

January
2010

Your guide to future home improvements



We're committed to improving our £380m portfolio of homes, shops, garages and open spaces, in a way that offers all customers lots of choice and great value for money, while reducing the impact we have on the environment and global warming

Where does the money go?

In 2009/10, we've brought forward funding from future budgets so that your standard of living improves across all our homes, as requested by the Government under its Decent Homes Programme. However, in many cases we have exceeded the minimum standards, and introduced more choice. Most of the £10.5m we're spending in 2009/10 on major upgrades, has been spent on kitchens and bathrooms – increased by 90% - and new heating systems – increased by 70%.

We've surveyed thousands of homes to forecast the amount of work needed to keep your home up to date and in good working order. That means we

will spend £49,000 per home over the next 30 years.

However, we recognise that all homes have a natural life-span, and having accurate information on all homes means we can continue to identify areas in need of wider regeneration. In 2009/10 we've moved into the final phases of the £15m regeneration of Longfellow Parade in Basingstoke, Bishops Green in Newbury. We've also begun a £40m project to regenerate Faroe Close and Maldive Road in Basingstoke, and the £12m redevelopment of Campbell Close, Fleet.



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Repairs to suit you

We're bringing in 47 improvements to the way home repairs are completed to remove unnecessary inconvenience.

Following customer feedback, we've already brought in a new appointment system so you can get a repair booked in when you first contact us. In addition, we have introduced evening and weekend repair appointments, and cut the time it takes to get someone out to you. Also, our day-to-day maintenance contractor MITIE has hired a Customer Liaison Officer to quickly sort out anything you're not happy with.

We've also doubled the funding per home for disabled or frail customers needing aids and adaptations. We're working more closely with occupational therapists to get the work done quicker too.

Achieving more for less

We've been working closely with our contractors to look at ways to save money, and expect to save nearly £2m in 2009/10 by buying in goods and services at more competitive prices.

Most of this is then used to buy higher quality and longer-lasting products.

As we expect to spend £1500 per year per property over the next 30 years, you can expect top quality home improvements.

Lower energy bills and greener homes



Rising energy costs and action to tackle climate change are a relatively recent extra factor when calculating our long-term spending plans. In the village of Kingsclere, we're trialling the latest air-source heat pumps in six homes that previously relied on electric storage heaters. If these deliver the cheaper energy we predict, then we'll put in place a programme to replace storage heaters in more than 300 homes across north Hampshire. Much of the green energy products on the market attract government subsidies, again meaning we can do more for less. Elsewhere, we've

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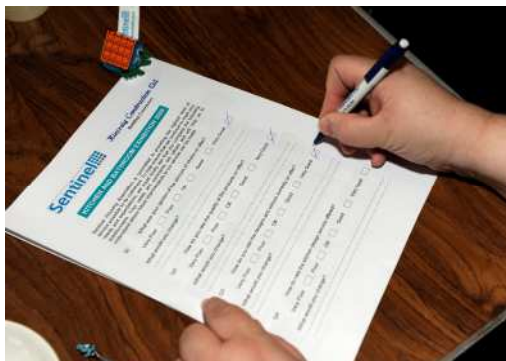
started a new insulation programme, prioritising the least energy efficient homes, and have started offering energy saving tips to customers.

Safer homes

You have a right to a safe home in good working order, and we will meet the highest standards to honour that, from our free annual gas service checks to legionella monitoring and managing asbestos.

Accurate forecasting

Improving the standard of living over such a long period depends heavily on us having up-to-date information on all our homes. Our maintenance team conduct hundreds of home visits each year, whether to identify routine repairs, major work required, or simply to see how your home performs on energy usage.



Our contractors constantly provide us with additional technical information, which enables us to forecast future investment accurately. For these reasons, it's not always easy to say exactly what work will be done when. But we aim to enhance the information you get on your home improvement programme in the coming months.

How will we know it's worked?

- ◆ Measurement of customer satisfaction
- ◆ Compliance with Decent Homes targets
- ◆ Procurement efficiency gains
- ◆ SAP (eco) rating improvements
- ◆ Energy Performance Certificate rating improvement
- ◆ Reduction in CO2 emissions
- ◆ External performance comparisons and benchmarks
- ◆ Achievement of Business Plan (30yr) financial targets
- ◆ Achievement of Corporate Plan (3yr) targets
- ◆ Neighbourhood impact assessments