



13 July 2005

## **Inge performs new act**

Whitefriars Housing Group has got its sums right with the appointment of a new performance director.

Inge Kettner, who previously worked at the housing group as finance director, has filled this new position.

Forty-nine year old Inge, a winner in the 2005 Birmingham and West Midlands accountancy awards, will now be working to produce information on the not-for-profit housing group's performance. This data will be used to monitor services to tenants and to indicate what areas of action are required.

Her team's role will also involve conducting various customer surveys to improve facilities and services on offer.

She has worked at Whitefriars for five years, having previously worked at Coventry-based Orbit Housing Group as a finance director.

Her responsibilities now include performance management, regulation, IT, continuous improvement and governance.

Inge said: "Whitefriars has achieved a lot in its five short years, and my new role will involve ensuring that the rate of success continues. The work I do filters through the organisation and affects customers, the chief executive and future tenants so it is an exciting opportunity."

Inge, a keen hockey player and chair of Twycross Zoo, has two children and lives in Sutton Coldfield, Birmingham.

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