course of the internal works to the three tower blocks, it also became apparent that additional works were required involving the replacement of internal soil and vent pipes. This work is currently in progress at Hatton and Stockholm Houses and the same work to Shearsmith House will be undertaken later as this is not critical in this particular block.

A planning application was considered and approved on the 8th January 2009 for the overall regeneration scheme for the estate. This includes new windows, external thermally insulated cladding, new lifts, new heating to the tower blocks, new community facilities and extensive environmental enhancement as well as the provision of 139 new private sale units and 54 new social housing units for rent.

The new build units, including the 139 units for private sale, are concentrated on infill sites at Noble Court along Cable Street and the southern end of Brockmer House. Infill along the Noble Court stair towers will remove isolated staircases currently a significant focus for drug taking, rough sleeping and prostitution. These will be replaced by new blocks providing new staircase and lift access and eliminating the overhead walkways which currently allow people to walk the length of the five blocks which make up Noble Court.

Contracts for the provision of the 54 affordable homes for rent have been let and work will commence on construction in spring 2010 once essential preparatory and service diversion works have been completed.

Table 19 St Georges Estate

Build type	Type	Storeys	pre 1919	1919- 1944	1945- 1964	1965- 1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	6	0	6
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	9	87	96
Non traditional	Flat/Maisonette	c. 6 – 9	0	0	0	69	0	69
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	259	0	259
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	38	0	0	3	41
Traditional	Flat/Maisonette	c. 6 – 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	13	0	13
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	38	0	356	90	484

13. Schooner Estate - Isle of Dogs Transfer Area

This estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises 6 blocks of predominantly medium rise flats and maisonettes built in the early 60s, but there is one high rise block of 10 storeys.

The majority of homes on this estate, 76%, now meet the Decent Homes standard, tenants having benefitted from the installation of new kitchens and bathrooms.

EastendHomes is currently reviewing the arrangements for tendering the next phase of works on all the estates on the Isle of Dogs. Further work is required with residents to finalise the scheme and works required. It is currently proposed to demolish Capstan House and redevelop the site.

It is anticipated that resident consultation and the final works proposal will take place before the end of the year followed by the submission of the planning application.

Our developer partner, Telford Homes, have completed surveys of the new build opportunities, which will be subject to ongoing resident consultation and will undoubtedly require further change and amendment before submission to the Council for planning consideration.

Table 20 Schooner Estate

Build type	Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	35	40	0	75
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	80	0	0	80
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	0	115	40	0	155

14. Treby Estate - Mile End Transfer Area

This estate was transferred to EastendHomes in April 2005 as part of a wider transfer of estates for the Mile End area.

The estate comprises 5 blocks of predominantly medium rise flats and maisonettes built in the late 50s, but there is one high rise block of 11 storeys built in 1962 plus a couple of houses built in 1980.

The majority of homes on this estate, over 64%, now meet the Decent Homes standard and tenants have now benefitted from the installation of new kitchens and bathrooms.

Treby Estate is geographically adjacent to the Brokesley and Eric Estates and for regeneration purposes they have been 'grouped' together. A planning application to allow for the comprehensive refurbishment and improvement of the estates together with the construction of 50 'affordable rent' and 125 'private sale' properties has been submitted to the Council. A decision is expected in December 2009. If the application is successful refurbishment and improvement works in excess of £16 million will transform the estates commencing in the spring of 2010.

Table 21 Treby Estate

Build type	Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	63	0	0	63
Non traditional	Flat/Maisonette	c. 6 - 9	0	0	44	0	0	44
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Traditional	Flat/Maisonette	c. 6 - 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	2	2
		Total	0	0	107	0	2	109

15. Westferry Estate - Isle of Dogs Transfer Area

This estate was transferred to EastendHomes in January 2006 as part of a wider transfer of estates for the Isle of Dogs area.

The estate comprises 8 small blocks of medium rise flats built in the early 30s.

All the homes on this estate now meet the Decent Homes standard, tenants having benefitted from the installation of new kitchens and bathrooms.

Eastend Homes is currently reviewing the arrangements for tendering the next phase of works on all the estates on the Isle of Dogs. Further work is required with residents to finalise the scheme and works required. In advance of this process some works have been carried out on the Westferry Estate including the installation of estate traffic calming and some security works.

It is anticipated that resident consultation and the final works proposal will take place before the end of the year followed by the submission of the planning application.

Table 21 Westferry Estate

Build type	Type	Storeys	pre 1919	1919-1944	1945-1964	1965-1974	post 1974	Total
Build type	Property Type	a. Under 3	0	0	0	0	0	0
Non traditional	Flat/Maisonette	b. 3-5	0	0	0	0	0	0
Non traditional	Flat/Maisonette	c. 6 – 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	d. Over 9	0	0	0	0	0	0
Non traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Traditional	Flat/Maisonette	b. 3-5	0	143	0	0	0	143
Traditional	Flat/Maisonette	c. 6 – 9	0	0	0	0	0	0
Traditional	Flat/Maisonette	a. Under 3	0	0	0	0	0	0
Non traditional	Houses	b. 3-5	0	0	0	0	0	0
Non traditional	Houses	a. Under 3	0	0	0	0	0	0
Traditional	Houses	b. 3-5	0	0	0	0	0	0
		Total	0	143	0	0	0	143

Appendix Two

Housing Demand

Demand by bedroom need and Community Group (CG) as at 01/10/2009

Bedroom(s) needed	CG1	CG2	CG3	CG4	Total
1 bed	907	643	7,683	2,331	11,564
2 bed	426	706	2,991	545	4,668
3 bed	156	895	3,344	352	4,747
4 bed	46	318	1,028	75	1,467
5 bed +	21	86	136	14	257
Total	1,556	2,648	15,182	3,317	22,703

The table below shows the length of time applicants are currently waiting on the Housing list. However, it is NOT an indicator of how long applicants can wait for rehousing.

Applicants Currently Waiting (years)

Bedroom(s) required	1 bed	2 bed	3 bed	4 bed	5 bed +	Total
Up to 1 Year	1,335	683	435	94	25	2,572
2 Years	2,029	856	683	133	26	3,727
3 Years	1,824	642	552	131	18	3,167
4 Years	1,848	616	614	184	22	3,284
5 Years	1,564	498	549	127	15	2,753
6 Years	815	346	494	123	28	1,806
7 Years	653	241	379	147	17	1,437
8 Years	433	194	262	120	21	1,030
9 Years	288	113	165	74	18	658
10 Years	191	89	131	77	12	500
11 Years	173	70	80	54	12	389
12 Years +	405	321	407	204	43	1,380
Total	11,558	4,669	4,751	1,468	257	22,703

Homes Let

Homes Let between 01/04/2009 & 30/09/2009

Bedroom Size	CG1	CG2	CG3	CG4	Total
(Bedsit) 0	1	8	69		78
1	62	232	158	2	454
2	43	276	99		418
3	27	92	31		150
4	10	26	5		41
5			1		1
6		1			1
Total	143	635	363	2	1,143

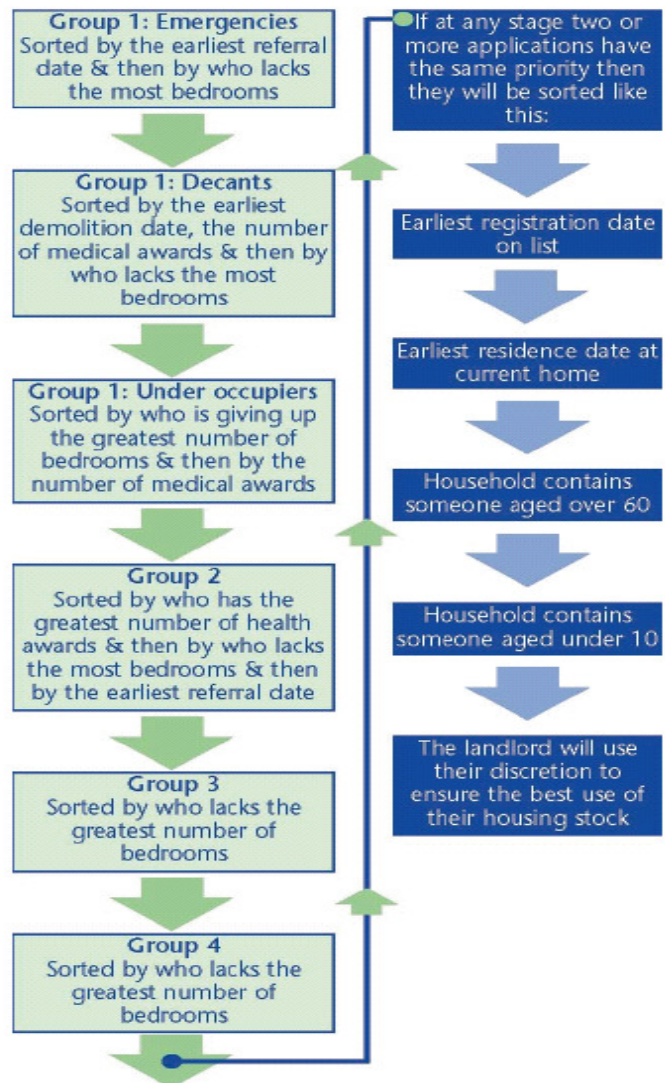
Floor level of homes let

Basement	Ground	1st	2nd to 4th	5th to 10th	11+	Grand Total
5	298	226	468	107	39	1,143

How do we decide when there is more than one request for an available home?

Anyone who has an eligible application on the housing list can tell us that they are interested in an advertised empty home. They will then be put on the list for that property.

We will consider which households 'best fit' the property by comparing the size of the property with the number of people on your application as described in section 5.1 of the Lettings Policy. Then the order on the list will be decided like this



Appendix Three

EastendHomes Minimum Void Specification

In order to meet the high demand for habitable homes in Tower Hamlets; we aim to reduce the amount of time a property stays empty. Our intention is to carry out essential repairs in the shortest time alleviating the pressure on the Tower Hamlets waiting list.

The Minimum Void Specification ensures the void property is of a standard meeting all statutory and legal obligations. It also ensures that the necessary works are not compromised leaving the property clean, safe and free from disrepair. This specification must not be confused with the reduction of quality; the void repairs will undergo a stringent inspection process ensuring the repairs are a good quality.

The following standard should be reached:

- At least one lock change to FED
- At least one full lock change to garden door or balcony door if accessible from ground floor
- Full Rubbish Clearance
- Full clean
- Full electric/ gas check – copies of certificates to be given
- Plumbing Check
- Chemical Clean of sanitary fittings (if no renewal)
- All doors/ furniture in good condition
- All kitchen units/ sink in good condition
- All floors level/ secure to receive tenants floor covering
- Windows Glazed/ secure and fittings operational
- Plastering to walls and ceilings sound with no significant defects/ holes-cosmetic cracking does not constitute a defect
- Floor coverings to kitchen, bathroom/WC in good condition
- Welcome pack to be left

Generally, all work required internally will be completed while the property is void to a good standard and will be checked before keys are passed to the ingoing tenant.

Unless internal alterations have been completed to a high standard with prior landlord permission, all void properties will be returned to their original lay out. Where non-standard fittings are left with the agreement of the ingoing tenant, EastendHomes will “gift” the item(s) to them and responsibility to service/ maintain them will lie with the in going tenant.

Furthermore polystyrene tiles will be removed from any location within a void property and where necessary, repairs to the condition of the ceiling surface completed.

In general, redecoration will not be completed as part of the void works. The inspecting officer will recommend whether a decoration allowance is payable when completing the V5 (*void inspection report form*). The decoration allowance will be agreed by the Housing Officer with the ingoing tenant at the time of viewing. The allowance is agreed to allow the ingoing tenant to achieve an acceptable standard of decoration. 'Acceptable' generally means clean, stain free and with no peeling paint or paper.

Decoration works can be completed for households comprising solely of elderly or disabled persons although unless the household type can be identified at the initial void inspection, this work will usually be completed after they have moved in. Any variations to this arrangement will be agreed by the Housing Office Manager.

Where necessary; remedial decorations to finish repair works or anti-condensation works will be completed as part of the void.

EastendHomes will ensure;

Rubbish Clearance/Cleaning

- All furniture and personal effects will be removed.
- All tenants flooring will be removed.
- All void properties will have a full clean as per schedule of rates definition.
- Where potentially hazardous materials are found to be or are likely to be present in the void property (e.g. needles and syringes); the removal of hazardous materials will be effected by trained staff.

Bathrooms / WCs

If the 'Decent Homes' package work has been carried out in these rooms, and renewal is required sanitary ware will be matched like for like (see appended schedule). However, if the Decent Homes work has not taken place and the inspecting officer regards the existing sanitary ware and finishing as *not* reasonably maintainable the default 'Decent Homes' package will be applied.

The following items will be checked to determine whether replacement is required:

- WC Seat
- WC Pan
- WC Cistern
- Wash Hand Basin including taps
- Bath including taps
- Floor covering
- Wall tiles/ splash-back
- Window Condition/ fittings

- Door Condition/ furniture
- Mechanical Extraction Unit (if any)
- Wall and Ceiling surfaces
- Showers
- Non standard Fittings
- Where fittings are not being renewed then a chemical clean will be effected.

Kitchen

Kitchen Units

Where the “Decent Homes” kitchen package work has been completed, and where the condition requires it, units will be replaced at least to the volume of the original improvement package. It will comply with BS 6222, Part Level H. Units supplied by Wilkinson’s Furniture to match existing design and material. All fittings will comply with EastendHomes specification items (i.e. Sink taps – Peglar Leger Range, L522 deck sink mixer (dual flow)).

Where the improvement package has not taken place, the unit capacity will be replaced at least to the original volume for the property. All units to comply with BS 6222, Part 2, Level H (*Domestic kitchen equipment; specification for structural performance requirements and methods of test for fitted kitchen units*). However, if it is felt the kitchen is beyond reasonable repair EastendHomes will install the (improvement package) Kitchen Default Range (see appended schedule for detail).

The following items will be assessed to determine whether replacement is required:

- Worktops
- Wall tiles/ Splash-back
- Window Condition/ Fittings
- Floor Covering
- Door condition/ furniture
- Kitchen Door: Where missing a kitchen door must be fitted [minimum half- hour fire check with "perko" type closer].
- Wall and Ceiling surfaces
- Mechanical Extraction Unit (if any)
- Where the sink is not being renewed then a chemical clean will be affected.

Hall / Stairs / Landing

The following items will be checked/ assessed to determine whether replacement or re-fixing, making safe is required:

- Handrails/ Balustrades / treads/ risers

- Window Condition/ Fittings
- Floor boards
- Floor Covering if any
- Door condition/ furniture
- Wall and Ceiling surfaces
- Non standard fittings

All Other Rooms

The following items will be checked/ to determine whether replacement or re-fixing, making safe is required:

- Window Condition/ Fittings
- Floor boards
- Floor Covering if any
- Door condition/ furniture
- Wall and Ceiling surfaces
- Gas Fires will normally be removed.
- Non standard fittings

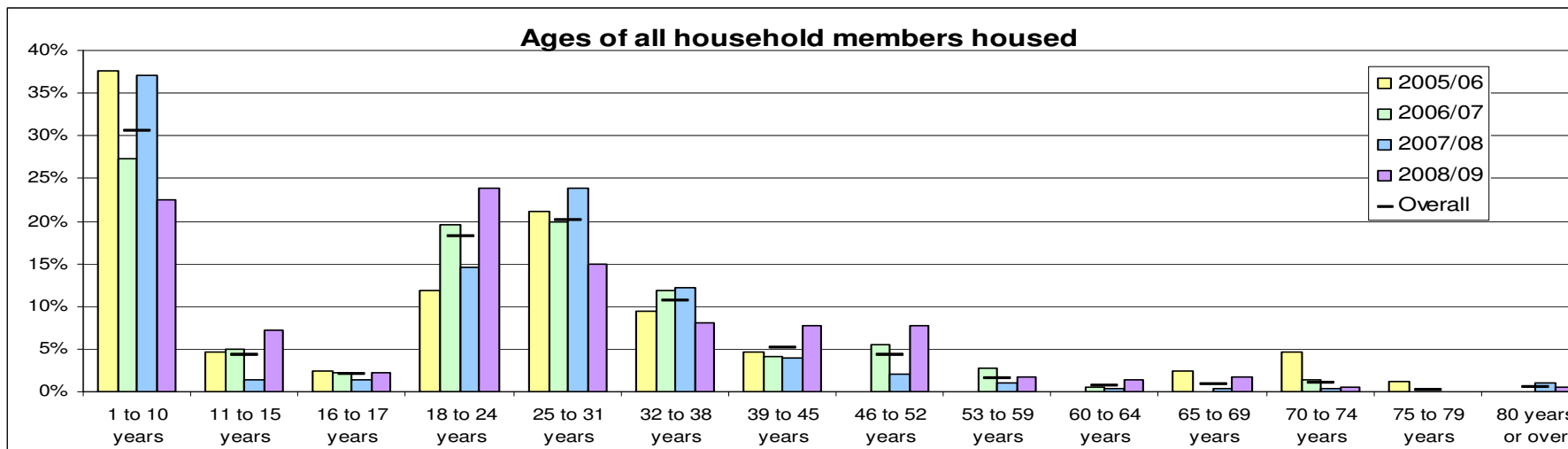
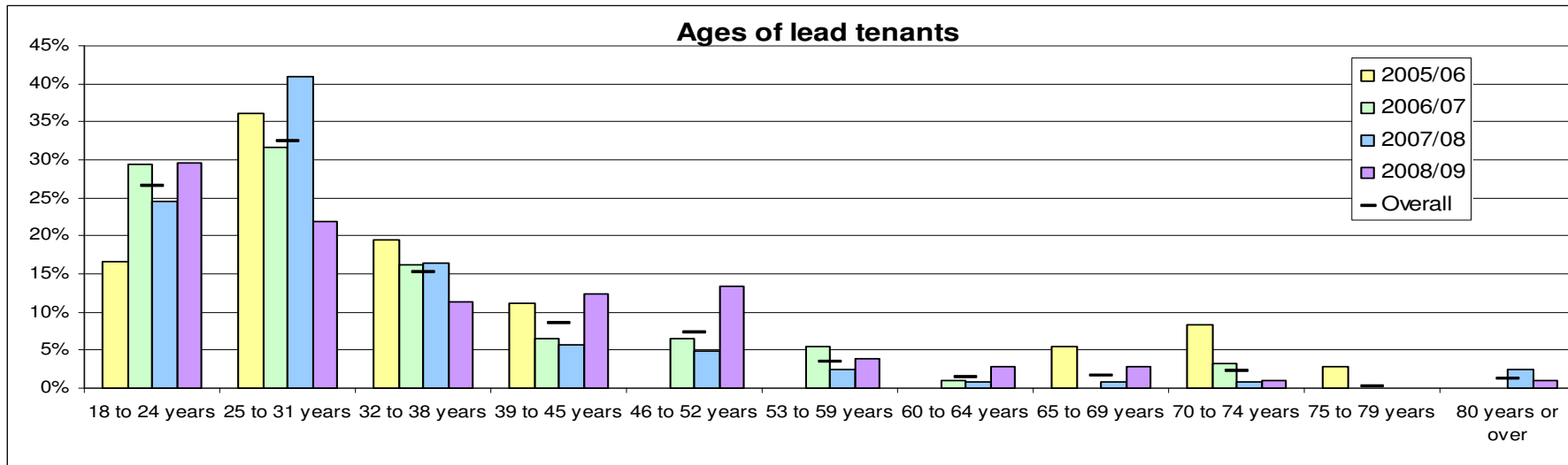
Gardens

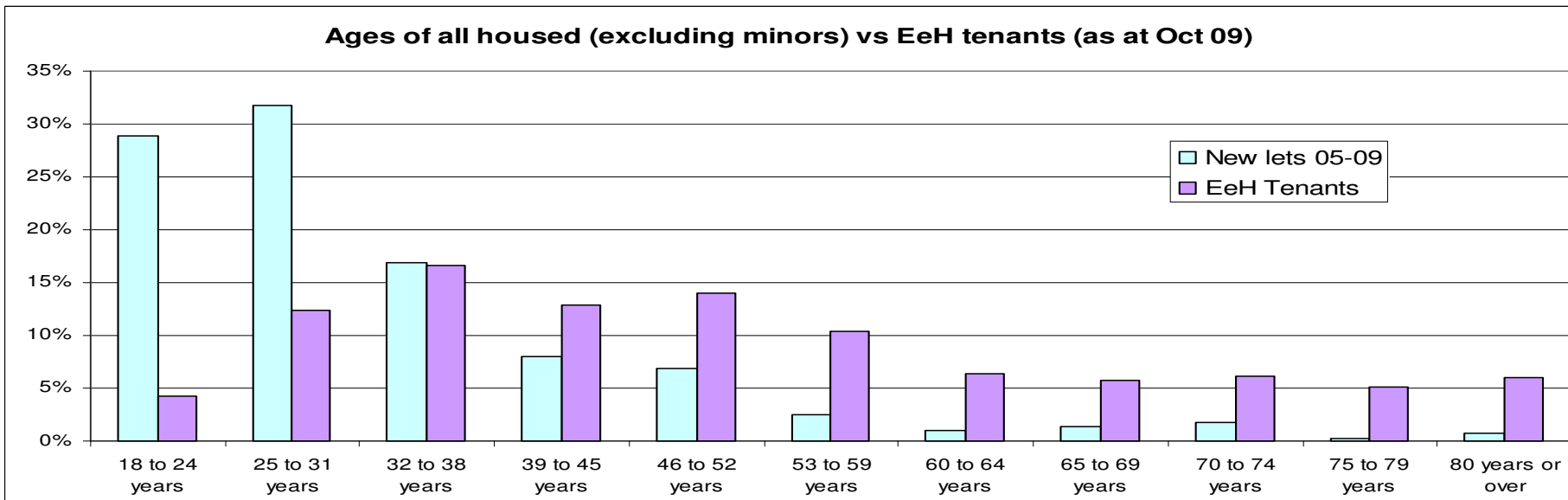
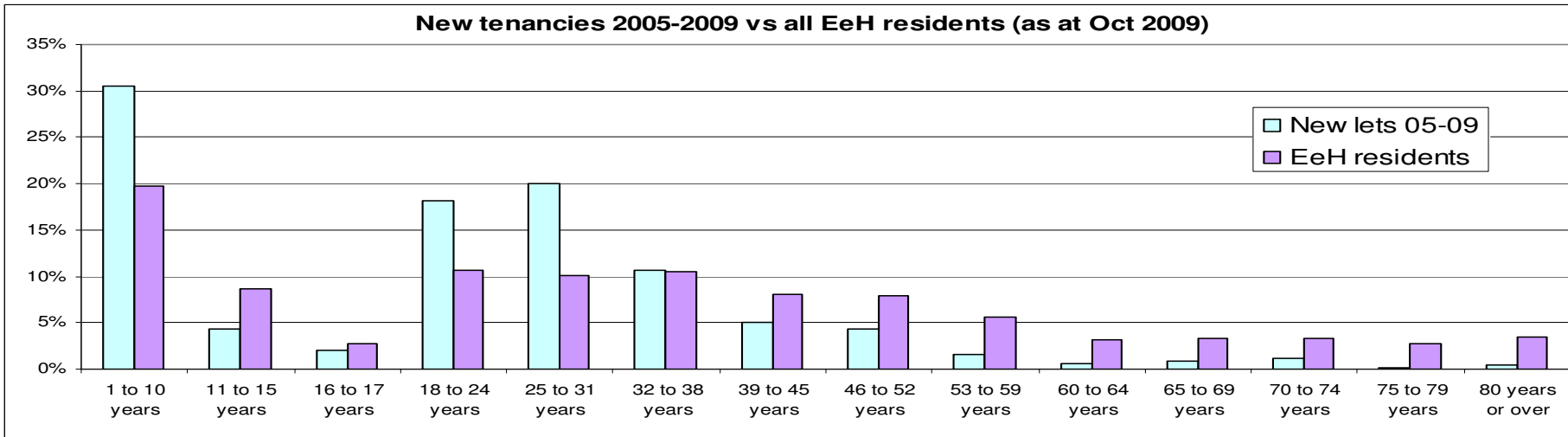
The following items will be checked to determine whether replacement or re-fixing, making safe is required:

- Rubbish and debris will be cleared from gardens
- Landlord fencing to any boundaries will be in good condition
- Access paths and steps will be checked for safety
- No horticultural maintenance/gardening will be undertaken unless it is a health and safety issue

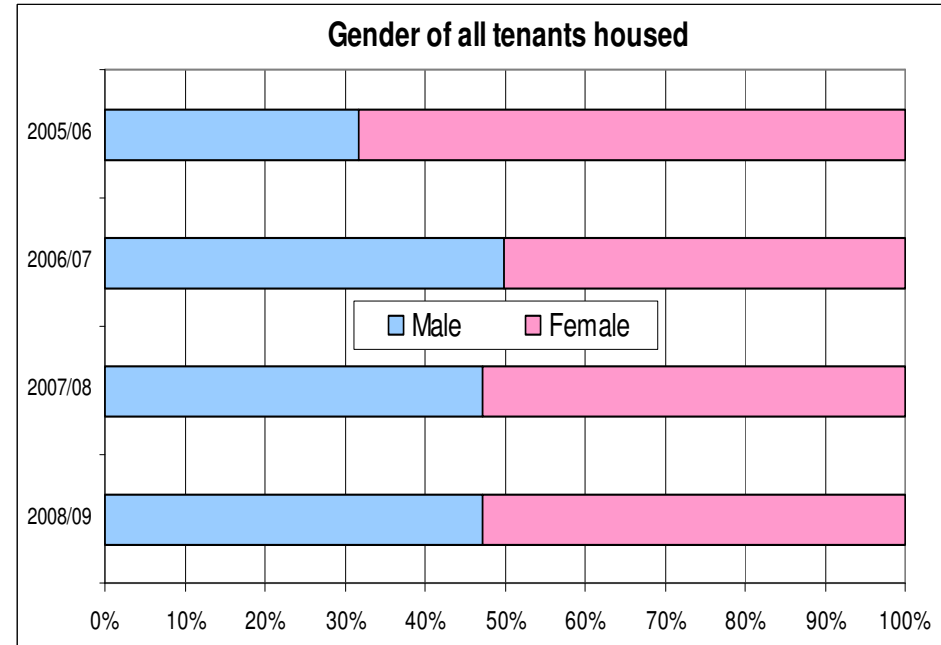
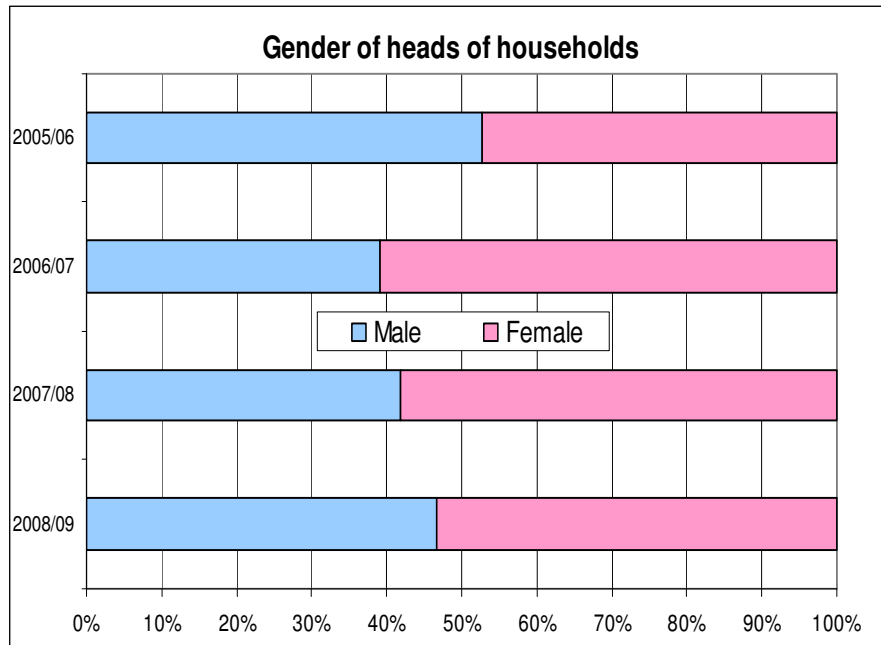
Appendix Four

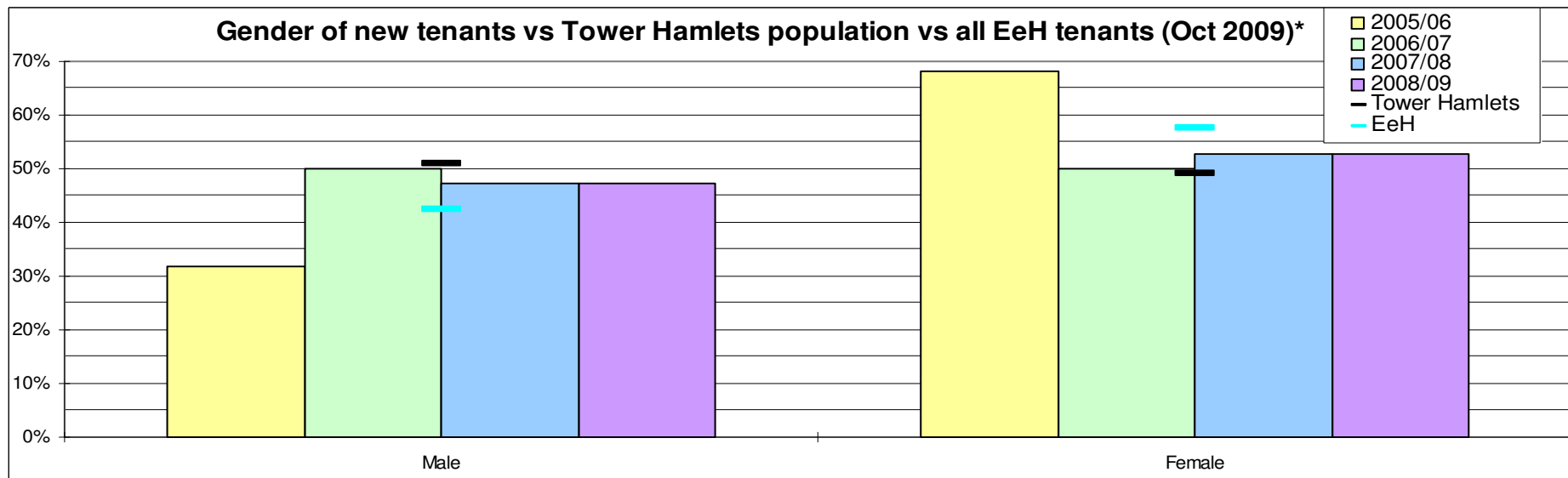
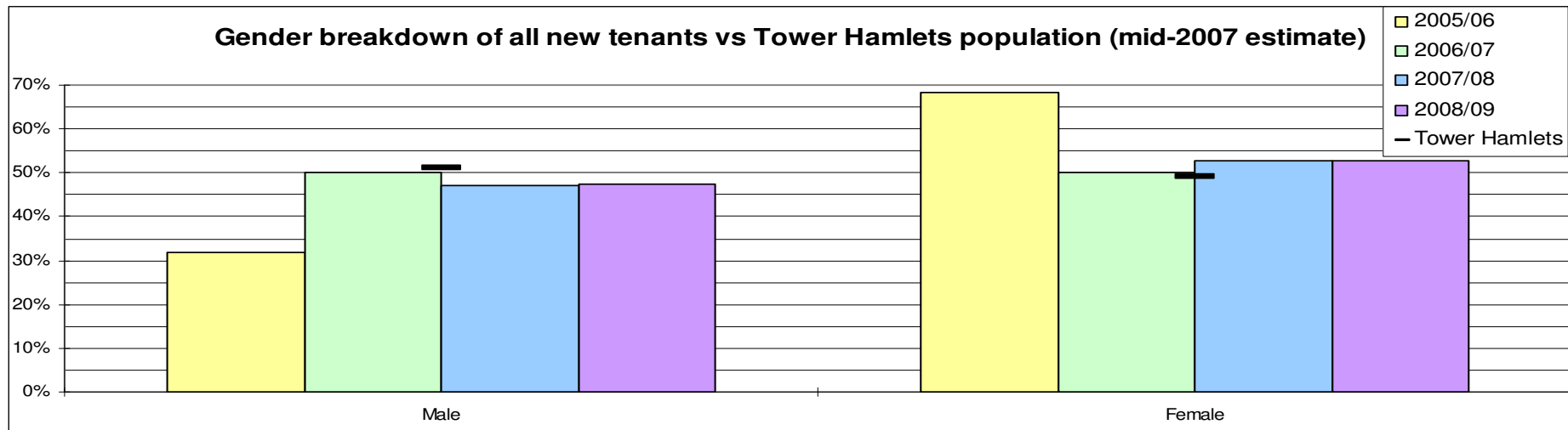
	Age of head of household		Ages of all housed	
	Count	Percentage	Count	Percentage
1 to 10 years	0	0.00%	246	30.48%
11 to 15 years	0	0.00%	35	4.34%
16 to 17 years	0	0.00%	16	1.98%
18 to 24 years	94	26.48%	147	18.22%
26 to 31 years	115	32.39%	162	20.07%
32 to 38 years	54	15.21%	86	10.66%
39 to 45 years	30	8.45%	41	5.08%
46 to 52 years	26	7.32%	35	4.34%
53 to 59 years	12	3.38%	13	1.61%
60 to 64 years	5	1.41%	5	0.62%
65 to 69 years	6	1.69%	7	0.87%
70 to 74 years	8	2.25%	9	1.12%
75 to 79 years	1	0.28%	1	0.12%
80 years or over	4	1.13%	4	0.50%
Total	355	-	807	-

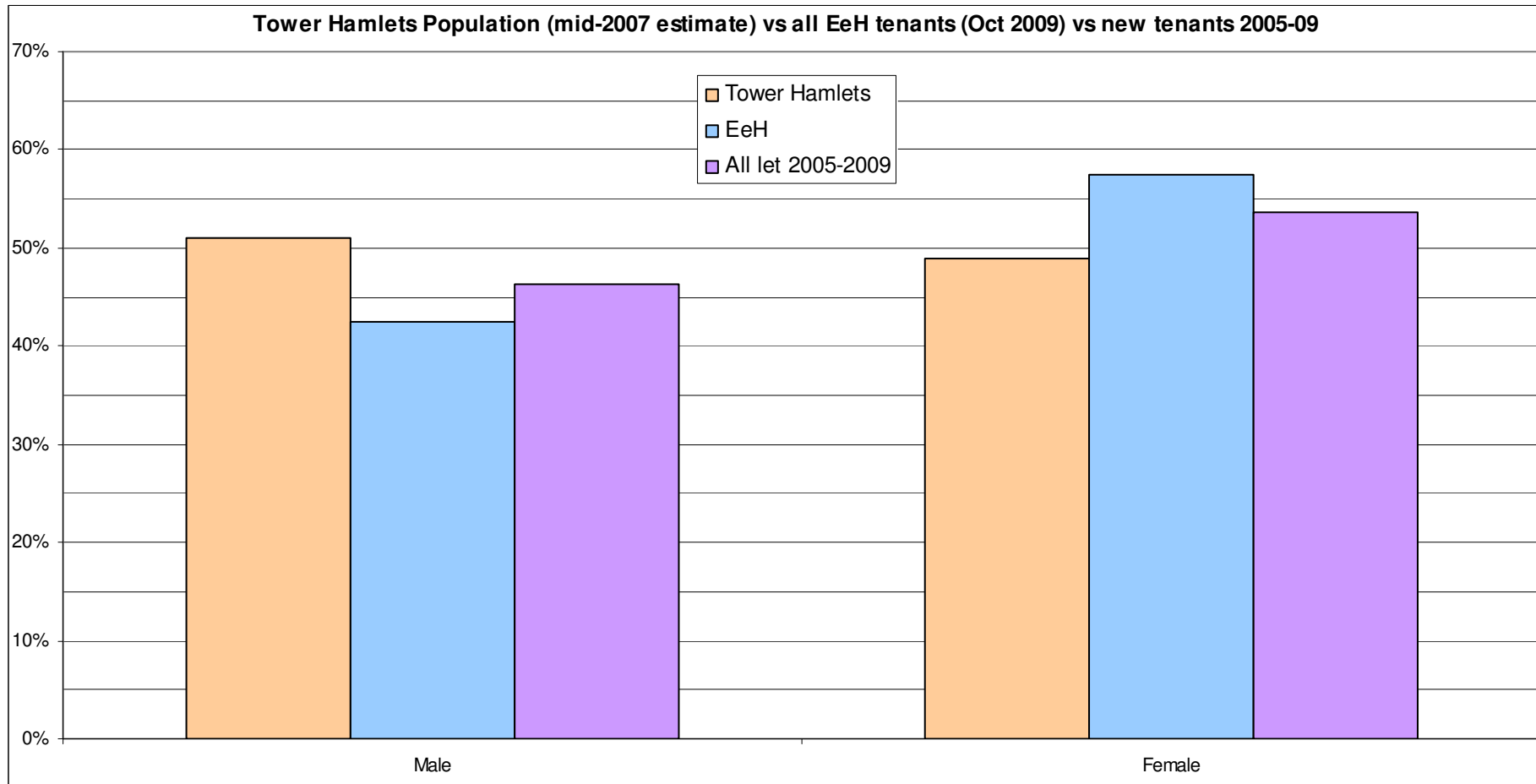




	Gender of head of household		Gender of all housed	
Male	155	43.66%	374	46.34%
Female	200	56.34%	433	53.66%
Total	355	-	807	-

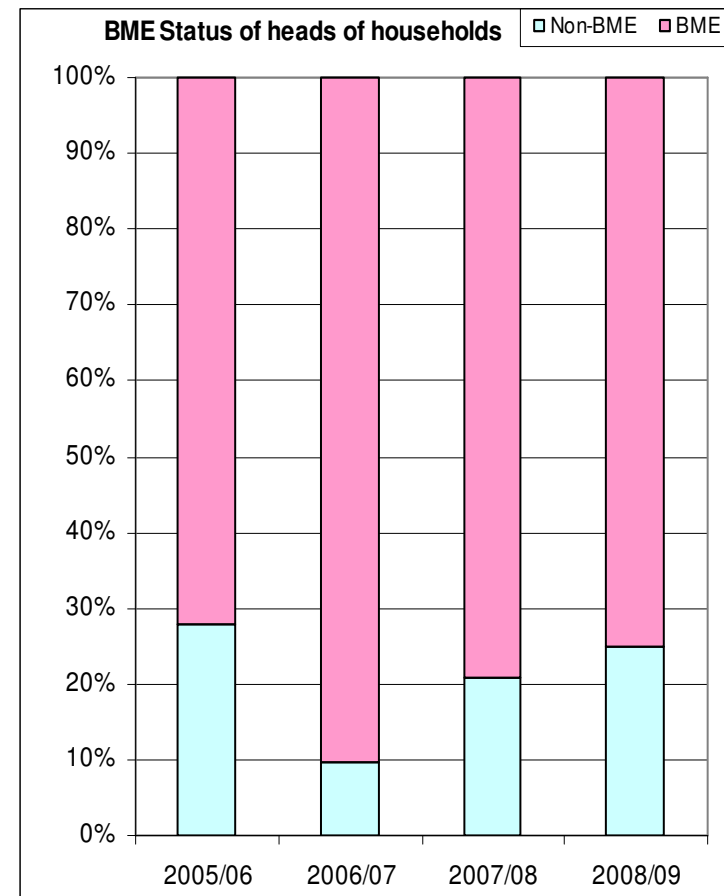


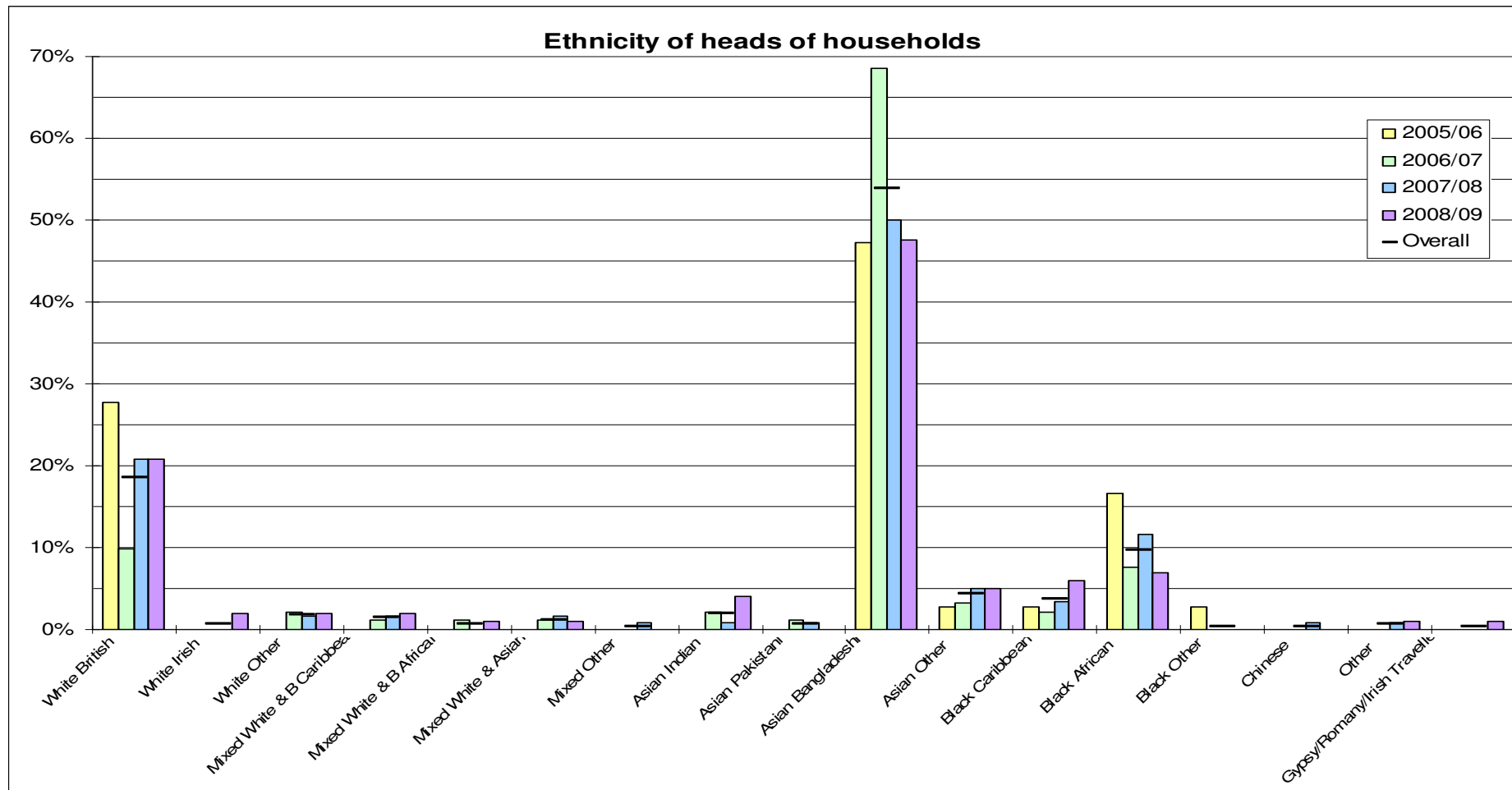




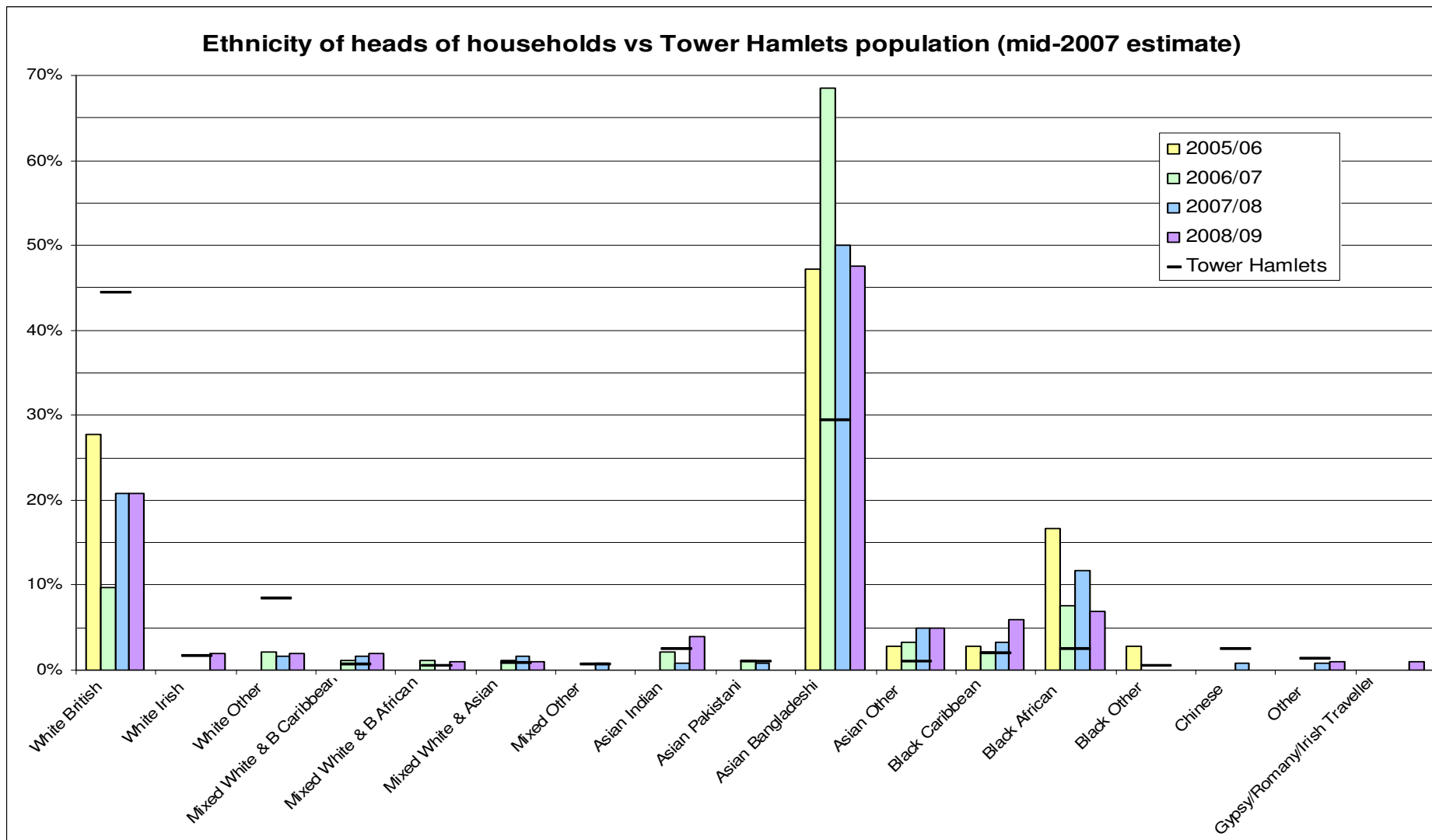
	Ethnicity of head of household	
White British	65	18.62%
White Irish	2	0.57%
White Other	6	1.72%
Mixed White & B African	5	1.43%
Mixed White & B Caribbean	2	0.57%
Mixed White & Asian	4	1.15%
Mixed Other	1	0.29%
Asian Indian	7	2.01%
Asian Pakistani	2	0.57%
Asian Bangladeshi	188	53.87%
Asian Other	15	4.30%
Black Caribbean	13	3.72%
Black African	34	9.74%
Black Other	1	0.29%
Chinese	1	0.29%
Other	2	0.57%
Gypsy/Romany/Irish Traveller	1	0.29%
Total	349	-

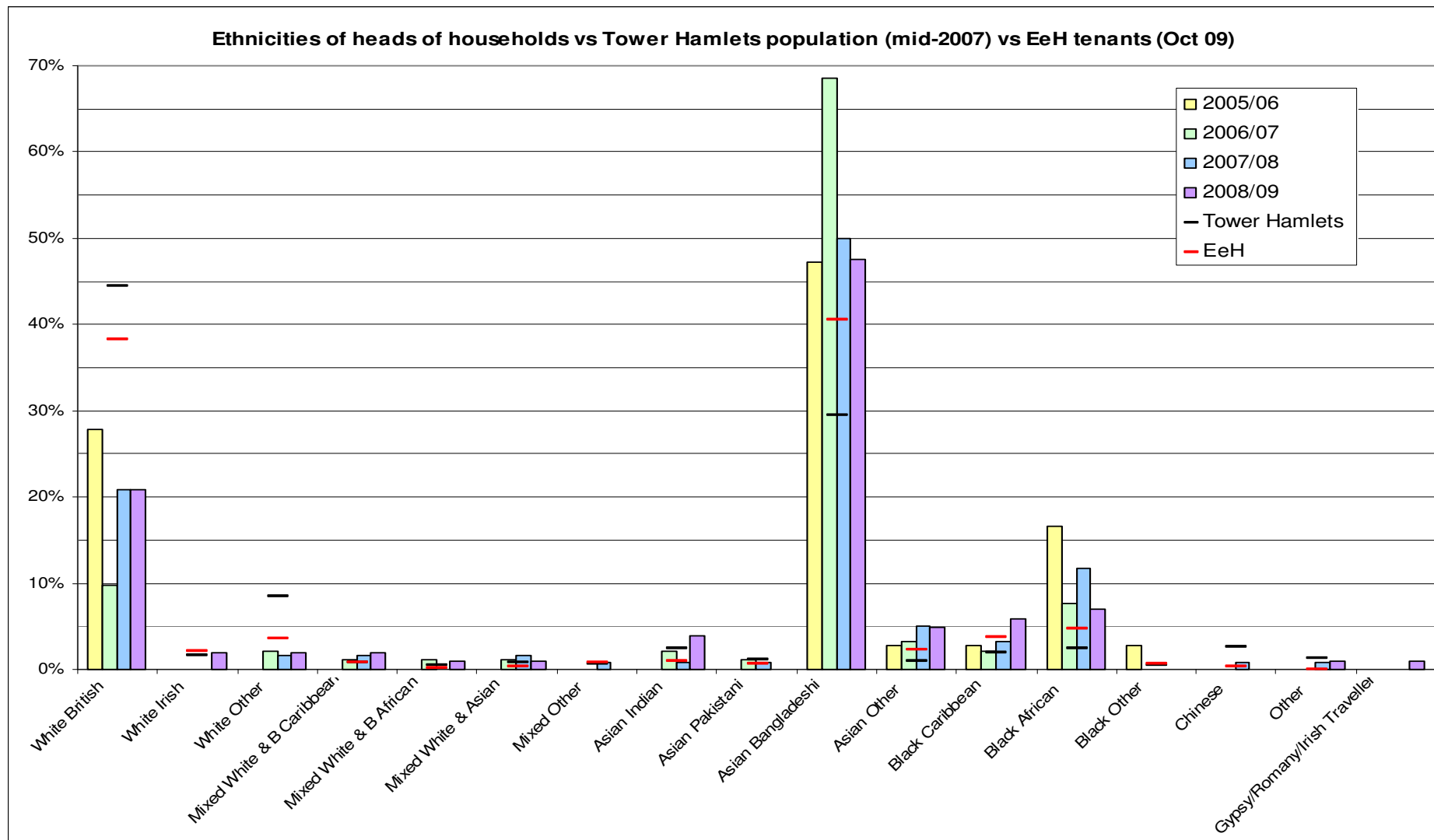
	BME origin of head of household	
Yes	279	80.17%
No	69	19.83%

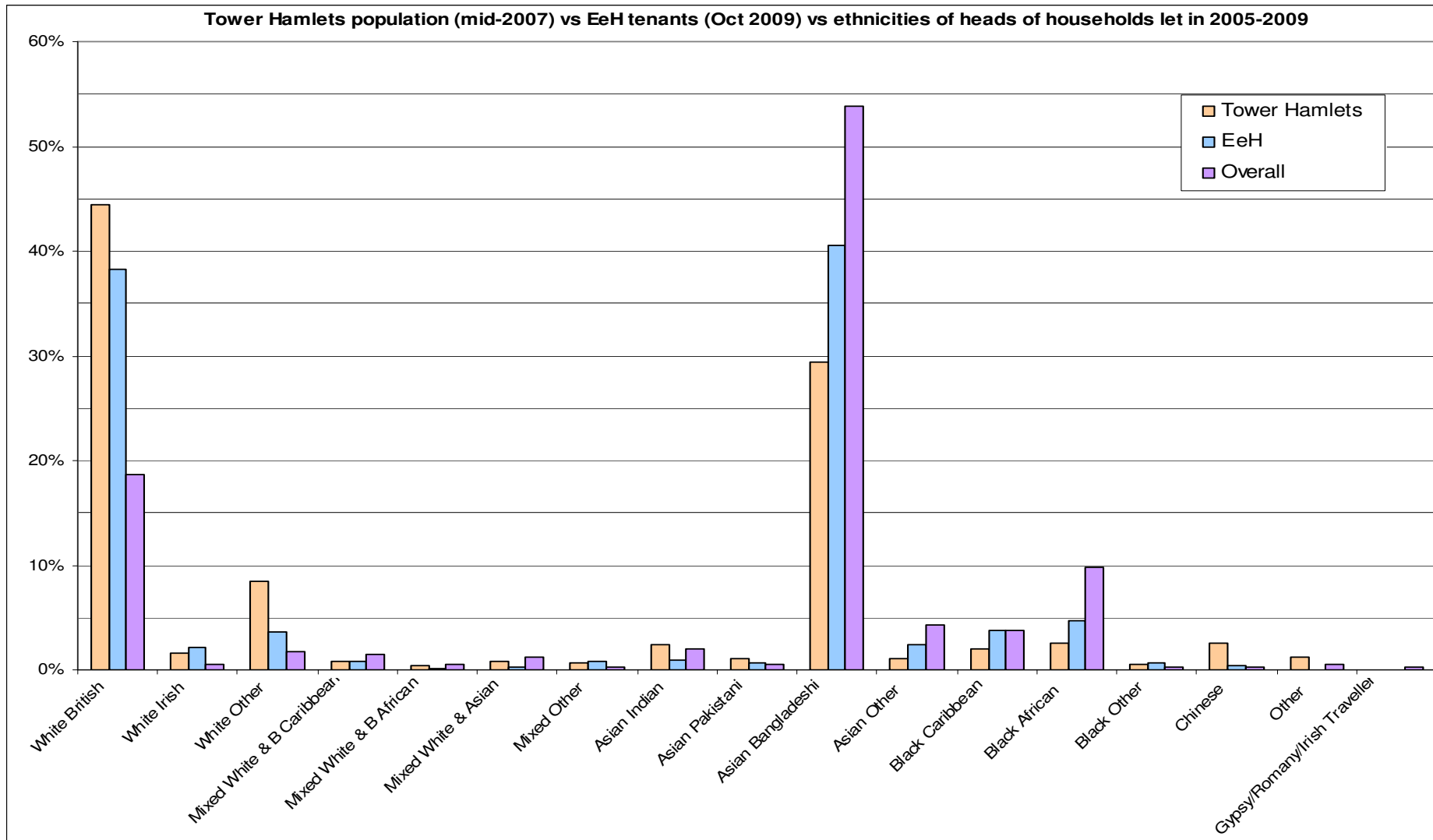




Eastend Homes had no homeless target in 05/06. The first homeless target for EastendHomes was set in 2006/7 and as this was pragmatically applied to our allocations activity, it became clear that the target was too onerous. It has subsequently been reduced by LBTH, as have the targets for partner RSLs. This has contributed to the “peaking” of BME household allocations in 06/07.







	Disabled tenant in household		Wheelchair user in household	
Yes	39	10.96%	4	1.10%
No	279	78.37%	296	81.10%
Don't Know	38	10.67%	65	17.81%
Total	356	-	365	-

