

January

You Said It...
The range of information about our services could be improved.

We Did It...
We produced a wide range of leaflets on our policies and services.

Millennium Place Light Fantastic by John Gallen

Welcome to Whitefriars...

1 NEW YEAR'S DAY	S
2 BANK HOLIDAY	M
3	T
4	W
5 BIRTH OF GURU GOBIND SINGH	T
6 EPIPHANY	F
7	S
8	S

9	M
10 EID UL-ADHA BEGINS	T
11	W
12	T
13	F
14	S
15	S
16	M

17	T
18	W
19	T
20	F
21	S
22	S
23	M
24	T

25	W
26	T
27 HOLOCAUST MEMORIAL DAY	F
28	S
29 YUAN TAN (Chinese New Year)	S
30	M
31	T



Welcome to Whitefriars Housing Group's Annual Report April 2004 - March 2005. This year I am delighted to tell you that we had a good two-star rating for our inspection by the Audit Commission. The results were featured in the summer edition of Home magazine. The report highlighted good aspects of the business, including our robust approach to tackling anti-social behaviour; our effective partnership working; our accessible offices and flexible services that recognise the diverse needs of our customers; the quality and range of information available to residents, and the success of our major improvements plan. It also highlighted where we need to improve, and we are working with residents to achieve those changes.

Again in this year's annual report, we have focused on the issues which our residents tell us are important to them. These include improvements we have made to their homes and neighbourhoods, what they are getting for their rent, and involving them in making decisions about the things which affect them.

As examples of how we listen to residents' wishes and respond to them, we have highlighted some 'You Said It... We Did It' points throughout the report, to show you how we have made changes to our services following residents' requests for improvements. We have also given you some details on future developments.

Following the success of our calendar style report last year, we have again produced a calendar for this year's report, but this time have included the winning photos sent in by residents in response to the 'Picture This' photographic competition (more details in December's page) which was featured in last year's report. We hope you will enjoy looking at these throughout the coming year.

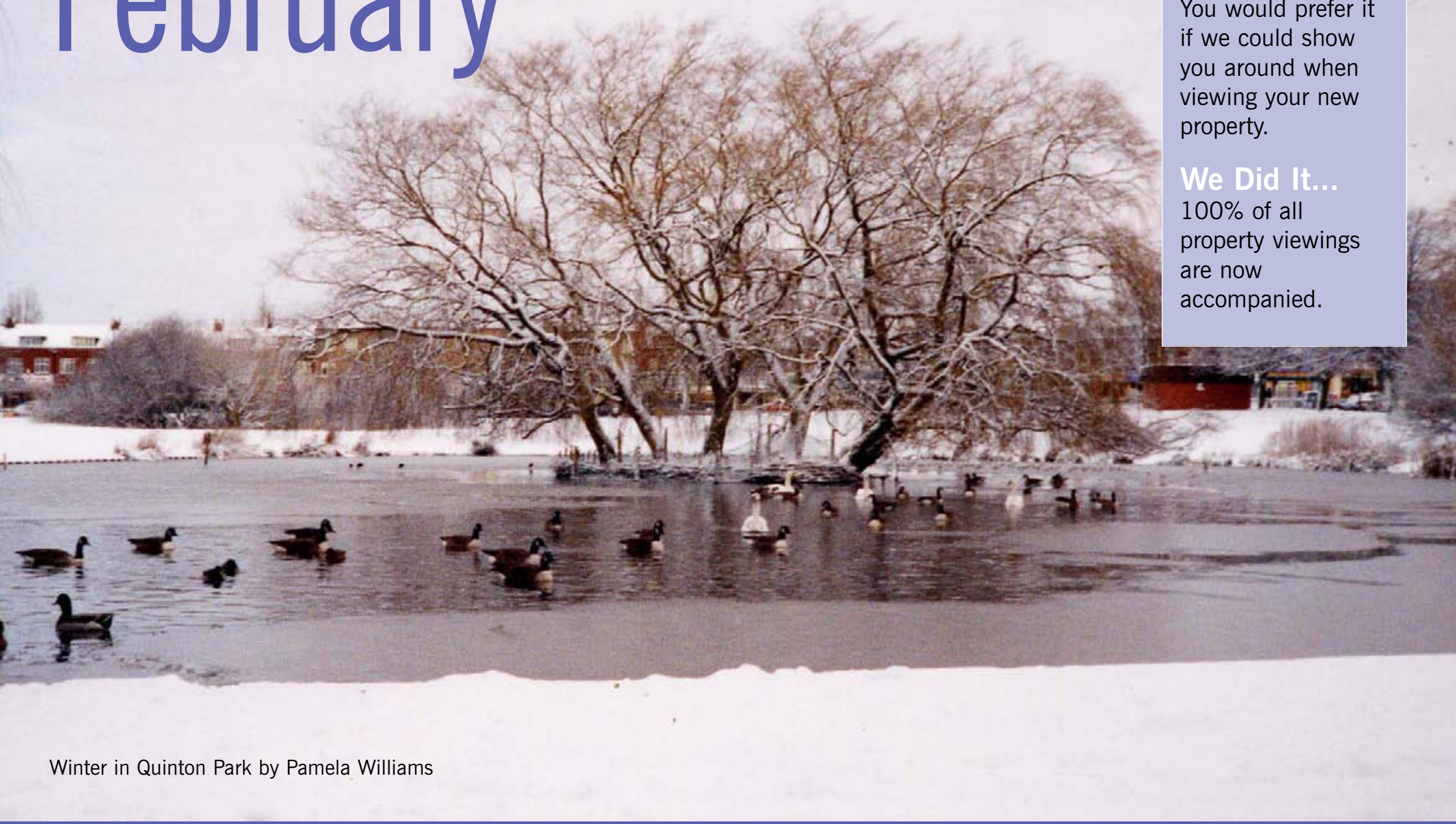
Howard Farrand
Chief Executive, Whitefriars Housing Group



February

You Said It...
You would prefer it if we could show you around when viewing your new property.

We Did It...
100% of all property viewings are now accompanied.



Winter in Quinton Park by Pamela Williams

Delivering Value for Money...

1	W
2	T
3	F
4	S
5	S
6	M
7	T
8	W

9	T
10	F
11	S
12	S
13	M
14 ST. VALENTINE'S DAY	T
15	W
16	T

17	F
18	S
19	S
20	M
21	T
22	W
23	T
24	F

25	S
26 MAHA SHIVRATRI	S
27	M
28 SHROVE TUESDAY	T

“ I voted for Whitefriars to take over from the Council because I believed you would care for its property and tenants far better. I have been proved right. Thank you for listening and responding to your tenants' requests so speedily and with good results.

Mr T. from Aldermans Green

I would like to compliment the Rangers Team for their efficiency and excellent standard of customer care.

Mrs B. from Coventry ”

As a core aim of our business we are always striving to keep our promises to our customers and provide good quality, value for money services.

In particular we aim to:

- Provide homes of a decent quality and standard
- Let homes and keep them let
- Develop and maintain Whitefriars' services

Decent Homes

Many of the promises we made when we acquired properties from the council are in fact ahead of schedule, including the installation of new windows, and kitchen and bathroom improvements.

We have also been making good progress in the delivery of heating upgrades and improved insulation to homes. We are working to meet the Government's energy efficiency agenda and have recently entered into an agreement with Powergen, which gives us access to grant funding and enables us to distribute low energy light bulbs.

With much of our internal works now complete, more of our improvement programme will be concentrating on delivering a range of further works such as roofing, rewiring, concrete repairs and rendering.

Letting Homes

We have rationalised our policies and procedures for accessing housing with Whitefriars and we have implemented a new policy to improve the standard of our empty properties and to further reduce the time that properties are vacant.

Whitefriars is committed to continually improving the services we deliver, but we are also about more than bricks and mortar.

We are about developing neighbourhoods to improve people's lives as well as their homes. As a result, we have directed our efforts to ensuring we are creating safe, attractive neighbourhoods where people want to live, and ensuring support services are in place to meet the needs of our residents.



March

You Said It...

Neighbourhood security is a high priority for you.

We Did It...

We have invested in a state of the art CCTV system and control room which monitors a number of sites across the City.



Dewis House by Anthony Hollis

Investing in Neighbourhoods...

1 ASH WEDNESDAY & ST DAVID'S DAY	W
2	T
3	F
4	S
5	S
6	M
7	T
8	W

9	T
10	F
11	S
12	S
13	M
14	T
15 HOLI	W
16	T

17 ST PATRICK'S DAY	F
18	S
19	S
20	M
21	T
22	W
23	T
24	F

25	S
26 MOTHERING SUNDAY	S
27	M
28	T
29	W
30	T
31	F

Neighbourhood is what matters to people. As a housing group, we want our customers to be proud of their homes and neighbourhoods. We want them to have choice, involvement and a better quality of life.

2004/05 has seen the visions and aspirations of providing high quality, new and replacement homes through a Housing Development programme turn into reality.

In May 2005, the long awaited start on site with building works to the Hillside, Meadway and Valley Road area of Stoke

“ Thank you for being pleasant, helpful and patient.

Ms N.
from Wood End ”

Heath, known as 'Liberty Park', commenced. In partnership with Wates, the construction of 269 homes for sale and rent will take place over a 4 year programme.

Work on the 'Tile Hill 31' also commenced in July 2005 which will see various sites within Tile Hill being developed to provide 31 properties for rent and shared ownership. This is being achieved through a innovative partnering arrangement with West Mercian Housing Group.

Plans were also unveiled for development of the former Manor Guild House site in Aldermans Green. Planning application is in the process of being submitted, and with the aid of Housing Grant from the City Council, 55 homes will be built consisting of 2, 3 and 4-bedroomed houses as well as 2-bedroomed bungalows.

These homes will be reserved in the first instance for those residents requiring re-housing from the regeneration of the New Deal for Communities area (Wood End, Henley Green, Deedmore and Manor Farm estates).

A major step forward was also achieved for the New Deal for Communities with the selection of a preferred developer being made in September. The preferred developer is a consortium of Keepmoat, Westbury Homes and Bovis Homes. Together they will work in partnership with Whitefriars, the City Council and NDC to deliver a £350 million regeneration project over the next 10 to 12 years.



April



You Said It...
Cleanliness of high rise blocks is of concern to some of you.

We Did It...
We have commenced a review and set up a residents' focus group to tackle this.

iN Business for Neighbourhoods...

1	S
2	S
3	M
4	T
5	W
6 SHRI RAM NAVAMI	T
7	F
8	S

9	S
10	M
11	T
12	W
13 PESACH (Passover)	T
14 GOOD FRIDAY & BAISAKHI	F
15	S
16 EASTER DAY	S

17 EASTER MONDAY	M
18	T
19	W
20	T
21	F
22	S
23 ST GEORGE'S DAY	S
24	M

25	T
26	W
27	T
28	F
29	S
30	S

To demonstrate our commitment to renewing neighbourhoods, Whitefriars joined the national *iN business for neighbourhoods* programme, which is committed to working to create good neighbourhoods in cities, towns and villages across England.

iN business for neighbourhoods is designed to make housing organisations more effective and to set out what they will be doing to make **iN** a reality, not just a promise. The core commitments are to the development of neighbourhoods and to putting neighbourhoods at the heart of everything we do; to pursuing excellence and improvement in every aspect of the business; and to customers, specifically to:

- Ensure customers are the driving force behind our business
- Listen to them, respond to their

views and engage them in our work at all level

- Offer them respect, choice and support
- Do everything we can to prevent neighbourhood problems and deal firmly with people who are bad neighbours

To make *iN business for neighbourhoods* a reality for Whitefriars and our customers, we have geared our business targets so that they not only deliver our core aims, but also those at the centre of *iN business for neighbourhoods*. Whitefriars Housing Group was one of the first housing organisations in the country to adopt the principles of *iN business for neighbourhoods* and to sign-up to the initiative - you will now see the **iN business for neighbourhoods (iN)** logo on much of



our corporate literature and communications materials.

To further promote the *iN business for neighbourhoods* initiative, Whitefriars has joined with other regional housing organisations to form 'West Midlands United'. The coalition is designed to provide a more co-ordinated and efficient approach to housing and neighbourhood issues in the West Midlands, by pooling expertise, sharing good practice and jointly finding solutions to benefit communities across the region. It also aims to raise the profile of the West Midlands and place it at the forefront of the government's neighbourhood regeneration agenda. In this way we hope to attract the funding into the Midlands that is required to meet our housing aspirations.



May

You Said It...

Some wheelchair and pushchair users found it difficult to get into some of our offices.

We Did It...

We made sure that this was taken into account when we were re-designing our customer access points.

Spring on the Pond by Pamela Williams

You Make Things Happen...

1 MAY DAY BANK HOLIDAY	M
2	T
3	W
4	T
5	F
6	S
7	S
8	M

9	T
10	W
11	T
12	F
13 BUDDHA DAY	S
14	S
15	M
16	T

17	W
18	T
19	F
20	S
21	S
22	M
23	T
24	W

25	T
26	F
27	S
28	S
29 SPRING BANK HOLIDAY	M
30	T
31	W

We believe that involvement is good for customers, Whitefriars, and communities. Our customers and the communities they live in get to have a say in what is happening to their homes, their areas, and the services they receive. Through their input, we gain lasting commitment to improvements to housing services - we can learn what is important to our customers and respond to that.

Over the past 12 months we have either put into place, or continued to do work to develop more ways in which you can tell us what you think, or work with us to look at different parts of our service.

“ The residents' event was outstanding. Thank you for a great afternoon and to all the volunteers - a huge well done!
Ms J. from Coventry ”

In the past 12 months we have:

- Completed a major survey to find out how satisfied you are with the services we provide, your home and area. 77%, (of those surveyed), said that they were satisfied with our overall services, and 83% felt we were good at keeping you informed.
- Identified ways in which we can improve our services based upon what was said in the survey.
- Published a clear statement of the full extent of opportunities for you to get involved and make a difference to your services. This includes a clear set of actions against which our performance can be measured.
- Extended the Customer Auditor project and implemented their recommendations to improve customer care and service access.
- Started two further Estate Agreement projects involving residents in

deciding local service priorities and in monitoring their delivery.

- Developed new ways to get involved including the establishment of Service Improvement Groups where customers can work directly with us on improving services like repairs, grounds maintenance and responses to anti-social behaviour.
- Regularly attended residents groups' meetings to find out about local concerns and respond to those where possible.
- Increased the amount of training offered to customers who get involved with us to make sure that they get something back.
- Ran our third highly successful customer conference featuring the positive side of youth, disability and service issues.



June

You Said It...

That there needed to be more debt advice available in Coventry.

We Did It...

We have supported bids with other agencies to employ more debt workers across the City.

A Pleasing Sight by Doreen Owen`

More than Housing...

1	T
2 SHAVUOT	F
3	S
4 PENTECOST	S
5	M
6	T
7	W
8	T

9	F
10	S
11	S
12	M
13	T
14	W
15	T
16	F

17	S
18 FATHER'S DAY	S
19	M
20	T
21	W
22	T
23	F
24	S

25	S
26	M
27	T
28	W
29	T
30	F

Whitefriars is about more than bricks and mortar; it's about people and developing and renewing communities and neighbourhoods. Therefore to expand what we do and go beyond the normal landlord role, we have developed and undertaken a range of initiatives and services to help improve people's lives, not only their homes.

These include a number of initiatives to support people with problems they may be experiencing, such as debt, unemployment, alcoholism, or crime. They also include programmes to train our own staff in new ways to improve how we help people and the services we provide to our diverse customer base.

In the last 12 months we have:

- Helped to engage a further 12 local, small construction businesses in a Local Learning and Skills Council 'Workforce Development' programme. This makes a total of 34 businesses over the last two years, with 109 of their employees qualified to NVQ 2 in

Construction Trades and Safety qualifications. Of the 109 employees trained, 29 were from minority ethnic backgrounds, demonstrating Whitefriars' commitment to diversity and equality of opportunity.

- Been successful in obtaining a further £1.2 million pounds worth of Learning and Skills Council funding to manage a partnership of local training providers, who, alongside the Training and Development Agency, will deliver qualification and job training to local employed and unemployed people through to December 2007.
- Continued to work across the City with partner organisations, including voluntary agencies, such as the Alcohol Advisory Service and Domestic Violence Support Agency, to provide support and assistance to our more vulnerable residents. This has been achieved both via referrals and directly through our own 'Floating Support' schemes, to enable them to live independently.

- Through our own Modern Apprentice Scheme, provided up to 20 young people, at any one time, with the opportunity to undertake NVQ Levels 1, 2 and 3 in Business Administration, Technical Certificates, Key Skills or The Association of Accounting Technician qualifications, as well as high levels of in-house professional training.

This year our scheme was awarded a Platinum Award for the excellence of the training and support provided to apprentices by Coventry and Warwickshire Training, and an apprentice training award by the Learning and Skills Council.

- Received the 2004 Investors in People Outstanding Good Practice Award for our Whitefriars Stardust Strategy, which is our vehicle for cultural change and employee development within the Company.
- Developed a new Equality and Diversity Strategy in consultation with its Champions' Group.

- Obtained grant funding from the Housing Corporation and Arts and Business Council to design and deliver innovative equality and diversity training to all employees through our Face Values and Valuing People programmes.



July



The Championship Garden - Mrs & Mrs Page

You Said It...

Appointments for repairs were popular.

We Did It...

We now make more appointments than ever before.

Delivering Improvements...

1	S
2	S
3	M
4	T
5	W
6	T
7	F
8	S

9	FOOTBALL WORLD CUP FINAL	S
10		M
11		T
12		W
13		T
14		F
15		S
16		S

17		M
18		T
19		W
20		T
21		F
22		S
23	BIRTH OF HAILE SELASSIE	S
24		M

25		T
26		W
27		T
28		F
29		S
30		S
31		M

Over the last year we have continued to roll out our improvement programme in line with our promises to customers, and in many cases we are now ahead of schedule. By the end of March 2005, we had completed new window installations to 10,600 homes.

In addition, we have also offered kitchen and bathroom upgrades to nearly every customer, and completed 12,300 new kitchen and bathroom installations. We have also carried out other major works such as rewiring to a further 12,000 homes.

We continue to work with customers on a variety of schemes such as cyclical maintenance and environmental improvements, and have to date, spent

over £5m on environmental improvements to homes and neighbourhoods. Security remains an important issue for us, and, in addition to new entry doors fitted as part of our window installation scheme, over 2,700 homes within Whitefriars multi-occupancy blocks have benefited from our new door entry systems.

In the last 12 months we have:

- Continued to make good progress on the kitchen and bathroom improvements and are on target with our partnering contractors to complete the programme a year early in 2005. During the year some 3,000 new kitchens and bathrooms were fitted along with work such as rewiring, the fitting of smoke detectors and loft insulation.
- Continued the programme of improvements to communal areas with schemes incorporating new security doors, entry phones and decoration.
- Continued to make adaptations to people's homes in the improvement

programme where our occupational therapist has identified that there are special needs. We continue to work also with Coventry City Council in support of its disabled adaptation programme.

- In consultation with customers at Hopedale Close and Eric Grey Close, provided pitched roofs and other improvements to these pensioner and disabled persons' bungalow developments.
- Improved facilities in many more older people's housing, bringing the total to 568 improved homes since transfer.
- Completed loft insulation upgrades to nearly 5,600 homes to provide improved energy efficiency performance.
- Provided new heating systems to a further 1,600 homes to bring the total number of new installations to 6,200.
- Increased the level of external works to our stock to deliver more new roofs, re-rendering, soffits, fascias and guttering etc.



“ The Emergency 'out of hours' staff were excellent. They deserve credit for providing a very good service. Mr L. from Coventry. ”

August



Winning Decorated Plant Pots
by Jade Francis, Rebekah Flowers and Courtney Dawson

You Said It...
That the system of different phone numbers for repairs was confusing.

We Did It...
We now have one, 24-hour repairs line.

Delivering Repairs...

1	T
2	W
3	T
4	F
5	S
6	S
7	M
8	T

9 RAKSHA BANDHAN	W
10	T
11	F
12	S
13	S
14	M
15	T
16 SHRI KRISHAN JANMASHTMI	W

17	T
18	F
19	S
20	S
21	M
22	T
23	W
24	T

25	F
26	S
27	S
28 SUMMER BANK HOLIDAY	M
29	T
30	W
31	T

We have continued to improve the way we repair and maintain our stock through the introduction of more pro-active measures and the streamlining of services to provide improved access for customers. For the future we have established a customer forum to work with us on how further improvements can be made and ensure the service is in keeping with customer expectations.

In the last 12 months we have:

- Established Whitefriars HomeWorks as our in-house repair service provider.
- Significantly increased the number of repairs undertaken by appointment.
- Formed a repair and maintenance customer forum to work with us to identify future service improvements to our repairs service.
- Completed 93% of emergency repairs and 87% of urgent repairs on time.

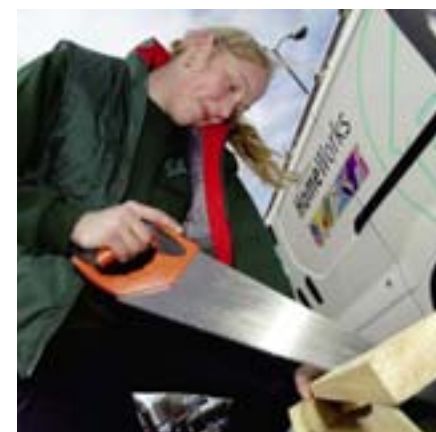
- Started an internal and external cyclical maintenance programme to help prevent some types of repair from occurring.
- Simplified repair reporting arrangements through the introduction of a single telephone number for all repairs reporting requirements.

Gas safety in the home

- There are strict safety regulations for landlords applicable to gas works and installations. Whitefriars takes this responsibility seriously and carries out a rolling annual servicing programme to all its homes.
- Despite having a free gas servicing programme, we often find that a high number of tenants do not respond to our requests for access to their homes to allow this essential work to be carried out.

Key achievements over the last 12 months include:

- The establishment of a customer/stakeholder group to seek to improve access and customer care.
- A 17% increase in access as a result of changes to gas servicing procedures.
- Completed 95% of emergency repairs and 94% of urgent repairs on time.
- Upgraded heating appliances through our Major Improvement Programme to reduce reactive repairs and increase energy efficiency.



“ Your staff have gone out of their way to ensure that I will be able to have repairs that will improve my quality of life. Thank you Whitefriars. Mrs M. from Henley Green ”

September

You Said It...

You were concerned about the state of the general environment in Hillfields area.

We Did It...

In partnership with the Council and European funding, we set up a dedicated 'Clean Sweep' Team to tackle the problem.

Autumn in the Park by Jim Bolton

Managing Homes & Estates...

1	F
2	S
3	S
4	M
5	T
6	W
7	T
8	F

9	S
10	S
11	M
12	T
13	W
14	T
15	F
16	S

17	S
18	M
19	T
20	W
21	T
22	F
23 ROSH HASANAH (Jewish New Year)	S
24 RAMADAN BEGINS	S

25	M
26	T
27	W
28	T
29	F
30	S

We continually strive to maintain people's homes and the areas where they live to high standards.

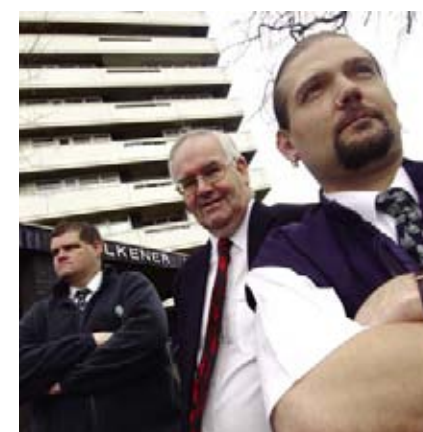
In the last 12 months we have:

- Completed the programme to improve the quality of our housing offices including their receptions to make them fit for purpose in the 21st Century and more welcoming to customers. These offices provide improved services for the disabled, and translation services for those customers where English is not their first language.
- Following the review to improve the structure of our housing offices, we undertook a large scale customer survey to assess the impact of the changes. We are now looking to further improve our offices, taking into account the comments we gathered from the survey.
- Investigated and responded to 1,391 reports of anti-social behaviour. The majority of these cases were dealt with effectively without the need for formal interventions. Where formal

intervention was necessary, however, we sought to target and, where possible, to improve behaviours, reserving the ultimate sanction of eviction as a remedy of last resort.

- Mediated on 47 cases of anti-social behaviour, issued 35 Acceptable Behaviour Contracts, issued 91 Trespass letters, and obtained 12 injunction orders. We have also supported the police in obtaining 11 criminal Anti-Social Behaviour Orders.
- Provided practical as well as personal support to over 65 witnesses through the provision of security improvements, security patrols, providing alarms, CCTV and mobile telephones.
- Worked with and through key partnerships, most notably the Coventry Community Safety Partnership and the Coventry Consortium of Social Landlords, to develop a more comprehensive and community oriented approach to aspects of neighbourhood management.

- Worked with partner organisations to access their services to provide, e.g., the provision of specialist support to vulnerable residents; the designation of alcohol free zones; the implementation of powers provided by the Anti-Social Behaviour Act to disperse groups and to deal with drugs related crime and disorder.
- Set up the European funded Hillfields 'Clean Sweep' partnership, which has removed 16.6 tonnes of rubbish and cleaned/swept over 50,000 square metres of footpaths and communal land between January and April 2005. It is highly valued by residents of Hillfields as it addresses problems regardless of land ownership.
- Provided extra security patrols for eight high-rise blocks in response to residents concerns.
- Worked with communities to eradicate eye sores and areas prone to vandalism.
- Worked with the residents to develop local environmental projects that will improve the quality of their areas.



October

You Said It...
You wanted to be able to pay your rent by direct debit.

We Did It...
We introduced the direct debit facility.

Autumn Trees by Steve Urban

Managing Rent Income...

1	S
2 YOM KIPPUR (The Day of Atonement)	M
3	T
4	W
5	T
6	F
7 SUCCOT BEGINS	S
8	S

9	M
10	T
11	W
12	T
13	F
14	S
15	S
16	M

17	T
18	W
19	T
20	F
21 DIWALI (Festival of Lights)	S
22	S
23	M
24 ID-UL-FITR	T

25	W
26	T
27	F
28	S
29	S
30	M
31 HALLOWE'EN	T

“ The staff at the local offices were very helpful and obliging. They certainly delivered 100% total customer care.

Mr R, from Coventry

I wish to express my gratitude for the committed and caring way in which a member of your staff has provided me with help and support to resolve my problems. They were very understanding.

Mrs C. from Cheylesmore

Thank you for being pleasant, helpful and patient.

Ms N. from Wood End ”

Rent arrears have again reduced this year, and we strive to achieve continued reductions for the benefit of all our residents.

In the last 12 months we have:

- Reduced rent arrears by 15% through continued firm action.
- Reviewed our procedures to ensure effective early action, more personal contact and letters that are easy to understand. Our letters were reviewed by customers to ensure that they were clear.
- Reorganised our teams to ensure there were specialist staff at each local office dedicated to pursuing arrears quickly and effectively.
- Increased recovery of arrears from former tenants. We are using tracing agencies to track those who leave without providing a forwarding address.

- Sent six-monthly rent statements to all of our customers.
- Rewarded good payment through our quarterly prize draw.
- Helped customers with Housing Benefit claims, by helping complete forms and giving advice.
- Introduced leaflets for customers explaining our rent arrears policies.
- Worked with other agencies to ensure legal advice and debt advice is available to them.



November

You Said It...
Some of our letters were confusing.

We Did It...
We re-wrote them in consultation with customers.

Lest We Forget by John Gallen

Governance and Accountability...

1	W
2	T
3	F
4	S
5 BONFIRE NIGHT	S
6	M
7	T
8	W

9	T
10	F
11	S
12 REMEMBRANCE DAY	S
13	M
14	T
15	W
16	T

17	F
18	S
19	S
20	M
21	T
22	W
23 BIRTH OF GURU NANAK DEV	T
24	F

25	S
26	S
27	M
28	T
29	W
30 ST ANDREW'S DAY	T

Whitefriars Housing Group was set up specifically to receive the transfer of housing stock from Coventry City Council, and was the first Group structure to be established following a single ballot for this purpose. The transfer took place on 25 September 2000.

The Group consists of Whitefriars Homes North Limited, Whitefriars Homes South Limited, which jointly own and manage the housing stock, and Whitefriars Services Limited. Whitefriars Services Limited is the parent company, which provides business, strategic and other professional services to its two subsidiaries.

All the companies within the Group are incorporated and registered in accordance with the Companies Act 1985 and are limited by guarantee.

As registered Social Landlords, under the meaning of the Housing Act 1996, all three companies in the Group are regulated by the Housing Corporation. Each company has a board of directors comprising tenants, local authority nominees and independent members.

Tenant members are elected by the body of tenants. During the year the Group has formed two new subsidiaries. The first, Whitefriars Business Services Limited, will undertake any non-charitable trading activity. The second, Whitefriars (North Solihull) Limited, will act as the investor vehicle in the North Solihull Partnership. Both companies are limited by shares.

The group is currently undergoing a restructure which, when complete, will result in these three companies becoming Industrial and Provident Societies, all activity transferring into a single company (Whitefriars Homes North Limited) and that company adopting charitable rules.

Boards and Committees

Whitefriars Services Limited has a board comprising a maximum of 18 non-executive voting members - six each of tenant, local authority and independent representatives - and is responsible for Group funding, policy, strategy and governing the Group's affairs and performance. The chairs of the subsidiary companies are co-opted

members of the parent board. The tenant and local authority members also sit on one of the subsidiary boards.

Each of the subsidiary companies, Whitefriars Homes North Limited and Whitefriars Homes South Limited, has a board comprising a maximum of nine non-executive members - three each of tenant, local authority and independent representatives.

The boards of Whitefriars Business Services Limited and Whitefriars (North Solihull) Limited are comprised of a mixture of parent board members and senior staff.

After the reorganisation, the board of Whitefriars Homes North Limited will be structured in the same style as the current structure for Whitefriars Services Limited.

The Group's finance, human resources, housing operations and property committees, include members drawn from all three Group companies, as well as having places available for other interested external parties. These committees have specific responsibilities in the given areas.

Corporate Governance

The principles underlying good corporate governance set out in the National Housing Federation code of governance are supported fully by the Group's boards, all of which have undertaken a specific review of compliance with the code during the last year. Compliance with the Code is reviewed on at least an annual basis in order to ensure the continuance of high standards of governance of the Group.



December

You Said It...

More advice on Housing Benefits was needed.

We Did It...

We have provided training on Housing Benefits to all our front line staff to help customers.



Afterglow in Nauls Mill Park by John Gallen

'Picture This' Winners...

1 ADVENT BEGINS	F
2	S
3	S
4	M
5	T
6	W
7	T
8	F

9	S
10	S
11	M
12	T
13	W
14	T
15	F
16	S

17	S
18	M
19	T
20	W
21	T
22	F
23	S
24 CHRISTMAS EVE	S

25 CHRISTMAS DAY	M
26 BOXING DAY	T
27	W
28	T
29	F
30	S
31 NEW YEAR'S EVE	S

“ Your workers arrived on time, explained what they intended to do, and carried out the work in a smooth and efficient manner. Your staff were all very friendly and helpful with any questions I asked them. Thank You.
Mr J. from Coventry

I would like to compliment you on the professional and courteous service that your staff have provided me with today. I found them very helpful and it made the visit to my local office a very pleasant experience.

Mr G. from Henley Green ”

We very much hope you have liked this year's annual report, found it useful and informative. We especially hope you have enjoyed the photographs we've incorporated because, this year, most of the images came from you, our customers.

In last year's annual report, we launched a photographic competition to find images to use in this year's calendar. Customers were invited to send in photographs for the chance to win high street shopping vouchers.

We were very impressed with the standard of entries and especially the way people had found such interesting images in and around the places where they live. You can see the results on the pages of this report.

The winners were Pamela Williams, Doreen Owen, Anthony Hollis, Steve Urban and the overall winner was John Gallen. Thank you to all those who entered and well done to the winners.



Board Members april 2004 - march 2005

Tenant Board Members

Jim Cotterill: Whitefriars Services, South, chair of Repairs Committee and vice-chair, Human Resources Committee.
Board Member since March 2001.

Joan Allen: Whitefriars Services and South.
Board Member since October 2003.

Paul White: Whitefriars Services, South and Finance Committee.
Board Member since May 2002.

Colin Young: Vice Chair Whitefriars North and member of Services, Finance and Human Resources Committees.
Board Member since April 2000.

Janice Ashley: Whitefriars Services and North.
Board Member since March 2005.

Bill Newey: Whitefriars Services and North, Repairs Committee.
Board Member since July 2004.

Local Authority Board Members

Tom Ruddy: Whitefriars Services, North and Repairs Committee
Board Member since May 2003.

Peter Lacy: Chair Whitefriars Services, vice-chair, Whitefriars South and a member of Human Resources Committee.
Board Member since April 2000.

Mohammed Asif: Whitefriars Services, North and Finance Committee.
Board Member since June 2004.

Susanna Dixon: Whitefriars Services, North and Human Resources Committee.
Board Member since June 2004.

Heather Johnson: Whitefriars Services, South and Repairs Committee.
Board Member since June 2004.

Ken Charley: Whitefriars Services, South and Finance Committee.
Board Member since June 2004.

Independent Board Members

† **Barrie Day:** Whitefriars Services and (from July 2004), chair, Finance Committee.
Board Member since April 2000.

Mary Wood: Whitefriars Services and Repairs Committee
Board Member since July 2000.

Roz Lilley: Whitefriars Services and Human Resources Committee.
Board Member since April 2000.

John O' Shea: Vice-chair, Whitefriars Services, member Human Resources Committee.
Board Member since April 2000.

Peter Roach: Chair, Whitefriars North, and co-opted member, Whitefriars Services.
Board Member since April 2000.

Vibert Cornwall: Whitefriars North.
Board Member since December 2000.

Richard Drew: Whitefriars North and Finance Committee.
Board Member since October 2000.

***Alan Kay:** Whitefriars Services and Finance Committee.
Board Member since 2003.

Bruce Walker: Chair Whitefriars South, co-opted member, Whitefriars Services, and member of Finance Committee and Repairs Committee.
Board Member since April 2000.

Mike Beardmore: Whitefriars South and Chair, Human Resources Committee.
Board Member since April 2000.

Bilal Akhtar: Whitefriars South.
Board Member since October 2004.

Peter Pritchett: Whitefriars Services.
Board Member since July 2004.

The following people also served as board members during the year April 2004 to March 2005:

Richard Donovan:
Board Member since March 2001.

Catherine Harper:
Board Member since May 2003.

Joe Clifford:
Board Member since July 2000.

Ken Taylor:
Board Member since April 2000.

Ram Lakha:
Board Member since October 2002.

Peter Wills:
Board Member since March 2001.

* Alan Kay has resigned his position as a Board Member since March 2005.

† Barrie Day was also a member of the Human Resources Committee until July 2004.

Performance Figures april 2004 - march 2005

Rent Collection	North	South	Group
% of rent debit collected	99.74	99.22	99.45
% of rent debit in arrears	6.17	6.79	6.51
% of rent debit lost due to empty properties	5.16	3.46	4.21
Total rent collected	18.7m	24.0m	42.7m

Average Weekly Rents (Assured tenancies)	North	South	Group	Average RSL Rent Coventry*
Bedsit	44.61	46.10	45.40	43.80
One bedroom home	46.96	48.77	47.87	48.95
Two bedroom home	48.80	52.95	50.88	52.54
Three bedroom home	50.80	53.71	52.25	53.52
Four bedroom/+ home	56.22	58.29	57.26	63.09
Weighted average	48.96	51.57	50.27	52.38

* Source 66: The Housing Corporation's published guide to local rents 2003

General Needs Assured Tenancies

	North	South	Group
Bedsits	355	649	1004
One bedroom homes	2057	2516	4573
Two bedroom homes	2154	2875	5029
Three bedroom homes	2812	2469	5281
Four bedroom/+ homes	117	196	313
Total	7495	8705	16200

Other Tenancies

	North	South	Group
Guildhouses and other letting arrangements	192	201	393
Supported Housing	343	340	683
Total Homes in Management	8030	9246	17276
Leasehold flats	248	999	1247

Repairs	North	South	Group
% emergency repairs completed in target time (1 working day)	92.4	92.6	92.5
% urgent repairs completed in target time (7 calendar days)	86.4	87.9	87.2
% routine repairs completed in target time (1 calendar month)	54.9	70.5	62.7

Empty Homes	North	South	Group
Empty homes available to let	52	86	138
% of homes available to let	0.6	0.9	0.75
Empty homes not available to let	496	270	766
% homes not available to let	8	3.8	5.9
Total number of empty homes	548	356	904
% empty homes	7.3	4	5.6
Re-let times (weeks)	3.8	3.4	3.6

Lettings	North	South	Group
Lettings	852	1131	1983
Turnover of tenancies %	11.4	13	12.2

Customer Feedback	North	South	Group
Complaints	498	460	958
Compliments	149	94	243
Service Enquiries	118	266	384
Ombudsman	0	1	1
Total	765	821	1586

Whitefriars Housing Group
 9 Little Park Street
 Coventry
 CV1 2UR
 Web www.whitefriarshousing.co.uk
 Email info@whitefriarshousing.co.uk

Information correct at time of production.
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 Jim Botton Photography
 can be contacted on 024 7667 8169.

Helpful Numbers:
 Repairs (24 Hours) **Tel 0845 850 6090**
 Leaseholder Services **Tel 024 7676 7220**

Customer Involvement
Tel 024 7658 7081

asb4 Team
 Anti-Social Behaviour
Tel 024 7649 6749

Need help in your own language?

French
 Pour vous assister en votre propre langue

Portuguese
 Assistência na sua própria língua

Farsi
 برای کمک به زبان فارسی

Kurdish
 بۆیارمه تێدانیان به زمانێ جێت

Somali
 Luqadaadoo lugugu caawinaayo

Arabic
 لمساعدتكم في اي لغة

024 7676 7000

Our Housing Offices:
 9 Little Park Street,
 Coventry, **Tel 024 7676 7111**

City Centre, Coventry
 St James Lane,
 Willenhall, Coventry
 192 Torrington Avenue,
 Coventry **Tel 024 7649 6700**

29-31 Riley Square,
 Coventry, **Tel 024 7670 8400**

Bell Green, Coventry
 Willenhall, Coventry
Tel 024 7651 6700

Executive Directors

Whitefriars HOUSING GROUP



Richard Monk
 Managing Director Housing Operations
 Age 48

Judy Ryder
 Director of Organisational Development
 Age 48



Roger Griffiths
 Managing Director Property & Investment
 Age 57

Kevin Rodgers
 Finance Director
 Age 36



Howard Farrand
 Group Chief Executive
 Age 58

Inge Kettner
 Performance Director
 Age 49



Whitefriars Housing Group

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