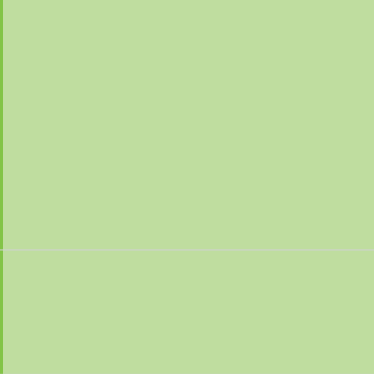
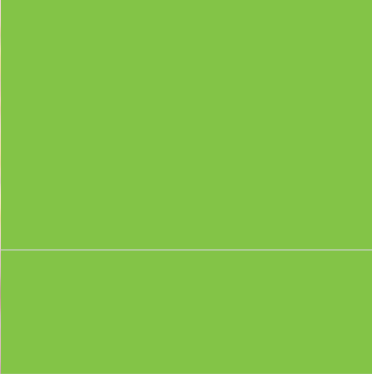
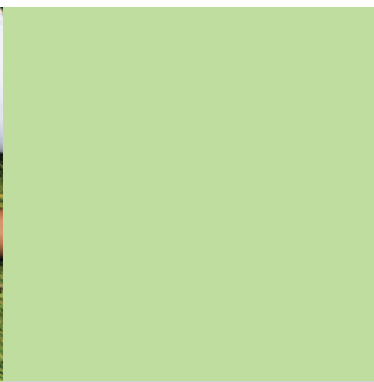




different perspectives





During 2009/10 we launched a money advice campaign for our customers to help them claim benefits and support to which they are entitled. We also gave advice on managing finances.

We organised one-to-one appointments and home visits and assisted customers with financial appeals and disputes. In total we helped residents to claim more than £450,000 in benefits and gave customers advice on how to manage approximately £1m of debts.

We aim to provide excellence in customer service.

Welcome to our corporate plan. This document summarises how WM Housing Group will be run from 2011 - 2015 and sets out our key projects and priorities.

Our board members, customers and staff have been involved in putting this together and a customer panel will check our performance against the plan.

WM Housing Group is made up of Harden, Kemble, Nexus and Whitefriars housing associations. Each member has its own offices, management team and board to make sure that we remain close to, and can meet the needs of our local communities.

A common theme from customers is that we should 'get the job done right first time'. We will work hard to do this. It links to our most important job of providing you with an excellent service.

To do this we must know what you think. We have increased the number of ways you can become involved in how we improve our services and the amount of residents being included is on the rise. We will continue to develop these opportunities. More information can be found in our leaflets and websites.

We will carry on taking care of your home. Over the next four years we will invest £80m in repairs, maintenance and home improvements, as well as enhancing the appearance and security of our estates. We are also collecting better information on the homes we manage to help us keep them in good order.

In addition, for customers with particular needs, we aim to provide more choice and more tailored services, to allow them to remain in their homes longer.

providing excellent service

“This plan sets out how we intend to develop and improve our services with and for our many customers.”

Roger Griffiths, Group Chairman

We aim to achieve growth in the midlands and create places where people are proud to live.

We want to work with customers, partners and the wider community to create clean, green and safe neighbourhoods.

At the moment we are exploring new technologies to discover the best way for you to save energy, which should also help you save money. We will work with other organisations to help us put our plans into action.

WM Housing Group has an excellent reputation for building new homes. We head the Spectrum Development Consortium, one of the top performing affordable home builders in the region.

Although it will be tougher in the current economic climate, we aim to continue building new affordable homes.

Between 2010 – 2015 we plan to build 1,400 affordable homes across the west midlands. For many years we have sold homes to first-time buyers through arrangements such as shared ownership. We will also offer homes for rent at market prices and continue to provide key support services such as mortgage rescue.

For the first time, however, we will build homes for outright sale. This will help raise extra money which we will plough back into improving services for residents and building new affordable homes for rent.



IN PRACTICE

The Group is involved in two of the region's largest regeneration schemes. Both are partnership projects which involve developing homes, schools, transport and more.

One of these schemes is in north Solihull. The other is the regeneration of the New Deal for Communities area in north east Coventry. This project will see more than 3,300 homes built over 15 years. Building has started and the first phase should be completed by 2015.

creative solutions

“We want to encourage more customers to be involved across all the housing associations and we are looking at setting up training that would be available across the Group to give people the skills to feel more comfortable about becoming involved.”

Jack Ross, Chair Joint Group Customer Panel



At WM Housing Group we have always supported wider community initiatives.

We have supported community shops, set up youth football teams, encouraged staff to volunteer for CAB and carried out a range of volunteering opportunities for local groups and communities, as well as Homeless International. We will continue to back local communities, projects, activities and events.

We aim to create an organisation with a strong corporate and social responsibility.

WM Housing's vision is 'creating places where people are proud to live and work.'

One of our goals is to stop disadvantage being passed from one generation to the next. To do this we will continue to train our staff and work in partnership with other organisations to create opportunities for customers to increase their skills and employment chances and realise their ambitions.

We also want to help our customers have access to technology. To support this we will do all we can to ensure that our homes have access to the internet by 2015.

For our vulnerable customers, whenever possible we will continue to invest in our care services and supported housing. A review is taking place to ensure that all our accommodation will offer modern standards.

Clearly, we can only achieve these things if we have money to invest. The good news is that we are working smarter and are on track to meet the £3.6m efficiency savings we said we would achieve from the merger between Whitefriars and West Mercia Housing Group, which formed the newly named WM Housing Group.

acting with integrity

“From urban to rural, large regeneration projects to young people's accommodation and from training and development expertise to a specialism in tackling anti-social behaviour, we have a valuable reputation to maintain and enhance.”

Pat Brandum, Chief Executive, WM Housing Group

We aim to create places where people are proud to work.

Our business plan highlights our ambition to be one of the best housing associations. This is only possible if we employ and develop excellent staff.

We have placed an enormous focus on listening to, involving and learning from our customers to improve our services. We will continue to support our staff through a series of training programmes which encourage positive attitudes and behaviours that make a difference.

All housing associations must work within national standards. We will use this and the creation of our own service agreements, which are the promises we are making with and to customers on what we will do in their local areas, to make sure that we always improve.

Of course, you will be the judge of whether this is taking place. We welcome all comments and we encourage anyone who would like to become more involved in how WM Housing Group is run to contact us.



It's not just staff involvement that we are interested in. Improving performance in the areas that matter to you will ensure we become a leading organisation in engaging with and involving customers in our activities.

An important part of this will be our continuing commitment to improve connections with under-represented groups so that we may better meet their needs.

valuing people

www.wmhousing.co.uk

Barnsley Hall, Barnsley Hall Road, Bromsgrove, Worcestershire B61 0TX
t: 01527 556400

If you would like to get more involved in our activities please contact the Customer Involvement Team on 024 7676 7096 or email info@whitefriarshousing.co.uk


wm housing group