

“Where *When*
If **What**
Why **Will**
How Who...?”

“Where *When*
If *What*
How *Why* *Will*
 Who...?”

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Roger Griffiths Group Chairman of West Mercia Housing Group



Change is very much in the air. Not only is this annual report a real break with the past, but, for us as an organisation, the past year has been one of change.

Whitefriars Housing joining West Mercia Housing Group has significantly increased our size so that we now manage 24,000 homes.

With expansion comes positive benefits – the opportunity to share expertise and resources, and to make economies of scale. These will become more apparent as the organisation continues to evolve and will enable us to maintain the level of investment in the homes and services you, our customers, tell us you want.

Regeneration is playing an ever-increasing role throughout West Mercia, and we are involved in two of the three highest profile projects in the Midlands - the regeneration of North Solihull and the New Deal for Communities (NDC) area in Coventry.

The last year has also seen changes brought about by two new Government bodies to oversee our work. The Tenant Services Authority (TSA) concentrates on the services we deliver, and the Homes and Communities Agency (HCA) supports our investment in new homes.

The TSA this year conducted the National Conversation in which we took an active part. Your feedback was very much in line with the national findings which focused on priorities to ensure we deliver a good service around repairs and maintenance of homes, ensuring affordable rents and keeping homes up to date and in decent condition.

Our Board is fully committed to ensure we continue to meet, and, where possible, surpass the new standards emerging. I look forward to reporting back on our continued success and progress.

Our customers (pictured below) have written the questions for this year's Annual Review.



Welcome

This is the West Mercia Housing Group's Annual Review With A Difference

This year it's **US** the Customers asking the questions that **WE** want the answers to.

As residents we get given a report every year on how well (or otherwise) our Landlords have done. This year we want more than just numbers and graphs which usually mean little or nothing to us. We have gone face to face with the people who decide how our homes are maintained etc. We have watched them at work and asked them all the 'W' questions. **Why? Where? When? and Who?**

We are not only putting the question and answer sessions down in print; we are filming them too and putting the video for you to watch on to the West Mercia website: www.wmhousing.co.uk. You will hear the answers directly from the people who decide these things.

We would like to express our gratitude to all those 'brave' West Mercia Housing Group staff who took time out to be 'grilled' by us and all the other staff who assisted in the preparation of both the report and the film too.

We really enjoyed the experience, but new faces and new voices are always welcome, so maybe after seeing this it might inspire you to join one of the many customer involvement opportunities across West Mercia Housing Group. All you have to do is get in touch with your local office!



*Best wishes
George Davidge*

Nexus customer and member of the Joint Group Customer Panel

George Davidge

has been a Nexus customer for about 13 years, and has been taking part in Customer Involvement opportunities for the past two years. He sits on the Customer Panel and says that being involved and making a difference brings a real sense of achievement.

Hobby: Gardening and reading, preferably autobiographies of sports stars from my era.

Number One Song: Depends on my mood. Soft and sentimental mood would be Bridge over Troubled Waters by Simon and Garfunkel; upbeat would be Wild Thing by The Troggs. The recording I love the most is A Little Love, a Little Kiss by the Irish tenor John McCormack, although the Karl Denver cover was not bad.

Favourite local place: I am London born and bred so almost all of the countryside around Worcester I find extremely beautiful, especially the walk along the banks of the Severn from the Cathedral.

Best meal: English 'Roast beef'.

Why do we have an annual report?

So that we can report on what we have been doing in the last 12 months, and tell our customers, funders and other investors. You want to know about our performance - have we been doing what we said we were going to do, and have we done it well?

It allows us to be compared against other organisations so you can see how we are doing on things like repairs; to say what our plans are for the next 12 months, the developments and the changes that we intend to make and where we are going with the recent merger.

It is important not only to account for what we have done, but also for setting a vision for the future.



How do you feel about your managers being questioned directly by us, your customers?

I think it is a terrific idea.

It lets them have the opportunity to shine, to tell you what they are doing, what they are trying to do, and they get that personal link as they hear directly from you how you feel about things.

That's really important, because our organisation is a people-based organisation and being put in that front line dialogue with you makes sure that they are absolutely up to speed with what they are doing.

It makes the whole organisation more transparent.

Howard Farrand
Chief Executive

What is your vision for providing homes and services for the future?

My vision is shared across the Group – it is about creating places where people are proud to live and work.

The first people we went to, to ask what our vision should be were some of the customer groups... It is not just about the bricks and mortar, it's about the community, the environment and feeling safe. It's about a sense of place. It is important to us that customers feel proud of where they live...

We also have a series of Values. We want to push the boundaries in how we provide services, but first of all we want to provide good services, because you deserve that.

We are customer-driven ... an organisation that acts with integrity.

George Davidge
Nexus customer



meet the Chief Executive

Can customers really help to shape the way West Mercia works?

They not only can, but they are doing so.

We are trying to involve our customers at a whole range of levels.

If we were a High Street shop you'd decide to use us on the price, quality and convenience. Living in one of our homes, as a customer, it's a little more difficult to up sticks and swap homes, so it is even more important that we listen to you to get our service right.

Customers have helped shape services. For example, if you look back two or three years ago some of the repairs services were quite different to what we are delivering now, and that's because our customers told us what they wanted and we developed a series of options, based on what they said.

Tell me how we will benefit from Whitefriars joining The Group?

Firstly, over the next five years we are looking at significant savings within the group of £3.6 million.

In a competitive world, the new enlarged group gives us financial strength and enough clout to get a seat around the table with Government, and that potentially helps us with development.

It is not just about our tenants now, who might have more choice in the homes offered, but it's about our tenants in the future, and the enlarged group is significantly better future-proofed than the isolated parts of the group.

It is also about how you spend your money, and some of the skills that are in the enlarged group are really helpful. West Mercia is one of the regions leading developers in the West Midlands in terms of building new homes. What Whitefriars brings is the expertise it has gained in having a large improvement programme. So for example this has allowed reinvestment in creating local training and job opportunities in partnership with other local agencies. The enlarged organisation can now combine these skills and expertise and help to deliver more opportunities for all.

Sujata Khatun

has been a Harden customer for about three years. Taking part in this Annual Review is one of a number of customer involvement initiatives she has been involved in, and it is something she has been looking forward to.

Hobby: Birmingham city centre shopping, especially clothes and food.

Number One Song: I listen to everything, on the radio, and on CD. I can't choose!

Favourite local place: The cinema, or the park.

Best meal: I love Asian food, and no-one can beat my mother's chicken biryani!

Why have the rent increases been so high?

We use the same calculation as all of the social landlords. Every year we increase the rent based on the Retail Price Index (RPI) of the previous year, add 0.5% and then £2 if you are not at Target Rent. In 2008, which is what we based the 2009 rent increase on, the RPI was 5%. That meant this year the rent increase was 5%, plus 0.5 % plus £2 if you are not at Target Rent.

What is Target Rent?

Target Rent is a formula which is given to us by the Government. It is based on the area in which you live, the home you live in and the affordability of the area in which you live in.

Karen McDowall
Assistant Director, Harden Housing Association

If increases are linked to inflation, will my rents go down next year?

It all depends on the RPI figure. If it is a minus, the answer is, possibly. Again, it all depends if you are at Target Rent, so even if the RPI figure is a minus, if you are not at target rent, then those customers may see a small increase.



I don't understand why rent and service charges vary so much between the different Associations within the Group?

We all follow the same rent increase formula, but the basis on which we start is different, because we operate in lots of different areas of the country. A three-bedroomed house in Worcestershire may have a different rent than a three-bedroomed house in Birmingham.

In relation to service charges, when we build in an area we look at the sort of services that are needed, so it might be things like communal cleaning, it might be grass cutting and grounds maintenance, or street lighting, and we have to find those services for you. Depending on which contractors we use, and the areas in which they operate, the prices do vary.

What does the money you collect in service charges get spent on?

All sorts of things. Things such as communal area cleaning, grounds maintenance and grass cutting, door entry systems, TV aerials and changing light bulbs. We only charge our customers for the services that they receive, and it is important that we do stress that. We do try and seek the best prices we can, and we work with a number of partners to seek, for example, the best prices in terms of energy charges.

Sujata Khatun
Harden customer



rent and service charges

Rosemary Hatton

and her husband David have been Kemble customers for about two years, ever since returning to Hereford where Rosemary grew up. They take part in a number of customer involvement groups.

Hobby: Gardening, we have 'adopted' our large communal garden and have introduced a summerhouse and lots of colour all around the perimeter. Travel and photography too.

Number One Song: Difficult to choose, but two Spanish ones - Granada, sung by a much-loved friend, and Barcelona with Montserrat Caballé and Freddie Mercury.

Favourite local place: Holmer Park Health Club.

Best meal: Probably my husband's paella! But also scallops.

I guess you can tell we like the sun!

Can
you tell me,
please, how
many homes
you built
last year,
and where
were they?

Our development team not only works for West Mercia Housing Group, but we are a lead member of a consortium, the Spectrum Development Partnership, and we develop on behalf of six other Associations around the Midland region. In the north our region stretches to Staffordshire, in the east to the Warwickshire/Leicestershire borders. Herefordshire is the most southerly point and we work across to the Welsh borders.

Last year we began work on 600 new homes, of which about half were for West Mercia and the rest for the consortium. We completed a further 500 new homes, most of which were for the group itself.



new homes

Can
you explain
to me what
'Lifetime'
homes are?

Lifetimes Homes are those that are designed to be adapted in the future to the changing needs of the occupants. We use the saying, 'from the cradle to the grave,' so that someone can be born in a property, grow through to adulthood and then get to old age, and, as their needs and mobility changes, the property can be adapted to suit their needs.



Rosemary Hatton
Kemble customer



Who decides what type of homes are built?

Our first port of call is the Local Authority. They will have done a housing needs survey and will have waiting lists, and details of particular types of properties required.

We will be building on behalf of a client Housing Association and they will also have their own waiting lists, and a view on what type of property is best for that area.

In this current economic climate, is it really worth building shared ownership homes?

Yes!

There is still a strong demand. We have waiting lists of people. The problem with this current credit crunch is the difficulty in raising mortgage finance.

Also, experience tells us that the large estates of the past, where all the properties were rented, are a mistake and that mixed shared-ownership and rented together is a good thing. We create sustainable communities in this way.

We have taken a cautious approach with an 80%/20% split between rented and shared ownership properties. We also carefully look at each scheme to check the demand for shared ownership.



How do you determine the living space?

Nearly all of us prefer to live in a larger house, but the larger the house, the greater the construction costs. If you are constricted by the size of a site, you may not be able to get the number of properties that you would like. That means fewer people can be accommodated. A larger home is great for extra storage space, but that space needs to be heated and ventilated, and we all know what gas and electricity prices are like!

We use guidelines set by the National Housing Federation. They are adopted in Housing Quality Indicators. These standards allow for the property to be big enough without wasting space.

So, what is the building programme for the next five years?

We have aspirations for growth, supported by a three-year development and sales strategy. In that strategy we plan to build up to 1,000 properties a year through the Spectrum Development Partnership, 300 of which will be for either Nexus, Whitefriars, Harden or Kemble.

Lindsey Murray

has been a Kemble customer for about eight years and is an active member of the Disability and Equality Group. She recently took part in a training day piloted by Kemble to mark Disability Awareness Day (DAD), leading a session to help staff and others become more aware of the challenges disabled people face every day.

Hobby: three main ones – computers, music and cross stitch – I'm currently working on a Springer Spaniel cross stitch.

Number One Song: Life is a Rollercoaster by Ronan Keating.

Favourite local place: Queens Wood – it's a wood walk off the Leominster Road.

Best meal: Roast dinner.

I would like to know how the new contact centre deals with my requests?

You will be put through to one of our trained customer advisers. They will first ask for some basic details, such as your name and address. This will enable them to access the computerised property records.

Once we have your records available, we can talk through the problems you are experiencing. This will enable us to make an accurate diagnosis and make sure we send the right person to carry out the repair. Once we have all the details, we will book a convenient appointment to carry out the repair. We will also ask if there are any special requirements that you want us to advise the tradesman about.

We will send confirmation in the post. Within that confirmation will be your repair receipt and a customer satisfaction survey. We'd be grateful if you could spend a few minutes to fill that in, because your comments help us monitor and improve the quality of our services in the future.

Lindsey Murray
Kemble customer

repairs, aids and adaptations

Who decides what counts as an urgent repair, and what are the criteria?

What has been classed as an urgent repair has been decided by national guidelines, and by talking to our customers. The customer adviser will discuss the repair with you, and decide what priority to allocate to that repair. The details of how we prioritise repairs are contained within your Handbook, but once the repair has been raised, we will make sure we book a convenient appointment with you so that an urgent repair is completed within seven calendar days.



How
will I know
if I am
going to be
charged for
a repair, and
when will I
be told?

Your Handbook will tell you what repairs we are responsible for as the landlord, and what repairs we expect customers to carry out. If you report a repair we are not responsible for, then we will advise you there and then.



Paul Baker
Assistant Director of Asset Management



What
aids are
available for
people with
disabilities,
and how
much did
West Mercia
spend last
year?

We provide a wide range of adaptation services to suit individual requirements, including stair lifts, level access showers, grab rails, ramps and lever taps. Last year West Mercia spent £175,000 on adaptations, but also we were able to access a further £375,000 through Local Authority grants.

If
I am not
happy with a
repair, or the
aids that
have been
installed,
what should
I do?

If you are not happy with the works carried out, then I would ask you to call the contact centre team, or your local Association, and advise them of the problems that you have experienced. We will agree a plan of action, and this may include asking the contractor to return to carry out further works, or, if you require, we may ask one of our maintenance surveyors to carry out an inspection. Either way, we will make sure it is dealt with quickly and the works are carried out to your satisfaction.



Joy Dehany

has been a Whitefriars customer for 17 years and is a member of the local Street Pride panel, helping assess bids for projects to make the area Safer, Cleaner, Stronger and Greener.

Hobby: Making decorative angels. It started with angels to decorate Christmas trees, and has led to themed Goth, Punk, Emo, karate and cat angels. The karate angel raised £50 in a charity auction and I am now thinking up costume drama angels! Photography, writing and painting are other hobbies.

Number One Song: Hard to choose, but it must have real instruments, and soul!

Favourite local place: Anywhere green. I love Brandon Marsh where I try to take photographs of the sunlight on dragonfly wings.

Best meal: I'm a bit of a foodie. I love roasted duck and plum sauce, soups and slow food that you cook over a long time.

What counts as Anti-Social Behaviour?

Anti-Social Behaviour is quite a general term, but ranges from issues such as fly tipped rubbish, to graffiti, through to neighbour disputes, including noise nuisance, which is actually our most commonly reported issue, all the way through to acts of violence, and harassment. It is basically any nuisance or annoyance that affects an individual or a community at large.

Joy Dehany
Whitefriars customer

How seriously do you take Anti-Social Behaviour?

The Group takes reports of Anti-Social Behaviour very seriously, and we are committed to trying to prevent Anti-Social Behaviour, wherever possible.

We believe in early intervention, and try to nip cases in the bud, and we will refer cases through to mediation, where appropriate. We also believe in trying to give people the opportunity to change their behaviour, and will provide support to individuals who are serious about changing their behaviour.

However, we will take prompt and effective action to stop Anti-Social Behaviour, and, where necessary we will take legal action, sometimes resulting in eviction, but that is always a last resort.



anti-social behaviour (ASB)

Can you tell us what happens if I report Anti-Social Behaviour?

All reports of Anti-Social Behaviour will be thoroughly investigated in line with our service standards. We accept reports in any form, email, letter, in person or over the telephone.

An officer will make contact with you to understand your concerns, and, in full consultation with you, will devise an action plan, so that you are clear about what actions we are proposing to take. We will also consider what support we may be able to offer you.

How much has Anti-Social Behaviour cost The Group in the last 12 months, and how many cases have there been?

The Group has received 1,991 reports of Anti-Social Behaviour last year.

In terms of the cost to us as an organisation, we can calculate the amount of legal spend, but it is far more difficult to calculate the cost in terms of officers' time. We do concentrate on early intervention, trying to prevent cases escalating which will require legal expenditure, therefore saving the business money.

Have you been able to reduce Anti-Social Behaviour?

In actual fact, last year the number of cases reported to us increased, which we believe is a really positive thing because it shows that customers have far more confidence in our ability to deal with Anti-Social Behaviour. This allows us to link with partner agencies, such as the police, to pool our resources to target hotspot areas.



Gail Cooper
Business Services Manager for Anti-Social Behaviour



Aaron Jones

joined Nexus when he bought a Shared Ownership House in 2008. After raising lots of issues with the Customer Involvement Officer and Housing Officers he was persuaded to become involved in various panels, and is now Chairman of the Fairmount Community Residents Association.

Hobby: Cycling and hiking hills, which I do a lot with the Gay Outdoor Club. I enjoy camping, shooting, writing, creating video blogs and produce short podcasts. I also have my own website.

Number One Song: I Know Him So Well, by Elaine Page and Barbara Dickinson from Chess. I like the tune - it just sums things up for me.

Favourite local place: Malvern Hills is great, but I also love Kinver Edge.

Best meal: A carvery usually wins me over... although a Steak and Chips would be tempting.

Will I be able to make a real difference?

We hope that all of our customers that are involved can make a real difference. That can be in a variety of ways. As a customer you have first-hand experience of the services that we provide and the communities where we have homes, so it is really important that we listen to customers' views about those services and communities, and take them on board so that we can continue to improve.

Catherine Birkby
Assistant Director, Nexus Housing



What will I get out of it?

We would hope that any customer that is involved would get a lot of personal satisfaction. We provide training and support for customers that are involved, and many customers have used that as a stepping stone to access training opportunities, education or even other volunteering opportunities. If you are involved in, say, community based projects, you can gain a lot for yourself and your local community, through helping to improve things.



What happens if I feel I am not being listened to?

I would ask that you raise it with a member of staff that's involved in the particular meeting, or even a senior member of staff, because it is really important to us that you feel your views are listened to.

When we consult with residents, we get a whole raft of views about things, and sometimes we have to go with the majority, and it is not always possible to do everything that everybody would like, but, if we weren't able to do something that you wanted, we will come back to you and explain why that is the case.

How
can people
who work, or
have other
commitments,
get involved?

We understand that most of our customers have busy lives. We have some meetings that are during the day, but there are lots in the evening or at the weekend, and there are other opportunities where you don't have to come along to a meeting, so that might be answering a telephone survey or a postal survey.

We are looking to develop other ways of getting your views and for getting people involved, virtually, by the web or by email. There is a range of options to suit everybody.

Aaron Jones
Nexus customer



customer involvement



Taking
the first steps
to joining a
group, or a
Panel, can
be quite
nerve-
wracking.
How
can you help
with that?

We try to do whatever we can to make it as easy as possible. For example, it might be coming to our offices to meet staff and other Panel members before the panel meeting.

We could try and meet with you first to give you some background, if it is a panel that has been going for a while. We could offer you support outside the meetings to help explain minutes or papers, and perhaps buddy you up with other residents on that panel.

We provide a wide range of involvement opportunities and I hope we are always warm, friendly and welcoming to new customers who want to be involved.

Sheila Bates

is a Whitefriars Leaseholder who first became involved in a group called the Voices of Whitefriars. She is now a member of six groups, which are, the Customer Involvement, Leaseholders, Better Estates, View Magazine, Procurement, and Auditors Groups. She is also a keen gardener and recently won second prize in the leaseholder balcony category in the Whitefriars Gardening competition.

Hobby: Many. I write and have had published many poems; collect books and take them to Coughton Court to raise funds for the National Trust. I love local history and am treasurer of the local history group attached to a local U3A ... to name just a few!

Number One Song: I like the Woter Hamel tune played by the BBC to advertise the iplayer, and I like music that is catchy and tuneful – Ricki Martin, Michael Bubl , Clare Teal and, of course, rock music from 50s, 60s and 70s.

Favourite local place: I love to drive and find a high road with views over fields and villages.

Best meal: If I go out to eat, I prefer a carvery.

Last word

Sheila Bates
Whitefriars leaseholder

I hope you enjoyed this new and interesting way of reporting how your social landlord is supporting you.

I thank all the customers who, like me, volunteered their time, to make this essential document a good and easy read, and also, to everyone who took part in the making of the film on the website.

Social Landlords are legally required to publish statistics to their customers and I hope by doing it this way, more customers might understand how important you all are to the West Mercia Housing Group.

Did we ask the right questions for you?

If not, what did we miss? Please let us know.

Have you ever wondered, how you could be a part of a Customer Volunteer Group?

Whether you are at college, in or out of work or retired, every voice needs to be heard. Just get in touch by phone, e-mail or text, contact details can be found on the back page.



Performing 2008/09

The following information provides a summary of our performance during 2008/09. In helping, us develop this year's Annual Report customers told us they wanted to see how we perform **against other housing associations** in our area, so we have included comparison information for the first time. Further performance information will be regularly available through future newsletters, in our reception areas and on our website.

Empty Homes

Empty Homes available and unavailable to let

Empty Homes available to let	179
Empty Homes unavailable to let	143
Total Number of empty homes	322

Number of
homes we LET
2360

% turnover
of tenancies
14.1%

How long it took us on
average to re-let an
empty property

46
DAYS

Number of new
homes built for rent

54

Average rents (£)

	Whitefriars Housing	Midland Heart	Jephson Housing
Studio/Bedsit	50.37	54.74	-
1 Bed	57.04	63.47	65.23
2 Bed	63.77	70.48	76.91
3 Bed	67.54	78.58	84.38
4 Bed	73.57	86.96	90.01
5 Bed	88.54	92.10	93.84
6 Bed	93.66	-	-

Average service charges (£)

	Whitefriars Housing	Midland Heart	Jephson Housing
Studio/Bedsit	5.20*	5.31	-
1 Bed	4.52	4.65	9.51
2 Bed	4.05	3.86	7.76
3 Bed	1.53	2.20	3.27
4 Bed	1.39	1.86	3.48
5 Bed	1.84	-	8.89
6 Bed	2.23	-	-

*This includes our supported housing properties

Your money

Where every £1 comes from

Social housing rents	85p
Grants and other income	8p
Service charges	5p
Care and support income	1p
Interest received and other income	1p



Where every £1 goes

Repairs and maintenance	44p
Housing management	23p
Loan interest	18p
Estate services	8p
Care and support	1p
Other	6p



Satisfaction with the repairs service

	Whitefriars Housing	Midland Heart	Jephson Housing
Satisfied	68%	66.8%	72.9%

Responding to your repair requests

Completing repair requests on time is important to Whitefriars, for emergency calls we aim to repair or make safe **98%** of these within 2-24 hours, **95%** of urgent repair requests within 7 days and **94%** of routine repairs within 28 days.

Completed on time	Whitefriars Housing	Midland Heart	Jephson Housing
Emergency Repairs	99%	93.92%	97%
Urgent Repairs	92%	90.50%	96%
Routine Repairs	91%	92.20%	91%

Number of repairs completed last financial year HomeWorks and SPI = **79,614**

Percentage of gas services completed



Our customer profile



■ Gender	Male	43.5%
	Female	56.5%
■ BAME*	White British	72.3%
	BAME*	14.7%
	Not known	13%

* Black and minority ethnic

Performance indicator

Whitefriars performance as at 31st March 2009

Rent Collection	
% of rent debit collected	98.48%
% of rent debit in arrears for current tenants	2.82%
% of rent debit lost due to empty properties	2.99%
Total rent collected	£55.5m

Customer feedback

No of complaints	297
On the spot resolutions	1009
Compliments	63
Ombudsman	0

Anti-social behaviour reported

Our specialist Anti-Social Behaviour team logged over 1800 reported cases of anti-social behaviour. However, this does not include all of the issues dealt with by our estate teams. Of the 1800+ cases, the top four issues for customers were:

- Noise
- Verbal abuse/harassment/intimidation threatening behaviour
- Misuse of communal areas/public spaces/loitering
- Vandalism and damage to property

West Mercia Housing Group owned or managed 24,147 homes at the end of the year. Of these Whitefriars owns or manages 18,051 homes

Type of Dwelling	Number of properties for General Needs
Bedsit	1,031
1 bed	4,448
2 Bed	4,899
3 bed	5,010
4 bed	301
5 bed	11
6 bed	3
Type of Dwelling - other tenancies	Additional properties on other arrangements
Supported housing	684
Hostels and other letting arrangements	279
Shared ownership	12
Intermediate rent	39
Leasehold flats	1,334
Total Homes in management	18,051

Customer satisfaction with the overall service provided

	Whitefriars Housing	Midland Heart	Jephson Housing
Satisfaction	73%	72.6%	76.4%

Customer satisfaction with views being taken into account

Whitefriars Housing	Midland Heart	Jephson Housing
Satisfaction 66%	Satisfaction 70.5%	Satisfaction 59.5%



Meet the Boards

West Mercia Housing Group Board



Roger Griffiths
Chair



Keith Knaggs
Vice Chairman



Pat Kirby
MBE JP



David Harries



James Brooks-Ward



Bilal Akhtar



Joy Squires

Whitefriars Housing Group Board



Peter Lacy*
Chairman



Jim Cotterill
Vice Chairman



Joan Allen



Margaret Gale



Moira McCall



Bill Newey



Altaf Adalat



David Smith



Allan Andrews



Kevin Maton



David Skinner



Mike Beardmore



Barrie Day



John O'Shea



Mick Rawson*



Bruce Walker



Christine Reid

Harden Housing Association Board



Dr Peter Taylor*
Chair



Helen Southwell*
Vice Chair



Daphne Jones



Harry Brunt



Dawn Sullivan



Paul Raymer



Helen George

Kemble Housing Board



Andy Johnson*
Chair



Peter England*
Vice Chair



James Knipe



David King



Ros Williams



Jenny Dereham
MBE



Roland Summers
Chair of SHYPP



Rose Stimson



Richard Grainger



Cheryl Dawes

Nexus Housing Board



Graham Myatt*
Chair



Keith Beck*
Vice Chair



Councillor Roger Berry



Jenny Lawrence



Iain Harkess



David Hawkins



Rukhsana Koser



Margaret Wills



Rob Seed

*Members who also sit on West Mercia Housing Group Board

Where our homes are



We also own and/or manage a small number of homes in Cannock Chase, Rugby, Kenilworth and South Devon.

WEST MERCIA HOUSING GROUP

Creating places where people
are proud to live and work



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