

## Audit Commission - 21 January 2010

### ALMO areas of strength in last three years

KEY LINE OF ENQUIRY (KLOE)	A strength of the service at ...	
<b>Access and customer care</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Golden Gates (Feb 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Homes for Islington (Sep 08)</li> <li>• Poole HP (Sep 08)</li> <li>• Northwards (Feb 09)</li> <li>• Stevenage Homes (Jun 09)</li> <li>• East Durham Homes (Jul 09)</li> </ul>
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Golden Gates (Feb 07)</li> <li>• Solihull CH (May 08)</li> <li>• Homes for Islington (Sep 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Sandwell Homes (Nov 08)</li> <li>• Northwards (Feb 09)</li> <li>• Gateshead HC (Feb 09)</li> </ul>
<b>Value for money</b>	<ul style="list-style-type: none"> <li>• Golden Gates (Feb 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Poole HP (Sep 08)</li> <li>• Berneslai Homes (Jun 09)</li> </ul>
<b>Resident involvement</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Golden Gates (Feb 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Homes for Islington (Sep 08)</li> <li>• Poole HP (Sep 08)</li> <li>• Sandwell Homes (Nov 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Northwards (Feb 09)</li> <li>• South Essex Homes (Feb 09)</li> <li>• Six Town Housing (Feb 09)</li> <li>• Gateshead HC (Feb 09)</li> <li>• Stevenage Homes (Jun 09)</li> <li>• East Durham Homes (Jul 09)</li> </ul>
<b>Capital improvement, planned and cyclical maintenance</b>	<ul style="list-style-type: none"> <li>• Cheltenham BH (Mar 07)</li> <li>• Sandwell Homes (Nov 08)</li> <li>• Northwards (Feb 09)</li> </ul>	<ul style="list-style-type: none"> <li>• Six Town Housing (Feb 09)</li> <li>• Berneslai Homes (Jun 09)</li> </ul>
<b>Responsive repairs</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Solihull CH (May 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Poole HP (Sep 08)</li> <li>• Sandwell Homes (Nov 08)</li> </ul>
<b>Void (empty property) repairs</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Poole HP (Sep 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Berneslai Homes (Jun 09)</li> <li>• Stevenage Homes (Jun 09)</li> <li>• East Durham Homes (Jul 09)</li> </ul>
<b>Gas servicing</b>	<ul style="list-style-type: none"> <li>• Golden Gates (Feb 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Eastbourne Homes (Oct 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Sandwell Homes (Nov 08)</li> <li>• Newark &amp; Sherwood Homes (Nov 08)</li> <li>• Nottingham CH (Jan 09)</li> <li>• Hackney Homes (Feb 09)</li> </ul>	<ul style="list-style-type: none"> <li>• South Essex Homes (Feb 09)</li> <li>• Six Town Housing (Feb 09)</li> <li>• Berneslai Homes (Jun 09)</li> <li>• Stevenage Homes (Jun 09)</li> <li>• Enfield Homes (Jul 09)</li> <li>• East Durham Homes (Jul 09)</li> <li>• Homes in Havering (Nov 09)</li> <li>• Dale &amp; Valley Homes (Dec 09)</li> <li>• East North East Homes Leeds (Jan 10)</li> </ul>

KEY LINE OF ENQUIRY (KLOE)	A strength of the service at ...	
<b>Aids and adaptations</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• People 1<sup>st</sup> Slough (Jan 08)</li> <li>• Poole HP (Sep 08)</li> <li>• Newark &amp; Sherwood Homes (Nov 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Northwards (Feb 09)</li> <li>• South Essex Homes (Feb 09)</li> <li>• Homes in Havering (Nov 09)</li> </ul>
<b>Housing income management</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Golden Gates (Feb 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Homes for Islington (Sep 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Poole HP (Sep 08)</li> <li>• Gateshead HC (Feb 09)</li> <li>• Berneslai Homes (Jun 09)</li> <li>• Dale &amp; Valley Homes (Dec 09)</li> </ul>
<b>Tenancy management</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Golden Gates (Feb 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Homes for Islington (Sep 08)</li> <li>• Poole HP (Sep 08)</li> <li>• Sandwell Homes (Nov 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Nottingham CH (Jan 09)</li> <li>• South Essex Homes (Feb 09)</li> <li>• Gateshead HC (Feb 09)</li> <li>• Berneslai Homes (Jun 09)</li> <li>• Enfield Homes (Jul 09)</li> <li>• East Durham Homes (Jul 09)</li> <li>• St Georges Community Housing (Oct 09)</li> </ul>
<b>Estate management</b>	<ul style="list-style-type: none"> <li>• Golden Gates (Feb 07)</li> <li>• Cheltenham BH (Mar 07)</li> <li>• Solihull CH (May 08)</li> <li>• South Lakes (Jun 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Poole HP (Sep 08)</li> <li>• Sandwell Homes (Nov 08)</li> <li>• Northwards (Feb 09)</li> <li>• Six Town Housing (Feb 09)</li> <li>• Berneslai Homes (Jun 09)</li> </ul>
<b>Allocations and lettings</b>	<ul style="list-style-type: none"> <li>• Golden Gates (Feb 07)</li> <li>• Solihull CH (May 08)</li> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Homes for Islington (Sep 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Poole HP (Sep 08)</li> <li>• Northwards (Feb 09)</li> <li>• Gateshead HC (Feb 09)</li> <li>• H&amp;F Homes (Sep 09)</li> </ul>
<b>Supported housing</b>	<ul style="list-style-type: none"> <li>• Carrick Housing (Jan 07)</li> <li>• Golden Gates (Feb 07)</li> <li>• South Lakes (Jun 08)</li> </ul>	<ul style="list-style-type: none"> <li>• Your Homes Newcastle (Jun 08)</li> <li>• Sandwell Homes (Nov 08)</li> <li>• Northwards (Feb 09)</li> </ul>
<b>Leasehold management and Right to Buy</b>	<ul style="list-style-type: none"> <li>• Colchester BH (Jul 07)</li> </ul>	<ul style="list-style-type: none"> <li>• Poole HP (Sep 08)</li> </ul>
<b>Homeless Service</b>	No examples to-date	