



Howard Farrand
Group
Chief Executive



Roger Griffiths
Managing Director
Property and
Investment



Richard Monk
Managing
Director Housing
Operations



Whitefriars
HOUSING GROUP



Inge Kettner
Performance
Director



Kevin Rodgers
Finance Director



Judy Ryder
Director of
Organisational
Development

Executive Directors

Our Housing Offices:

9 Little Park Street,
City Centre, Coventry
☎ 024 7676 7111

192 Torrington Avenue,
Coventry
☎ 024 7649 6700

29-31 Riley Square,
Bell Green, Coventry
☎ Tel 024 7670 8400

St James Lane,
Willenhall, Coventry
☎ 024 7651 6700

Need help in your own language?

French
Pour vous assister en votre
propre langue

Somali
Luqadaadoo lugugu
caawinaayo

Arabic
نمساعدنكم في لغتكم

Portuguese
Assistencia na sura
propria lingua

Farsi
برای کمک به زبانتان

Kurdish
بۆیارینه تیار ده زانی خوت

☎ 024 7676 7000

Helpful Numbers:

Repairs (24 Hours)
☎ 0845 850 6090

Customer Involvement
☎ 024 7658 7081

Leaseholder Services
☎ 024 7676 7220

asb4 Team
Anti-Social Behaviour
☎ 024 7649 6749

Whitefriars Housing Group Limited

9 Little Park Street
Coventry CV1 2UR

Web www.whitefriarshousing.co.uk
Email info@whitefriarshousing.co.uk
a charitable, industrial and provident society

Information correct at time of production. All images in this document remain the property of Whitefriars Housing Group, or of individual photographers, and may not be reproduced in any form without prior consent.

Health information and some pictures kindly provided by the Primary Care Trust (NHS).

Coventry NHS
Teaching Primary Care Trust

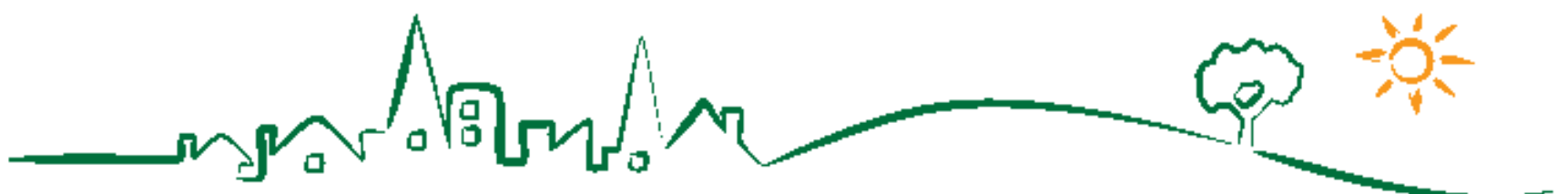
NW 801 10.06

Annual Report 2005-06 and Calendar 2007

Whitefriars Housing Group Limited



Whitefriars
HOUSING GROUP



in business for neighbourhoods



Good diet

After the excess of the festive period and New Year, January is a great time to kick start a year of healthy eating. Healthy eating can be easy if you make one simple change at a time and before long, it will be part of your life. A healthy, balanced diet will go a long way to improving your physical and mental health and eating healthily needn't be a chore.

Healthy eating involves eating a wide range of food from the five main food groups, and balancing meals so they are not too high in fat, salt and sugar. It is recommended that we should aim to increase our intake of fibre rich foods such as bread, potatoes, rice, pasta and cereals and reduce our overall fat intake. Eating a healthy diet will reduce the risk of suffering from heart disease, some cancers and other illnesses. For expert advice on healthy eating contact Health Promotion Services on 024 7624 6095.



January

1 New Year's Day	M	9	T	17	W	25	T
2	T	10	W	18	T	26	F
3	W	11	T	19	F	27 Holocaust Memorial Day	S
4	T	12	F	20	S	28	S
5 Birth of Guru Gobind Singh	F	13	S	21	S	29	M
6 Epiphany	S	14	S	22	M	30	T
7	S	15	M	23	T	31	W
8	M	16	T	24	W		

Welcome

Welcome to Whitefriars Housing Group's Annual Report April 2005 - March 2006. It has been an interesting and demanding year for us.

We have been engaged in a series of major projects to strengthen and develop the organisation - for example, we have put a lot of work into getting the Coventry New Deal for Communities area regeneration underway, and have continued to make good progress on the Solihull project. Not only that, but I'm pleased to tell you that our customer focused work has gained further external recognition with awards for our staff customer care training, and for our training and development work to help reduce unemployment and improve people's lives as well as the local economy.

Most important of all we have used all these opportunities to once again focus on the issues our residents have told us are important to them. These include things you might expect such as

improvements to their homes and neighbourhoods, and what they are getting for their rent. This year however, we have also done more to further increase their involvement in making decisions about other things that matter to them such as customer service.

To illustrate how we have listened 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 your feedback about the success of our calendar style report over the last two years, we have again produced a calendar for this year's report, but this time the theme is around good health and well-being. The health information points and some of the photos have been kindly provided

by the Primary Care Trust (NHS). As you know, we provide help and support to our residents in many areas of their lives, beyond the bricks and mortar care of their homes, and we hope you will find the information in this calendar interesting and informative.

Howard Farrand
Chief Executive
Whitefriars Housing Group Ltd



You said it... You wanted more support for people who report hate crime and domestic violence

We did it... We appointed a dedicated officer to deal with cases of this

Mental health

People regularly talk to each other about the best way they found to lose weight or treat a cold, but very few of us actually share tips about how we stay well mentally, how we cope with stress and what keeps us feeling good. Ensuring good mental health is just as important as looking after your physical health. Keeping active is important, as physical activity is a proven way to keep mentally well. Exercise makes us feel better immediately through the release of uplifting chemicals into our bodies.

Eat well too - a balanced diet is essential to maintaining good mental health. Just as important is keeping in touch with friends and loved ones - close relationships have a huge impact on how we feel on a daily basis. For advice on mental health issues contact Coventry Mind on 024 7655 2847 or www.mind.org.uk



February

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

9	F
10	S
11	S
12	M
13	T
14 St Valentine's Day	W
15	T
16 Maha Shivratri	F

17	S
18 Yuan Tan (Chinese New Year)	S
19	M
20 Shrove Tuesday	T
21 Ash Wednesday	W
22	T
23	F
24	S

25	S
26	M
27	T
28	W

Delivering Value for Money

Whitefriars has implemented a value for money policy to help us ensure that we consider value for money as part of everything that we do.

We have also implemented a new performance management system that tracks our performance against our business plan targets and best practice. This is used to ensure our performance on the key issues that affect the cost and quality of our services is actively managed to deliver value for money.

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, heating, 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 to make it easier for people to get a home with Whitefriars. We have improved the standard of our properties available to let, and have increased the number of properties available by reducing the time that properties are empty.

Whitefriars is committed to continually improving the services we deliver. To help us achieve this, we continued to work with the Repair and Maintenance

“ When my heating failed, your staff came out quickly and provided a very good service. ”
Mr S. from Coventry

Customer Service Improvement Group to give our residents a voice in the services we deliver, and how we meet customers' expectations.

We are about more than bricks and mortar. We are about improving the local environment and creating and developing neighbourhoods that enhance people's quality of life. To deliver this, we are working with partners across the city to create clean,



safe, attractive neighbourhoods where people want to live, and ensuring support services are in place to meet the needs of our residents.

You said it... You wanted a better service from the City Council's Housing Benefit section

We did it... We worked with the City Council and now have three staff working within Whitefriars to speed up claims and deal with customers Housing Benefit problems

Stopping smoking

Smoking is the single largest cause of preventable deaths and diseases, and No Smoking Day on March 14th is a great time to try to give up for good. Coventry's friendly quit smoking team are on standby to help all those people who decide to quit, and offer a range of support and help to make the process as easy as possible. If you smoke and want more money, better skin, teeth and gums, more energy and the chance to live longer, then what are you waiting for? Quit with the NHS.

Using your local stop smoking service will give you a much better chance of quitting than if you try to do it on your own.

Call 024 7624 6093 to find out about quit smoking groups in your area.



March

1	St David's Day	T
2		F
3	Holi	S
4		S
5		M
6		T
7		W
8		T

9		F
10		S
11		S
12		M
13		T
14	No Smoking Day	W
15		T
16		F

17	St Patrick's Day	S
18	Mothering Sunday	S
19		M
20		T
21		W
22		T
23		F
24		S

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

Investing in Neighbourhoods

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.

2005/06 has really seen Whitefriars' development and regeneration programmes gather pace, with a number of schemes already underway and others being developed.

The regeneration of Stoke Heath continues - the first phase has been completed, and work is commencing on the second phase. The first phase saw some of the 11 Whitefriars' properties being re-occupied by tenants who were displaced as a result of the regeneration, but who had elected to return to the area.

2006 also saw the completion of the 'Tile Hill 31' development, which

“ I would like to thank your staff for the professional and courteous service they provided. ”
Mr M. from Coventry

consisted of 11 properties for rent by Whitefriars and 21 units which will be shared ownership by our partner West Mercian Housing Group.

Planning permission was also granted for the development of 57 homes in the Alderman's Green area of the city. It is envisaged that Lovell will commence building work towards the end of 2006 and complete in the summer of 2008.

Planning applications have also been submitted for a further 34 homes to be built across Tile Hill and Holbrooks, if approved, they will see much needed properties such as bungalows and houses being built.

We continue to work closely with partners such as the City Council on the proposed regeneration of other areas of the city such as Swanswell,

Belgrade Plaza, Canley and the NDC (New Deal for Communities) areas.

In the NDC area, details of the regeneration scheme and master plan were developed, and in March 2006 the first stages of the contract were agreed between the developer consortium, of which Whitefriars is a lead member. Over 300 residents attended a number of events to learn about the development of their area. The scheme will comprise building around 2,500 houses for sale, 1,000 new homes for rent by Whitefriars and 150 homes for people who will initially move out due to the regeneration. The 12 to 15-year development programme will start in 2008.

As part of the North Solihull Partnership, Whitefriars continued to



use its expertise to co-ordinate the housing strategy for the regeneration of the area, in order to ensure the right mix of affordable homes, and to direct the massive consultation exercises to allow residents to help shape the regeneration.

You said it... You wanted more information for younger people who were interested in becoming tenants

We did it... We ran a course aimed at 16-21 year olds, those who did the course gained an 'Introduction to Social Landlords' qualification

Kids' health

Obesity has trebled in the past 20 years and is fast becoming a growing problem amongst children. Being very overweight, or obese, increases the risk of diabetes, heart disease and some cancers. Obesity-related deaths are second only to those related to smoking, and worryingly, 18% of kids in Coventry are now clinically obese.

To reverse this trend it is important that children, as well as adults, get regular exercise and eat healthily - making sure you eat five portions of fruit and vegetables a day is a great start.

Reduce the amount of sugary snacks and fatty junk food, and increase activity and exercise levels for a longer, healthier and happier life.



April

1	S
2	M
3 Pesach (Passover)	T
4	W
5	T
6 Good Friday	F
7	S
8 Easter Day	S

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

17	T
18	W
19	T
20	F
21	S
22	S
23 St George's Day	M
24	T

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

iN Business for Neighbourhoods

To demonstrate our commitment to renewing neighbourhoods, Whitefriars is a leading member of 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 levels

- 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, and to help gain increased government funding for

“ I would like to compliment your staff on their great communication, swift action and going more than the extra mile for us. ”
Ms B. from Coventry

the region, Whitefriars has joined with other regional housing organisations to form 'Midlands United'. The coalition aims to raise the profile of the 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 housing aspirations. It also aims to provide a more co-ordinated and efficient approach to housing and



neighbourhood issues in the Midlands by pooling expertise, sharing good practice and jointly finding solutions to benefit communities across the region.

You said it... You were concerned about the lack of Estate Officer presence on estates

We did it... We have increased their presence and they are making more home and estate appointments

Breast awareness

Breast cancer is the most common cancer in women in the UK, affecting one in nine women at some point in their life. As with most cancers, the key to successful treatment is early diagnosis, which is why it is vital to be familiar with how your breasts normally look and feel.

Always follow the breast awareness 5-point code:

- Know what is normal for you
- Know what changes to look and feel for
- Look and feel
- Report any changes to your GP without delay
- Attend breast screening when invited if you are over 50.

Call Breast Cancer Care's free helpline, 0808 800 6000, for a free booklet on breast awareness.



May

1	T
2 Buddha Day	W
3	T
4	F
5	S
6	S
7 May Day Bank Holiday	M
8	T

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

17	T
18	F
19 The Playtex MoonWalk	S
20	S
21	M
22	T
23 Shavuot	W
24	T

25	F
26	S
27 Pentecost	S
28 Spring Bank Holiday	M
29	T
30	W
31	T

You Make Things Happen

Over the past few years we have done a lot to increase the ways in which you can get involved and have a real say in the services we provide. Getting more of you involved in what we do is really starting to have an impact.

An increasing number of our staff are also realising that customers can play a very real and important part in improving services, and that you can, and are identifying where things can be done better and more efficiently.

Involvement is good for customers, communities and us. You get to have a say in what is happening to your homes, areas and services we provide, and we gain a real insight into what you think about us as your landlord, what you think we are doing well and not so well. Where you tell us that things are not going so well, we can and do take action to put that right where we can.

During 2005-6 the impact of your involvement meant that we have:

- Reviewed how we get customers involved, because customers were saying that they did not think what we had in place last year was enough, or the right thing. That resulted in new and better opportunities on offer and more people have got involved because of this
- Extended the range of Customer Service Improvement Groups into each of our main service areas. Through these groups customers have a real influence on our service improvement plans for each of those areas
- Adopted a new approach to customer feedback through our 'Talk2us - We're Listening' project. This has involved more survey work on your opinions. We have also taken the Whitefriars 'Roadshow' out and about so we can talk to far more of our customers in their own communities

- Agreed with Voices of Whitefriars Residents' Group that they take on a new brief of 'Are they Listening?'. That means that they will be checking if we are listening to what customers are saying and are making changes where we can
- Continued the audit of services by the Customer Auditor Team. One of their audits on our gas contractor, SPI, resulted in changes to the appointment system, redesign of end of job satisfaction sheets and the introduction of information for customers on what to expect from the service
- Continued to gain customer involvement in approaches to improve estate service performance in some areas of the city. In the north east of the city, the first Area Service



Agreement between the community, us and the City Council was launched

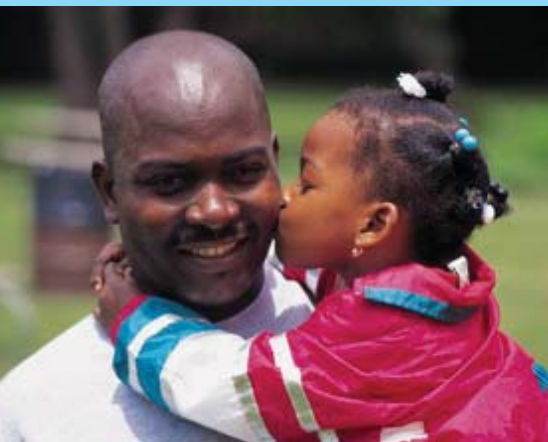
- Made changes to the repairs service including streamlining of repairs categories with planned shorter waiting times, and carried out more repairs by appointment.

You said it... You found some of our leaflets difficult to understand

We did it... We reviewed them and simplified the language used to make them easier to read

Men's health

Men are notoriously bad at looking after their health, and would rather take their car for a service than go for a check up at the doctor's. However, there are some symptoms you cannot ignore, and one of these is testicular lumps. It is vitally important that men perform regular self checks of their testicles for lumps and irregularities and report any changes to their GP. In fact, most health problems are simply and easily treated, but the longer they're left, the less this is true. Not only does early treatment mean it's more likely to be successful, but it means less worry, fewer sleepless nights, and so on. Diet and exercise is also a growing concern for men, and with obesity rates rising by the year, there has never been a better time to start exercising and eating better for a longer and healthier life.



June

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

9	S	
10	S	
11	Men's Health Week Begins	M
12	T	
13	W	
14	T	
15	F	
16	S	

17	Father's Day	S
18	M	
19	T	
20	W	
21	T	
22	F	
23	S	
24	S	

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

More Than Housing

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:

- Delivered and supported a number of communities, schools and refugee programmes aimed at ensuring that all local people are aware of the opportunities provided by construction employment within Coventry

- Received a national Construction Skills Award that recognised the success of our diversity and equality work with local people and construction businesses
- Successfully delivered the first year of the £1.2 million pound Learning and Skills Council funding, managing a partnership of seven other local training providers as well as delivering our own qualification and job training programmes to local people and businesses
- Launched a new team called The Independent Living Team (ILT), which now brings together under one roof the management and monitoring of all our Supporting People Services. We can now provide all our customers with a one-stop shop for advice, guidance and support in promoting and enabling independent living, whether it be one-off advice or a full support plan
- Through our own Modern Apprentice Scheme, provided up to 15 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 Technicians qualifications, as well as high levels of in-house professional training. This year, one of our Modern Apprentices was selected as a finalist in the Coventry Freeman's Guild Apprentice of the Year Award, and also won the Endeavour Award. Two of our apprentices were selected as finalists in the Learning and Skills Council Modern Apprentice Awards

- Received the 2005 Investors in People Outstanding Good Practice Award for our Stardust Strategy approach to customer care, and especially our Face Values training - an innovative approach to equality and diversity training
- Won a National Training Award for our Face Values training



- Attracted over 100 people from all over the country and from all types of sectors to our Equality and Diversity Conference to showcase a variety of our innovative approaches and initiatives within this field
- Developed a suite of Equality and Diversity policies in consultation with the Whitefriars Champions Group.

You said it... You wanted doctors and nurses to have access to your Sheltered Accommodation in emergencies
We did it... We installed electronic access control key pads on all our sheltered blocks

Summer sun safety

Summer weather can be wonderful if enjoyed sensibly. With it comes the health risks associated with over heating and sunburn. On hot and sunny days, plan your day in a way that allows you to stay out of the heat, especially during the hottest parts of the day between 11am and 3pm. Avoid strenuous outdoor activity, and if you do go out, try to stay in the shade.

Wear a hat and light loose fitting clothes and drink lots of water. Take cool showers or baths and try to eat more cold foods, particularly salads and fruit. In a severe heat wave, people may get dehydrated and the body may overheat, leading to exhaustion or heatstroke. Both require urgent treatment.

Remember to always wear a sun cream of factor 15 or above. Anyone who notices changes in a mole or any unusual skin growth should go straight to their doctor.



July

1	S	9	M	17	T	25	W
2	M	10	T	18	W	26	T
3	T	11	W	19	T	27	F
4	W	12	T	20	F	28	S
5	T	13	F	21	S	29	S
6	F	14	S	22	S	30	M
7	S	15	S	23 Birth of Haile Selassie	M	31	T
8	S	16	M	24	T		

Delivering Improvements

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 2006, we had completed new window installations to 10,700 homes.

In addition, we have also offered kitchen and bathroom upgrades to nearly every customer, and completed 12,600 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 3,000 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. During the year, 800 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

“ I would like to say thank you to Housing Operations for their prompt action in finding the source of the noise in my flat, which had been keeping me awake. I can now have a peaceful night's sleep. ”
Ms M. from Coventry

are special needs. We continue to also work with Coventry City Council in support of its disabled adaptation programme

- Provided new heating systems to a further 600 homes to bring the total number of new installations to 6,800



- Increased the level of external works to our stock to deliver more new roofs, re-rendering, soffits, fascias and guttering.

You said it... You wanted us to further improve our offices to make them more welcoming

We did it... We have started to look at measures to make them more customer friendly

Exercise

Regular exercise protects you against heart disease, stroke and diabetes, and helps to maintain healthy muscles, bones and joints. It boosts your immune system and helps relieve stress and anxiety. If you are elderly, regular light exercise can reduce the risk of falls and osteoporosis.

Exercise need not always be hard work, adding these simple things to your daily routine could have real benefits:

- Give the lift at work a miss and climb the stairs instead
- At the supermarket, pick the car parking spot furthest away from the shop's entrance
- Get off the bus a stop or two early and walk the rest of the way
- Turn on the radio and dance - it'll make you feel happy too!
- Sweep, dig, vacuum, mow the lawn - they're all good exercise.



August

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	T
15	W
16	T

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

25	S	
26	S	
27	Summer Bank Holiday	M
28	Raksha Bandhan	T
29		W
30		T
31		F

Your Repairs Service

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. We have established a Repair and Maintenance Customer Service Improvement Group 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:

- Continued to work with the Repair and Maintenance Customer Service Improvement Group to introduce service improvements to our repairs service
- Completed 96% of emergency repairs, 81% of urgent repairs and 77% of routine repairs on time
- Combined the teams who carry out the repair and maintenance of your homes, with the Planned Maintenance

“ I wish to thank your staff for the work done on my bathroom. They were friendly, helpful and efficient. ”

Mr S. from Coventry

Team, the Mechanical and Electrical Team and Property Surveyors working together so that we can look at what planned maintenance and improvements are needed to your homes and your estates

- Introduced a single Repairs Reporting Centre for all repairs reporting requirements
- Seen a 10% reduction in the number of lift breakdowns
- Transferred the management of the Lift Contract from the City Council to Whitefriars, along with a dedicated Manager with expertise in Mechanical/Electrical works
- Commissioned a Customer Auditor group to evaluate the performance of our Gas Contract



- Introduced a system designed to give you an appointment at the time you report a repair
- Introduced improved Customer Care and Service Standards including our contractors

- Carried out planned maintenance work in your neighbourhood on a rolling programme basis.

You said it... You wanted a more streamlined repairs reporting system

We did it... We reduced the number of repairs categories, achieved shorter waiting times and carried out more repairs by appointment

Alcohol

Did you know alcohol is implicated in more than 33,000 deaths per year, and a million people a year go to Accident and Emergency because of alcohol related problems? The odd drink or two can be relaxing and even have some health benefits, but if you regularly overindulge, it may be time to cut down.

Alcohol can cause real harm if drunk in excess, and is a major cause of chronic liver disease, cirrhosis and can lead to high blood pressure, stroke, certain cancers and heart disease.

The Department of Health recommends that women drink no more than two to three units of alcohol a day and men three to four or less. One unit is equivalent to a standard pub measure of spirits, half a pint of standard strength beer or a small (125ml) glass of wine. If you want further advice or help your GP is a good first point of contact, or call the Coventry Community Alcohol Service on 024 7622 6619.



September



1	S	9	S	17	M	25	T
2	S	10	M	18	T	26	W
3 Shri Krishan Janmashtami	M	11	T	19	W	27 Succot begins	T
4	T	12	W	20	T	28	F
5	W	13 Rosh Hashanah and Ramadan begins	T	21	F	29	S
6	T	14	F	22 Yom Kippur (Day of Atonement)	S	30	S
7	F	15	S	23	S		
8	S	16	S	24	M		

Managing Homes and Estates

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 survey results
- Taken over 1,900 reports of anti-social behaviour, from neighbour disputes through to more serious

issues such as harassment and hate crime

- Dealt with complaints of anti-social behaviour in a proactive way, using a number of different remedies from prevention through to enforcement
- Had 46 mediation cases referred to us, and of those suitable to enter the process, have had a 100% success rate of preventing the need for enforcement action
- Made full use of the remedies available to address behaviours in our neighbourhoods, gaining 14 injunctions, 19 acceptable behaviour contracts and four possession orders
- Adopted a problem solving approach by working with partner agencies to address complex issues and have supported the police in obtaining two Criminal Anti-social Behaviour Orders
- In response to our customers needs, we appointed a dedicated hate crime and domestic violence officer to

provide intensive support to reporters of these serious crimes

- Listened to and responded to customers' feedback, and begun developing a Witness Support Charter
- Became a key partner in the 'Active Intelligence Mapping' group to understand hot spot areas for crime and anti-social behaviour to ensure that partners deploy resources across the city where it is most needed
- Undertaken a review which created a new Estate Management Team.

Over a period of six months we have:

- Removed 145 cases of non-offensive graffiti within the target of 10 days, and 15 cases of offensive graffiti, 13 of which within the target of one day
- Dealt with 2,143 cases of fly tipping, 1,878 (88%) of which were cleared within the five day target

You said it... You wanted more security in high-rise blocks
We did it... We extended security to all ten of the blocks to the north of the city, and improved support for security measures



- Undertaken regular cleaning inspections of high-rise blocks, including many accompanied by resident representatives
- Removed, through the Hillfields 'Clean Sweep' partnership, 130 tonnes of rubbish from the streets and alleys of Hillfields in the past 12 months.

Sexual health

Sexual health is all about enjoying the sexual activity you want without risking causing yourself or anyone else any suffering or harm. Using contraception can help reduce the risk of unwanted pregnancies, and condoms prevent sexually transmitted infections (STIs), which are on the rise in Coventry. Making positive choices about contraception and sexual health is important, not just for your physical health but also for your general wellbeing.

You can get expert sexual health advice, including free condoms and contraception, by visiting Sexual Health and Reproductive Care (SHARC) in 25 Warwick Road, Coventry or by calling 024 7696 1300. Your GP will also be able to help.



October

1	Black History Month begins	M
2		T
3		W
4		T
5		F
6		S
7		S
8		M

9		T
10		W
11		T
12		F
13	Id-UI-Fitr	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		M
30		T
31	Hallowe'en	W

Managing Rent Income

In the last 12 months we have:

- Reduced rent arrears by an impressive 14% by firm but fair action. This improved performance puts Whitefriars among the top performers in rent arrears management
- Introduced new procedures that emphasise early contact with customers
- Reviewed our letters making them clear and easy to understand. Customers have checked these letters and changes have been made to improve them
- Reorganised our teams to ensure there are specialist staff at each local office dedicated to pursuing arrears quickly and effectively
- Changed our rent policy in line with Government requirements. We

“ I would just like to congratulate Whitefriars on the option to pay rent online, this is a great feature and makes payment more convenient. ”
Ms D. from Holbrooks

- produced a question and answer guide to our rent policy; this was sent to all of our customers
- Increased recovery of former tenant arrears. We use two external companies to pursue these debts and we have increased the chasing period to improve recovery
- Reduced the number of evictions from 220 two years ago to 130 last year by working more effectively
- Sent six monthly statements to all of our customers
- Rewarded customers who pay their rent on time by entering them into a prize draw. The winners being publicised in Home magazine
- Introduced further ways for customers to pay their rent.



- Customers can now pay by Direct Debit and via the internet (visit our website at the address below for more details)
- Continued to help customers with Housing Benefit claims, providing



provisional assessments of entitlements and helping with forms. We have also worked with other agencies to ensure independent legal advice and debt advice is available to our customers.

You said it... We didn't do enough to recognise customers who pay their rent on time

We did it... We reviewed our Rent Reward Scheme and now have a monthly draw with a £100 first prize. We also publicise the scheme in Home magazine

5-a-day

To keep healthy we need to eat at least five portions of a variety of fruit and vegetables every day. Fresh, frozen, canned, dried and juiced fruit and veg all count. Root vegetables traditionally form the staple of our winter crops, used in everything from the Sunday roast to soups. Stuffed with vitamins and minerals, they'll even help you shake off the winter blues.

One portion of fruit equals a banana, half a large grapefruit, a slice of melon, an apple, an orange or two satsumas.

One portion of vegetables equals three tablespoonfuls of cooked carrots, peas, sweetcorn or other vegetable, or one cereal bowl of mixed salad. For more information visit www.5aday.nhs.uk



November

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

9 Diwali (Festival of Lights)	F
10	S
11 Remembrance Day	S
12	M
13	T
14	W
15	T
16	F

17	S
18	S
19	M
20	T
21	W
22	T
23	F
24 Birth of Guru Nanak Dev	S

25	S
26	M
27	T
28	W
29	T
30 St Andrew's Day	F

Governance and Accountability

Whitefriars was the first group structure to be established, following a single ballot by tenants favouring transfer from a council to a housing association sector landlord; it acquired Coventry City Council's housing stock on 25th Sept 2000.

The parent company, Whitefriars Services Limited, provided business, strategic and professional services to its two joint stock-owning/managing subsidiaries, Whitefriars Homes North Limited and Whitefriars Homes South Limited. All three were registered as companies limited by guarantee, as social landlords defined in the Housing Act 1996, and regulated by the Housing Corporation. At the outset, each company had a board of non-executive directors comprising tenant, local authority nominee and independent members. Tenant members have been elected by Whitefriars' customers/tenants, local authority members nominated annually by the City Council,

and independent members selected by Whitefriars.

On 31st March 2006, the first of a two-part re-structuring process of Whitefriars completed. Its then three companies each converted to industrial and provident society status, pursuant to the Industrial and Provident Societies Act 1965, but are termed associations. Each became subject to regulation by the Financial Services Authority and Housing Corporation.

The final part of the re-structuring will complete in this financial year, when the three associations amalgamate to form just one, to be known as Whitefriars Housing Group Limited (legally, a charitable industrial and provident society). Two new subsidiary companies, (limited by shares) were formed during the year. First, Whitefriars Business Services Limited (to undertake any non-charitable trading activity). Secondly, Whitefriars (North Solihull) Limited, North Solihull

Partnership's investor vehicle. These subsidiaries' directors are drawn from Whitefriars' non-executive and executive directors.

Boards and committees

Whitefriars' main board comprises 18 non-executive directors - six each of tenant, local authority and independent members, (along with the two original - ie: North and South - subsidiary association chairs as co-optees). It is responsible for funding, policy, strategy, corporate affairs and performance. Half of the tenant and local authority members also sit on each of the subsidiary boards, (comprising nine non-executives) along with three independent members (who are not on the main board).

Whitefriars' committees (finance,



human resources, housing operations and property and investment) - each having responsibilities in their own specialist areas - include main board and North and South board non-executives and interested external parties.

You said it... Debt advice in the city was difficult to access
We did it... We have worked with the Citizens' Advice Bureau to ensure customers with serious debt problems get access to debt advice

Older people's health

As the months get colder, older people should make sure they pay particular attention to their health and make sure they keep warm and well this winter. Making sure your home is well insulated, keeping up with regular exercise, wrapping up warm and eating a balanced diet will also ensure the young and old alike are fit to enjoy the spring.

And if you are over 65 years old or suffer from certain chronic illnesses then it's not too late to get your flu jab. Flu is not a severe cold; it's a clever virus that continually changes, so this year's virus may be different from last year's. Contact your GP surgery to find out if you need a free flu jab. For more information on home insulation and keeping well during the winter, contact Age Concern on 024 7623 1999.



December

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

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

17		M
18		T
19		W
20	Eid Ul-Adha begins	T
21		F
22		S
23		S
24	Christmas Eve	M

25	Christmas Day	T
26	Boxing Day	W
27		T
28		F
29		S
30		S
31	New Year's Eve	M

In Your Words...

“ I would like to compliment the Housing Advice Team for their effectiveness and high levels of customer care. ”
Mr C. from Coventry

“ You certainly have a remarkable Grounds Maintenance Team you should all be very proud of. ”
Mrs R. from Wyken

“ Thank you for the excellent service that I have received from Whitefriars during my tenancy. ”
Mr H. from Canley



“ I am very happy with the repair to our cloakroom. As always, I am pleased Whitefriars is our landlord. ”
Mr G. from Coventry

“ The Response Team is a good deterrent for reducing anti-social behaviour. Keep up the good work. ”
Mr H. from Holbrooks

“ Thank you for your generous and efficient support whilst I moved into a Whitefriars property. ”
Ms C. from Canley

“ The staff at my housing office have been so helpful and supportive. ”
Miss C. from Coventry



You said it... You wanted better security at the Chace Centre

We did it... We installed new entrance doors and door entry system and CCTV

You said it... It would be useful to know the rent of your property before you accepted it

We did it... We now include rent on our offer letters

Board members April 2005 - March 2006

Tenant Board Members

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

Joan Allen: Whitefriars Services and South; Housing Operations and Human Resources Committees.
Board Member since October 2003.

Paul White: Whitefriars Services, South; Finance and Property and Investment Committees.
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; Housing Operations Committee.
Board Member since March 2005.

Bill Newey: Whitefriars Services and North; Repairs and Property and Investment Committees.
Board Member since July 2004.

Local Authority Board Members

Tom Ruddy: Whitefriars Services, North; Repairs and Housing Operations Committees.
Board Member since May 2003.

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

Mohammed Asif: Whitefriars Services, North; Finance and Property and Investment Committees.
Board Member since June 2004.

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

Heather Johnson: Whitefriars Services, South; Repairs and Property and Investment Committees.
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. Chair, Finance Committee; member, Chairs Group.
Board Member since April 2000.

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

John O' Shea: Vice-chair, Whitefriars Services; member Human Resources and Finance Committees and of Chairs Group.
Board Member since April 2000.

Peter Roach: Chair, Whitefriars North, and co-opted member, Whitefriars Services; chair, Housing Operations Committee; member, Chairs Group.
Board Member since April 2000.

Vibert Cornwall: Whitefriars North; Housing Operations Committee.
Board Member since December 2000.

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

Bruce Walker: Chair Whitefriars South, co-opted member, Whitefriars Services, and member of Finance and Repairs Committees; chair, Property and Investment committee; member, Chairs Group.
Board Member since April 2000.

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

Bilal Akhtar: Whitefriars South; Finance and Housing Operations Committees.
Board Member since October 2004.

Peter Pritchett: Whitefriars Services; Human Resources Committee.
Board Member since July 2004.

The following people also served as board members during the year April 2005 to March 2006:

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

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

Mick Rawson: Whitefriars Services.
Board Member since March 2006.

Performance figures April 2005 - March 2006

Rent Collection

	Group
% of rent debit collected	99.35
% of rent debit in arrears - current and former tenants	5.69
% of rent debit lost due to empty properties	5.82
Total rent collected	45.4m

Average Weekly Rents (Assured tenancies)

	Group	Average RSL Rent West Mids*
Bedsit	47.95	43.24
One bedroom home	50.52	49.73
Two bedroom home	53.76	55.26
Three bedroom home	54.94	58.53
Four bedroom/+ home	60.27	69.17

* The Housing Corporation's published guide to local rents 2005

Whitefriars stock profile - general needs

	Group
Bedsits	984
One bedroom homes	4519
Two bedroom homes	4893
Three bedroom homes	5180
Four bedroom/+ homes	311
Total	15887

Whitefriars stock profile - other tenancies

	Group
Guildhouses and other letting arrangements	399
Supported Housing	683
Total Homes in Management	16969
Leasehold flats	1301

Repairs

	Group
% emergency repairs completed in target time (1 working day)	96.15
% urgent repairs completed in target time (7 calendar days)	81.25
% routine repairs completed in target time (1 calendar month)	76.55

Empty Homes

	Group
Empty homes available to let	186
% of homes available to let	1.1
Empty homes not available to let	527
% homes not available to let	5.93
Total number of empty homes	713
% empty homes	4.2
Re-let times (weeks)	3.7

Lettings

	Group
Lettings	2132
Turnover of tenancies %	12.5

Customer Feedback

	Group
Complaints	941
Compliments	116
Service Enquiries	89
Ombudsman	3
Total	1149