

# Annual Report 2015/16

## WHITEFRIARS HOUSING - OUR PERFORMANCE

### CUSTOMERS



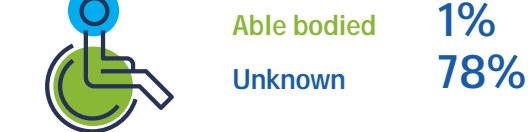
### GENDER



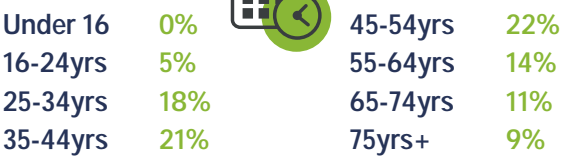
### ETHNICITY



### DISABILITY



### AGE

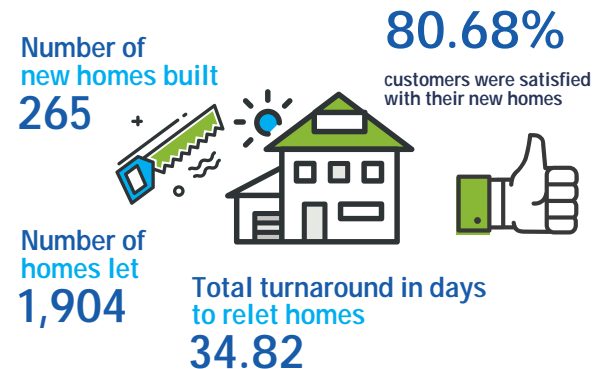


### CUSTOMER SERVICE CENTRE

WM Housing Group figures 

Calls taken	195,571
Average waiting time	1min 36 secs
Resolve enquiry at first point of contact	72.1%
Customer satisfaction	86%

### NEW HOMES AND LETTINGS



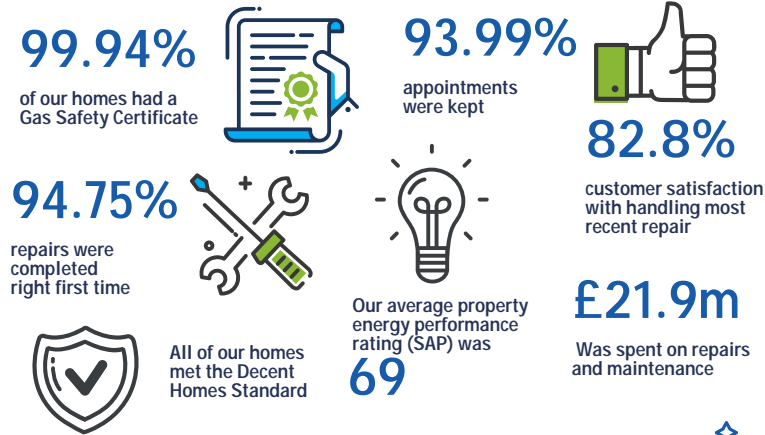
### New Lettings



### ETHNICITY



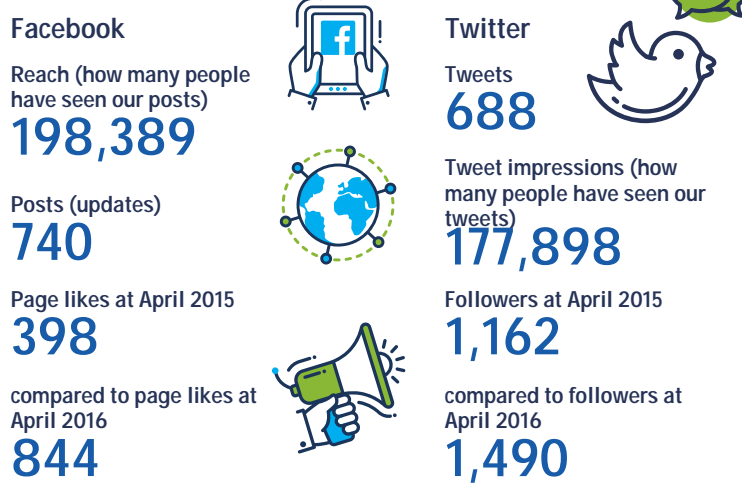
### REPAIRS



### Our investment includes:

- Externally insulating 297 'hard to heat' homes, saving residents an average of **£300 a year**
- Providing **750 homes** with new highly energy efficient heating upgrades
- Installing double glazing to **412 properties** improving energy efficiency
- Completing external and internal improvements to three tower blocks, benefiting **384 households**
- Enhancing the external environment delivering a range of projects including off road parking, landscaping and fencing


### COMMUNICATIONS



### CUSTOMER SATISFACTION



### CUSTOMER INVOLVEMENT

- We have:
- 3 customers involved in Boards.
  - 21 customers involved in customer panels
  - 7 residents associations
  - Received views from 5,461 customers through surveys
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### Average weekly rent comparison for April 2014 to March 2015.

Midland Heart	£88.44
Whitefriars Housing	£89.88
Accord	£90.72
Orbit Heart of England	£92.54
Mercian	£94.07
The Guinness Partnership	£96.17
Bromford	£109.43

(March 2016 data not available)

### RENT AND VALUE FOR MONEY



### What each £1 of income was spent on by WM Housing Group

Every £1 spent	2015/16	2014/15
Management	11p	13p
Services	8p	8p
Day-to-day maintenance	21p	19p
Purchase & improvement of housing properties	41p	39p
Interest costs	17p	19p
Other costs	2p	2p
<b>Total</b>	<b>£1</b>	<b>£1</b>

### NEIGHBOURHOOD AND CUSTOMER FEEDBACK



Noise	361
Physical violence / threatening behaviour	254
Garden nuisance / misuse communal area / public space loitering	221
Other criminal behaviour	190
Alcohol / drugs / substance misuse / dealing	146
Vandalism / damage to property	134
Pets / animal nuisance	91
Support only	63
Litter / rubbish / fly tipping	67
Domestic abuse	61
Hate crime	52
Nuisance from vehicles	21
Abandonment	16
<b>Total</b>	<b>1677</b>

We will keep you up-to-date on our progress online and in future editions of Skyline.

If you require more information, call us on 0300 790 6533 or email [info@wmhousing.co.uk](mailto:info@wmhousing.co.uk)