

Appendix 1

Description of the group

New Charter Housing Trust (New Charter) was registered in March 2000 to receive a transfer of Tameside MBC housing stock. The group comprises:

- The non-asset owning parent, New Charter Housing Trust
- New Charter Housing (North), which owns, manages and maintains the 8,200 homes in the northern part of Tameside
- New Charter Housing (South), which owns, manages and maintains the 7,300 homes in the southern part of Tameside
- New Charter Building Company, an unregistered subsidiary, which provides responsive maintenance and voids repairs plus a major proportion of capital programmed works
- New Charter Property Services, an unregistered subsidiary, which undertakes facilities management services for the group

Core objectives for the group include:

- To deliver the pledges to tenants promised as part of the transfer
- To deliver key landlord functions to excellent levels of satisfaction
- To ensure that performance and customer service are at the heart of all activities
- To develop organisational culture so that there is full integration across the group with special reference to New Charter Building Company

The group is now four years into a ten-year investment programme, which commenced immediately upon transfer. The delivery of the investment programme is recognised by the group as being of paramount importance.

The group provides mainly general needs housing for rent, including some sheltered accommodation, in a broadly suburban area. The non-white population of 5.4% (2001 census) is below the national average. There are no significant low demand problems and turnover is constant.