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Title: PERFORMANCE INFORMATION – CARLISLE HOUSING ASSOCIATION

Report of: DIRECTOR OF DEVELOPMENT SERVICES

Report reference: DS. 82/06

Summary:

This report is to update Members of the Community Overview and Scrutiny Committee with performance information regarding Carlisle Housing Association.

Recommendations:

It is recommended the report be noted.

Contact Officer: Simon Taylor

Ext: 7327

1.0 Background

1.1 Following the transfer of housing stock to Carlisle Housing Association (CHA) in December 2002 the City Council has monitored the performance of CHA. Following a review in 2005 the basis for reporting performance became the main indicators used by the Housing Corporation. By reporting performance against agreed standard

indicators comparison between CHA and other similar organisations could be made.

- 1.2 Taking into account the annual reporting and availability of Housing Corporation performance data, for regular reporting to the Community Overview and Scrutiny committee additional information is required.
- 1.3 Performance information relating to CHA in this report comes from the following sources;
 - CHA Board data and narrative
 - Homelessness data
 - Self Assessment form
- 1.4 Information that the Housing Corporation make available on an annual basis and that is used to compare the performance of organisations is not yet available for the financial year 05/06. This will be reported next time.
- 1.5 The Information Sharing Protocol is also contained within this report.

2.0 CHA Board Data

- 2.1 The following performance data went to a recent meeting of the CHA Board reporting on information as at 31/7/0. The narrative from CHA has been placed under the data within each of the reported 'Key Results Area'.
- 2.2 Customer Focus –

| MEASURE | BASELINE (performance at 30/11/05) | CURRENT 31/7/06 | TARGET |
|--|--|--------------------|---------|
| Overall satisfaction with repairs service | 87% | 85.2% | Min 90% |
| %age emergency repairs completed within target | 90% | 98.5% | Min 95% |
| %age urgent repairs completed within target | 82% | 81.6% | Min 90% |
| %age routine repairs completed within target | 80% | 73.8% | Min 90% |

Table One – CHA Performance Data for Customer Service

The monitoring of the satisfaction with the repairs service, which is based upon an independent survey carried out on CHA's behalf by the Riverside Group, is updated once every three months. This is a fall on the last reported figure.

The three categories of percentage completions of repairs are reported on a rolling 12 month basis, 2 months in arrears. This month's results are reported for the period June 2005 through to May 2006. The first 2 months of this period use figures from the Orchard Repairs system. Two of the three indicators are worse than the November figure. This is due to the reducing effect of the Orchard figures as their impact declines.

2.3 Finance –

| MEASURE | BASELINE (performance at 30/11/05) | CURRENT 31/7/06 | TARGET |
|--|--|--------------------|----------|
| Total tenancy arrears as a %age of gross rent roll | 8.2% | 6.2% | Max 6.5% |

Table Two – CHA Performance Data for Financial

Current performance has improved upon the last reported figure for November 2005.

2.4 Asset Management –

| MEASURE | BASELINE (performance at 30/11/05) | CURRENT 31/7/06 | TARGET |
|---|--|--|---------|
| Total voids (all empty houses) | 351 | 280 | Max 235 |
| Relet times (weeks) | 13.0 | 14.8 Wks – Major repair needed 7.1 Wks – New lettings | Max |
| No of properties without a valid gas safety certificate | 201 | 59 | Max 56 |
| Right to Buy sales | 90 YTD (150 annualised) | 41 YTD (Apr-Aug) | N/a |

Table Three – CHA Performance Data for Asset Management

The total number of empty properties is 280. Of this figure 69 are awaiting demolition, 53 are not available for letting and 158 are 'available for letting'. Of the 158 properties which are 'available for letting', 77 were undergoing minor repairs and 81 were ready to let. Of 81 that were ready to let 34 had already been accepted with the remainder under offer with the exception of 10 sheltered bedsit flats for which there is currently no demand.

3.0 HOMELESSNESS DATA

3.1 Information relating to homelessness nominations and lettings made by CHA are provided in the following table;

| Date | Number of | Number of those | Total Number of |
|------|-----------|-----------------|-----------------|
|------|-----------|-----------------|-----------------|

| | Homelessness Nominations | Nominated Housed | CHA Lettings |
|-------------------|--------------------------|------------------|--------------|
| 1/12/05 – 31/7/06 | 169 | 109 | 485 |

Table Four – Homelessness nominations and CHA Lettings Data

Between the period 1/12/05 – 31/7/06 a total of 169 homelessness nominations were made to CHA by the Council. Those nominated had a duty accepted to them by the Council under the terms of the Homelessness legislation to provide re-housing. In total 64.5% of those nominated to CHA by the Council have been re-housed. Of the 35.5% nominated and not re-housed, a variety of factors meant that re-housing was either no longer needed, not applicable or not taken.

These factors include;

- Applicant ceases to be eligible
- Offer of accommodation is refused (and duty discharged)
- Offer of accommodation is not responded to
- Applicant re-housed by another provider
- Applicant no longer in the area
- Other arrangements made / accommodation found

3.2 Of the total number of lettings made by CHA during the period 1/12/05 – 31/7/06 22.5% were to nominated homeless clients. Other lettings made by CHA include people from their waiting, transfer applicants and management transfers within their own stock.

3.3 Empty Property Initiative – Started in August 2005 to date 19 empty CHA properties have been brought back into use and provided for nominated homeless clients from the Council with works being planned for 4 more. Funding has been provided by the Council for these properties. This scheme has contributed to the quicker re-housing of accepted homeless clients enabling the reduction in the use of B&B accommodation. Currently we have no people in B&B accommodation.

4.0 SELF ASSESSMENT

4.1 As stated in section 1.3 one of the agreed mechanisms for monitoring the progress that Carlisle Housing Association are making in delivering the promises made within the 'offer' document is for an annual self assessment to be carried out by the organisation. This self assessment identifies the current state of progress against the promises set out in the 'Offer' document and is attached as Appendix 1.

5.0 LIAISON MEETINGS

5.1 Attached at Appendix two are the notes from the liaison meetings held between November 2005 and September 2006.

6.0 INFORMATION SHARING PROTOCOL

- 6.1 This protocol was developed following the transfer of the housing stock to CHA and was distributed to Members in 2003 with an advice sheet. The protocol was taken to the CHA board recently to be updated. Attached at Appendix three is the proposed updated version.

Appendix One

3 Years On: Update on Offer Document Promises (April 2006)

| “Improving your home” | Comments |
|--|--|
| Invest £190m over 30 years | In progress. On a like for like basis the figure will reduce over the 30 year period due to the impact of Right to Buy. However, the average spend per property will be in line with offer promises. |
| Invest £52m over 5 years | In progress. On a like for like basis the figure will reduce over the 5 year period due to the impact of Right to Buy. However, the average spend per property will be in line with offer promises. |
| Invest £5.8m in the Environment over 30 years | In progress. On a like for like basis the figure will reduce over the 30 year period due to the impact of Right to Buy. However, the average spend per property will be in line with offer promises. |
| Spend £20.2m on responsive repairs and maintenance over 5 years | In progress. On a like for like basis, when measuring the original promise against losses of stock due to Right to Buy, the pro-rata target expenditure would fall to £18 million. However, despite losses, the current 5 year budget actually exceeds £21 million. |
| Five year Improvement Plan comprising: Full central heating in all homes | 99 % Complete. All customers that want central heating now benefit from the same. We are installing a few new systems when there is a change in tenancy. Our programme is currently based on properties where the boiler has failed or at the end of its useful life. A few of our rural properties do not benefit from full central heating – no gas. However we are looking at alternative forms of providing full central heating, i.e. heat pumps. |

| | |
|---|---|
| <p>Loft insulation to current standard in all homes</p> | <p>90 % Complete. Working in partnership with Cumbria Energy Efficiency Advice Centre to upgrade the energy efficiency of all our homes via their “Ice Hotspots” and in turn reduce fuel poverty. The bulk of our work is now concentrated on cavity insulation rather than loft insulation. Additionally loft insulation has increased from 200mm to 250mm deep above the offer promise.</p> <p>Only occasionally do we find the odd “virgin” roof with no loft insulation.</p> |
| <p>New kitchens in over 2,500 homes</p> | <p>45% complete. On track to deliver approx 2,800 new kitchens by March 2008. This figure is 300 greater than the offer promise.</p> |
| <p>New bathrooms for over 4,000 homes</p> | <p>40% complete. Offer promise reduced to 2,400 new bathrooms and CHA is on track to deliver this number by March 2008. The promise was reduced as a result on a more detailed stock condition survey undertaken post transfer. In order to reduce the number we fully consulted with our tenants and Carlisle City Council and they agreed with the reasons for this amendment.</p> |
| <p>All defective homes rewired to current standard</p> | <p>Substantially complete. An ongoing project with approx. 70 units per year being completed each year, when recommended following an inspection and an IEE qualified electrician.</p> |
| <p>All homes to be fully double glazed</p> | <p>Completed</p> |
| <p>New front and back doors to 2,000 homes</p> | <p>Completed. Approx 5,250 new doors were installed as part of our award winning partnering contract (1,250 more than promised).</p> <p>Continue to install approx 125 new doors each year identified via the painting programme or following preinspection surveys undertaken by our Day to Day Surveyors.</p> |

| | |
|---|--|
| Door entry systems installed to 650 flats | Completed. All communal flats now benefit from a door entry system. |
| Mains smoke detectors in over 3,000 homes | In progress. Carried out when a rewire takes place and as a part of “Improving Your Home” programme. |
| Extractor fans to kitchens and bathrooms of over 4,500 homes | In progress. Carried out when a rewire takes place and as a part of “Improving Your Home” programme |
| Repair of 'many' fences, gates, footpaths and driveways | In progress. |
| Investment in estate and environmental improvements | In progress. Numerous activities around the estates including skip dumps to reduce fly tipping. |
| £1m investment in environmental improvements in the first 5 years | In progress. £154k spent this year, with £170k planned for next year. |
| Offer a choice of styles, etc on kitchens, bathrooms and doors | <p>Always on going. Tenants are offered a choice on the following;</p> <p>Doors: style and colour.</p> <p>Bathrooms: WC seat, bath panel, floor covering, taps and wall tiles.</p> <p>Kitchens: Door fronts, worktop, handles, wall tiles, flooring and taps.</p> <p>The kitchen choice allows for 28,000 different combinations.</p> |
| Consult on the content of future investment programme | Always ongoing. This is an ongoing continuous process which is addressed via the monthly meeting of the Tenants Repairs & Improvements Group. |
| Create self-contained flats in 5 sheltered units | In progress. Sheltered Housing Modernisation programme commences mid 2006. |
| Update Careline | In progress. Waiting on Board approval for |

| Communications equipment | updating final units. |
|---|--|
| Introduce new target time for responsive repairs service | Completed. Commenced 1 st July 2005 to coincide with an introduction of both Academy Housing Management System and Burgess Bailey Schedule of Rates. |
| Introduce an appointments system | In progress. To be introduced in February 2006. Delayed because of interface problems associated with the introduction of Academy. |
| Carry out repair satisfaction survey | Completed. |
| Rents and other charges | |
| Comments | |
| 5 year rent guarantee of increases no greater than RPI + 0.5% | Completed |
| Service Charges – only charge the actual cost, provide annual statements and refund excess | In progress. To enable us to provide accurate service charge statements we have mapped communal areas and are setting up scheme coding within our accounting and Housing Management systems in 2006/07. Thus this should be possible from April 2007. |
| Offer cash payment facility at Civic Centre until 31 March 2004 | Completed |
| Housing Services | |
| Comments | |
| Have at least 3 offices in the Carlisle area by April 2004. Consult on locations and services | Completed. Offices at English Gate Plaza, Petteril Bank and Westmorland House. |
| Develop services in consultation with TAG | Completed |
| Report annually to all tenants on services provided | Completed |
| Enable tenants groups to | Completed |

| | |
|--|---|
| review standards | |
| Provide tenancy support to vulnerable non-elderly | Completed |
| Take firm action on antisocial behaviour | In progress. This is an on going process. Anti-social behaviour policy to be reviewed late 2006. |
| Develop a new lettings policy in consultation with tenants | Completed |
| Work closely with the Police and others on crime and disorder issues | In progress. This is an on going process. Partnerships are working effectively. |
| Enforce tenancy conditions on environmental issues | In progress. This is an on going process. |
| Work with other agencies to meet the needs of the vulnerable | Completed |
| Prioritise services to those in greatest need | Completed |
| Develop the Careline Service | In progress. Awaiting Consultants' report on making Careline a Group wide operation. |
| Integrate the Housing Visitor Service with other CHA services | Completed |
| Improve service standards in the Sheltered Housing Units | In progress. Sheltered Housing Modernisation programme commences mid 2006. |
| Work with the City and County Councils to meet the requirements of "Supporting People" | Completed |
| Provide a garden maintenance scheme for older tenants | Completed |
| Accommodate accessibility features in | In progress. Sheltered Housing Modernisation programme commences |

| refurbishment and design works | mid 2006. |
|--|--|
| Make financial provision for aids and adaptations | Completed. |
| Enter into a Nomination Agreement with the City Council | Completed |
| Offer "Starter Tenancies" for all new tenants | Completed |
| Offer low-cost home contents insurance scheme | Completed |
| Tenants' Rights | |
| Comments | |
| Consider requests to create Tenants Management Organisations (TMOs) | Not started. |
| Support "SMART" TMO | Completed |
| Tenants' Views | |
| Comments | |
| Offer a new form of tenancy agreement to all transferring tenants | Completed |
| Operate a written complaints procedure | Completed |
| CHA members to be drawn from recognised Tenants' Associations | Completed |
| Develop a Tenant Participation Charter | Completed |
| Provide advice and support to recognised Tenants' Groups | Completed |
| Provide advice and support to Carlisle and Rural Tenants' Federation | Completed |
| Expand the role of the | In progress. Will be looked at as part of |

| Tenants' Advisory Group | the restructure of tenant involvement. |
|---|--|
| Produce regular newsletter and an annual report | Completed |
| Quality of Life and Regeneration | Comments |
| Consult on and produce Neighbourhood Action Plans | In progress. Plans are currently being updated. There is a meeting to discuss the plans in early June 2006. |
| Invest £400,000 per year in Community projects | In progress. |
| Lever in additional match funding | In progress. £11.9 million brought in so far. |
| Make applications to Riverside Group's Community Investment Challenge Fund | In progress. "Bringing Regeneration Home" project was a successful application. |
| Have a dedicated Community Investment Team | Completed |
| Include labour agreements in works contracts | In progress. |
| Plan to demolish up to 150 properties over first 5 years, subject to consultation | In progress. 4 flats on Semple Road and 4 flats at Henderson Gardens have been demolished. Future demolitions will be a part of the Development Strategy. |
| Develop a "Master Plan" for the Raffles Estate | Completed |

Carlisle City Council / Carlisle Housing Association (CHA) Liaison Meeting
2.00 pm, 8/5/06 – 7th Floor, Civic Centre, Carlisle

Present; Simon Taylor, Paul Taylor (CHA)
Apologies: Sue Kellock (CHA)

1. Minutes of last meeting agreed. Matters arising being dealt with in the meeting.
2. Future Meetings – 2.00 pm on 17/7/06 at CHA Offices
 2.00 pm on 17/10/06 at Civic Centre
3. Council Community Overview and Scrutiny (COS) Committee meeting - the meeting had been held on 16/2/06. Mr Martin Watson from the Finance section at CHA had been present. The report that covered performance information included;
 - CHA performance data & narrative (information had also gone to the CHA board)
 - Relevant homelessness data
 - Comparable data relating to other Housing AssociationsMembers had welcomed the content of the report. The minutes of the meeting held on 16/2/06 were referred to and had been passed onto the Deputy Managing Director of CHA.

The next monitoring report would be programmed to go to committee in October. PT confirmed attendance by CHA.

4. Information Sharing Protocol – Members had expressed concerns at the meeting in regard to a protocol regarding elected Members being able to contact CHA on behalf of their constituents. An Information Sharing Protocol had existed since 2003 between the City Council and CHA and had been the basis for contact with CHA. This had been approved by the CHA board and the Council's Executive in 2003 and distributed to both Members and board members accordingly. The protocol was currently being amended and was still to be approved by the CHA board. Following this the document would then be brought to the Community Overview & Scrutiny Committee. Within the organisation PT would raise awareness of the protocol again with staff.

In respect to specific issues about how customers are dealt with CHA have set standards regarding customer service which have to be adhered to. The organisation also has a set complaints procedure to look at issues that are reported as complaints.

5. Self Assessment – As part of the agreed approach in 2005 a self assessment would be done by CHA during 2006 in regard to progress to date as drawn up in the '2 years on' document.

Further information relating to the progress made in regard to the improvements programme will be arranged with Brian Durham and the improvements team at CHA.

6. Empty Property Pilot – The scheme to bring empty CHA properties using monies from the Council's Housing Strategy Capital Programme was updated. The scheme could continue into 06/07 with caveats placed upon its operation that are stated by committee. To date 19 households had been re-housed by CHA in empty properties that had been brought back into use through the scheme.

7. Corporate Complaints – Further to a request from an Council Board of Arbitration specific information was requested regarding the costings relating to the tender of grasscutting contracts. PT would contact Mike Thompson at CHA who would get back to ST with the information.
8. Disabled adaptations – CHA were spending on smaller adaptations and the situation relating to referrals was being monitored.
9. Operational issues – These include;
 - Performance on voids (empty property) – Increased focus was being placed on the management of void properties in order to reduce the number.
 - Finance – There had been financial liaison held between the organisations

Carlisle City Council / Carlisle Housing Association (CHA) Liaison Meeting
2.00 pm, 31/7/06 – CHA Offices, Englishgateplazza, Carlisle

Present; Simon Taylor, Jeremy Hewitson, Paul Taylor (CHA), Sue Kellock (CHA)

1. Minutes of last meeting agreed. Matters arising being dealt with in the meeting.
2. Future Meetings – 2.00 pm on 17/10/06 at Civic Centre
 2.00 pm on 17/1/07 at CHA Offices
3. Council Community Overview and Scrutiny (COS) Committee meeting - the meeting had been held on 16/2/06. Mr Martin Watson from the Finance section at CHA had been present. The report had covered performance information. The next monitoring report is programmed to go to committee on 18/10/06. CHA confirmed attendance. The report would include;
 - Performance information from the CHA Board
 - Narrative relating to the above data
 - Possibly the annual accounts for CHA
 - Homelessness data
 - Comparative performance data from the Housing Corporation
 - Information Sharing Protocol
 - Self Assessment on progress against the promises made in the transfer document
4. Information Sharing Protocol – Previously Members had expressed concerns at the meeting held in February regarding the protocol especially if they were contacting CHA on behalf of their constituents. The Information Sharing Protocol had existed since 2003 between the City Council and CHA. Members would need authorisation from CHA tenants in order for any information to be released.

If there are issues regarding difficulty in accessing information where consent has been given then the specifics of cases need to be brought to the attention of managers within CHA. Housing Corporation set standards regarding customer service which have to be adhered to. Any issues reported as complaints follow a set complaints procedure to be looked at.
5. Self Assessment – As part of the agreed approach in 2005 a self assessment would be done by CHA during 2006 in regard to progress to date as drawn up in the ‘2 years on’ document. As stated above under point 3 this assessment would form part of the report that goes to Community Overview & Scrutiny in October.
6. Empty Property Pilot – The scheme to bring empty CHA properties using monies from the Council’s Housing Strategy Capital Programme was still progressing.
7. Complaints – ST will need to discuss with PT issues regarding complaints made to CCC by the Tenants Advisory Group.
8. Homelessness Plan – Phase 2 of the plan starts in September 2006 and it is envisaged will involve a number of projects linking support and accommodation for

homeless people. As the main landlord in the area it is important that CHA are a part of the discussions around each project.

9. Disabled adaptations – The number of referrals were being monitored together with any blockages in the system.

10. Operational issues – These include;

- Refurbishment Programme – Spreadsheet of work to date to be sent to the Council
- Voids – CHA have seconded staff to deal with these and it is hoped that the issue will be reduced
- Communities initiative Fund (CIF) – This seeks matched funding for projects and CHA said they could provide details of the spend for the regeneration monies over the last two years
- Choice Based Lettings – CHA to be part of the Group scheme which is due to go live before April 2007.

Carlisle City Council and Carlisle Housing Association

Information Exchange Protocol

1. Introduction

Following the transfer of Carlisle City Council's (CCC) housing stock to Carlisle Housing Association (CHA), the following protocol sets out the procedures for the exchange of information between the two organisations.

1.2 This protocol is intended to be used for:

- general enquiries on policies and services;
- specific enquiries with regard to tenants and applicants;
- specific responses to policy initiatives by both organisations.

2. General Principles

2.1 There will be some differences to the way in which enquiries are dealt with post transfer.

2.2 Both organisations recognise the benefits of having clear, open communications. This protocol outlines the arrangements that have been agreed with the aim of achieving a high level of two way communication. It will be reviewed and updated as required and at a minimum at least every two years.

2.3 Both organisations recognise that Data Protection legislation has a major influence on the amount of personal information that can be divulged without the consent of the individual concerned. Further information is set out in the Briefing Note for Members at the end of this protocol.

2.4 Enquiries to CHA on day-to-day matters and issues of a policy nature should be directed to Heads of Service. Strategic matters should be directed to the Managing Director of CHA.

2.5 Within CCC, policy and strategic matters should be directed to the Housing and Health Services Manager in the first instance.

2.6 Enquiries can be made by telephone, personal contact, e-mail or in writing to either organisation. If the enquiry is complex or sensitive there may be a request that it be made in writing.

3. Response Times

3.1 Carlisle Housing Association

Carlisle Housing Association aims to respond to all telephone enquiries within 24 hours. Correspondence (i.e letters and e-mails) should have a response

within 5 working days. However, if the matter is complex this may be extended to up to 10 days. If this is the case you should receive an acknowledgement and notification within 3 working days.

3.2 Carlisle City Council

| Type of Enquiry | Who to Contact | Response Times |
|--|---|---|
| Day-to-day service issues | Professional Officer relevant to service enquiry | 5 working days |
| Policy issues and information requests | Relevant Service Manager or the Housing and Health Services Manager | Initial response – 5 working days; Detailed response – 15 working days |
| Strategic and other major issues | Housing and Health Services Manager or Director | Initial response – 5 working days; Detailed response – 15 working days (this may be extended if the matter is complex) |

3.3 Current contact details for CCC and CHA are attached the end of this protocol.

4. Formal Complaints

4.1 Formal complaints are those where the complainant remains dissatisfied with the initial or subsequent response of action of the Association or Council and wishes the matter to be followed through on a more formal basis.

4.2 CHA operates a formal complaints policy and any matters which are viewed as being of this nature should use this policy and procedure. A copy of the formal complaints policy is available from CHA on request.

4.3 CCC operates a corporate complaints policy and procedure and any matters which are viewed as being of this nature should use this policy and procedure. A copy of the formal corporate complaints policy is available from CCC on request.

5. General Liaison Between CCC and CHA

5.1 The Chairman and Managing Director of CHA and the Portfolio Holder and Chief Executive of the Council meet quarterly to review strategic matters and the relationship between the two organisations..

5.2 The deputy Managing Director of CHA will be responsible for providing monitoring information to the Housing & Health Services Manager in line with agreed timescales. Both officers meet quarterly and the CHA officer attends the Community Overview & Scrutiny Committee.

5.3 Other relevant officers to contact in CHA are;

- Head of Asset Management for all property related issues including repairs, empty houses and the Improve Your Homes Programme of new kitchens and bathrooms
- Head of Operation for day to day housing management issues including tackling Anti-Social Behavior. Contact is also made in regard to attendance at the Council Housing Strategy groups.
- Deputy Managing Director for all financial matters.
- Marketing Communications Executive for press and media enquiries

5.4 Relevant officers in the Council are;

- Housing and Health Services Manager on policy and other issues
- Homelessness Co-ordinator on all day-to-day homelessness enquiries including the Homelessness initiative

5.5 Patch Walks – CHA to arrange & invite local partners to participate such as the police and local ward councillors

Carlisle City Council/Carlisle Housing Association

INFORMATION EXCHANGE PROTOCOL – BRIEFING NOTE FOR MEMBERS

1. Stock transfer in 2002 created CHA as a separate organisation from the Council. The relationship between the two organisation has to take into account this the law on access to information: the Access to Information Act, the Data Protection Act, and the Freedom of Information Act. There needs to be an awareness of the legal implications for both organisations in exchanging information about individual tenants and housing applications. It is the LSVT process which has brought about this change rather than any policy position of CHA.
2. The law requires that individual tenants/waiting list applicants give their written consent to Councillors who are seeking information about their particular case. CHA will have to pursue this from Councillors in order to meet this legislative requirement.
3. Councillor enquiries to CHA have been received by telephone and e-mail. These requests for information need to be made formally by Councillors to CHA and accompanied by the constituent's prior written consent wherever personal data is involved.
4. The timescales to respond to these enquiries are set out within the information exchange protocol.
5. Councillors would still be able to make enquiries relating to non-confidential matters or for information where information about individual tenants/applicants is not required.
6. CHA are most anxious to have a positive and productive relationship with the Council and hope that by jointly issuing the information exchange protocol and this briefing note to members that the position of both organisations is clearly set out and understood. Using these procedures should ensure that both organisations get access to the information they require and that neither organisation falls foul of their legislative obligations.

Signed: _____ [CCC]

Signed: _____ [CHA] Date: _____

CONTACT DETAILS FOR CARLISLE HOUSING ASSOCIATION

| Name | Position | Telephone | Email |
|-----------------|--------------------------|------------------|-----------------------------------|
| Patrick Leonard | Managing Director | 01228 882726 | Patrick.leonard@carlisleha.org.uk |
| Susan Kellock | Deputy Managing Director | 01228 882726 | Susan.kellock@riverside.org.uk |
| Mike Thompson | Head of Asset management | 01228 882711 | Mike.thompson@carlisleha.org.uk |
| Paul Taylor | Head of Operations | 01228 882770 | Paul.taylor@carlisleha.org.uk |
| Julie Isherwood | Communications Executive | 01228 882834 | Julie.isherwood@carlisleha.org.uk |

CONTACT DETAILS FOR CARLISLE CITY COUNCIL

| Name | Position | Telephone | Email |
|------------------|-----------------------------------|------------------|----------------------------|
| Catherine Elliot | Director of Development | 01228 817502 | CatherineE@carlisle.gov.uk |
| Simon Taylor | Housing & Health Services Manager | 01228 817327 | SimonT@carlisle.gov.uk |
| Rob Stephenson | Principal Housing Officer | 01228 817217 | Robs@carlisle.gov.uk |
| Linda Jervis | Homelessness Co-ordinator | 01228 817419 | LindaJe@carlisle.gov.uk |