



Charnwood Borough Council  
FREEPOST MID24276  
LOUGHBOROUGH  
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### Charnwood Neighbourhood Housing will:

- Manage the Housing Service
- Undertake repairs
- Collect rent
- Bring all homes up to the Decent Homes Standard
- Give tenants and leaseholders opportunity to have a greater role in the management of their homes by being represented on the Board

### The Council will:

- Be responsible for the allocations register and policy
- Provide Housing Advice
- Develop Housing Strategy
- Ensure Housing Needs are met

### What this means for you:

- The Council will still be your landlord
- Your rent will be set by the Council
- Your tenancy will remain unchanged
- Your rights and entitlements will be the same
- An improved service and improvements to tenants homes



### For more information:

Telephone: 01509 634562

Web: <http://www.charnwood.gov.uk/housing/almoupdate.html>

These improvements will only happen if you give your support to set-up Charnwood Neighbourhood Housing.



# Charnwood Neighbourhood Housing

What an Arm's Length  
Management Organisation  
would mean for you  
and your home...



unlocking a brighter future

## How Council Homes would be managed in the future ?

Like all other Council's in England, Charnwood Borough Council has to bring its homes up to the Government's Decent Homes Standard by 2010. The Council's homes need around £53 million spending on them to bring them up to this standard. Unfortunately, the Council does not have this money. The Council needs an extra £35.8 million in order to bring tenants homes up to the Decent Homes Standard.



Having worked with tenants to look at the options available to raise the money needed for homes, Charnwood Borough Council is now consulting you on a proposal that would allow the Council to obtain more money in repairs and improvements for your homes while remaining as your landlord.

The proposal is to set up Charnwood Neighbourhood Housing, which will manage your tenancy and the housing management service on behalf of the Council but is independent from and 'at arms length' from the Council. Charnwood Neighbourhood Housing is a not-for-profit company which is owned by the Council but is managed on a day-to-day basis by senior staff, who have experience in this type of work and who are overseen by a Board of 15 volunteers, comprising; 5 tenants, 5 Council nominees and 5 independent professionals, who have a desire to achieve an excellent housing service in Charnwood. The Arms Length

Management Organisation (ALMO) will manage the Council's 5945 tenanted and 266 leasehold homes.

Unlike the Council, which is governed by strict government rules on borrowing, Charnwood Neighbourhood Housing would be able to get extra funding from the Government.

**"Charnwood Neighbourhood Housing could obtain an extra £35.8 million to invest in your homes."**

Charnwood Borough Council has submitted a bid for a share of the money put aside for ALMOs by the Government. To be successful, Charnwood Neighbourhood Housing has to achieve a two star (good) rating for its housing service – a target we believe we can reach by the time of the Audit Commission inspection in 2008.



## Who will manage the Council Homes in the future ?



The Board is a strong team with a wide range of skills and are totally focused on delivering housing services to you. Their priority will be to meet your needs and deliver quality services.

You will continue to see the same familiar faces of the housing staff who currently run your service as they will all transfer to Charnwood Neighbourhood Housing. A new, recently recruited, senior management team with a wealth of experience in housing and delivering three star (excellent) service will manage the ALMO.

**"Charnwood Neighbourhood Housing will be overseen by a Board of 15 voluntary Directors who have a desire to achieve excellent housing services in Charnwood."**

The Council will still own the homes and remain as your landlord. It will continue to be responsible for setting rents and your rights and entitlements will also remain the same.

The big difference is that when Charnwood Neighbourhood Housing can improve housing performance to a two star (good) rating, it will obtain extra funding to accelerate investment in homes to bring them up to the Government's Decent Homes standard.

The Board pictured with their Board Mentor are (left to right): Marie Hannabus, Margaret Allen, Peter Gardner, Ann Watkinson, Roy Brown, Patrick Cole, Phil Brandum (Board Mentor), Zoe Wortley and Roger Merchant. (Not pictured are: John Hipwell, Julie Bradbury, Cynthia Popley Paul Day, Yvonne Griffin and Helen Isaac)

**Your feedback...**

Please tear along perforation and post your reply slip back to us using the FREEPOST Ref: 06/07CNH/01

### How can tenants help...

(Please circle your answer Yes or No)

- Did you know that Charnwood Borough Council is proposing to establish an Arms Length Management Organization, or ALMO, to manage its homes? (Yes / No)
- What would you like to know more about concerning Charnwood Borough Council's proposal to establish an ALMO...
  - What is an ALMO? (Yes / No)
  - Rents and Tenants Rights? (Yes / No)
  - Involvement of Tenants? (Yes / No)
  - Repairs and Maintenance? (Yes / No)
- Based on what you know, would you be in support of Charnwood's proposal to establish an ALMO? (Yes / No)

### Your details...

Name

Address

Telephone