



Family Housing Association
(Birkenhead & Wirral) Ltd

Annual Report



Welcome to our Annual Report to Tenants

Introduction from the Chief Executive

This is the first Annual Report since I joined Family Housing Association as the new Chief Executive in November 2019. I have been delighted to receive such a warm welcome and to see all the hard work and dedication of the Staff, voluntary Board Members and contractors in delivering the best possible services.

The Covid-19 pandemic continues to provide unprecedented challenges, but by working together and following good practice guidelines, we can all aim to remain safe and well.

The Annual Report is an opportunity to let our tenants and partner agencies know what we have been doing, how we have performed in the last year and to look forward to the year ahead.

Family Housing Association has a long history as a small, community based organisation providing friendly, caring and professional services, something I hope to build upon as we continue to aim to be the best Housing Association in the area.

As a charitable organisation, Family Housing Association does not make a profit or pay money to shareholders. Our main source of income is the money we collect in rent. Any surpluses at the end of each year are used to improve our existing homes and to invest in new properties, to provide homes for those in greatest housing need here in Wirral.

Despite delays caused by the Covid-19 pandemic, the 2020 Planned Maintenance programme will be going ahead in the late summer and autumn, meaning that over 70 homes will be painted outside and non-routine works completed internally.

The work of the Association is overseen by a Board of volunteers who give up their time freely to guide the Association's work. Two of our Board Members are tenants, who help to ensure that tenants' interests are considered in all the work we do. The Customer Panel brings a tenant perspective to everything we do and I hope that more of you will want to participate in the future.

Neil Moffatt



Welcome from the Chairman of the Board

My first year as Chairman of Family Housing Association has been both challenging and rewarding as it coincided with the retirement of Keith Molony, our Chief Executive for the last 17 years. I would like to record my thanks to Keith for his service to Family Housing Association.

We were delighted to appoint Neil Moffatt as our new Chief Executive following a thorough recruitment exercise, guided by a specialist consultant.

The Board remains committed to providing the highest quality services to our tenants whilst using our financial strength to build more homes and to improve the energy efficiency of our existing properties.

The creation of an Audit Committee during the year has further strengthened our Governance arrangements, allowing more time for scrutiny of our internal and external audit work.

I am very grateful for the support of all the Board Members over the last year. I would like to recognise the contribution of Graham Morris who stood down from the Board in June and also take this opportunity to welcome our four new Board Members.

The Coronavirus pandemic has had a significant impact on us all. In closing, I would like to thank the Staff at Family Housing Association who, in very difficult circumstances, have striven to provide our tenants with the best possible services.

Richard Roberts

Looking after your Homes

Energy Efficiency Improvements

During 2019 we spent £54,785 improving the central heating boilers in our homes.

We have also committed to spend £1.7 million over the next ten years to improve the energy efficiency of our homes. The target is for all of our homes to achieve an EPC band C rating by 2030.

The focus during the next year will be to improve the heating in our 16 flats at The Firs and to improve those properties that become empty during the year.

Repairs Satisfaction




We send a questionnaire to our tenants each time they report a repair. The results were as follows:

	18/19	19/20
Appointment made	98.15%	98.12%
Appointment kept	100.00%	99.24%
FHA Staff polite	100.00%	100.00%
Contractor polite	100.00%	99.44%
Contractor showed ID	95.60%	95.69%
Contractor tidy	99.44%	99.26%
Completed in one visit	84.17%	87.29%
Customer Satisfied	99.81%	99.82%



Wall insulation being installed

Property Improvements

	Planned 2019/20	Actual 2019/20	Planned 2020/21
 Kitchens	4	6	25
 Bathrooms	5	7	7
 Boilers	30	26	30

Repairs Performance

	Target	2018 / 2019 Success Rate	2019 / 2020 Success Rate
Emergency	1 day	100.00%	100.00%
Urgent	5 working days	98.38%	97.44%
Routine	21 working days	97.23%	98.19%
Money Spent on Response Repairs		£278,243	£258,725
Money Spent on Improvements		£284,922	£273,448

Neighbourhoods & Communities

Dealing with Anti-Social Behaviour

We aim to resolve all complaints about Anti-Social Behaviour to the satisfaction of the complainant.

Cases 18/19	Cases 19/20	Time Spent 18/19	Time Spent 19/20	Resolved 18/19	Resolved 19/20
31	29	2995 Minutes	5117 Minutes	26	20

The Association continues to offer an out of hours ASB response service where tenants can report ASB whilst the office is closed. Security officers will respond to witness the Anti-Social Behaviour and challenge the perpetrators if safe to do so.

Managing our Income

The income we receive is the rent from our tenants



Percentage of Rent Collected		Rent lost on Empty Homes		Rent Written Off	
18/19	19/20	18/19	19/20	18/19	19/20
100%	99.1%	0.86%	0.89%	0.37%	0.37%

Universal Credit

Universal Credit has been a huge challenge for Family Housing Association as, unlike Housing Benefit, the housing element is paid to the tenant and the tenant must make arrangements to pay their rent.

**Increase in Arrears due
to Universal Credit**

£23,696

**Average Increase in
arrears per claimant**

£244.29

**Number of Tenants
Receiving Universal Credit**

97

**Number of Tenants
expected to move to UC**

92



Everyone of working age that receives Housing Benefit is likely to move to Universal Credit in the future.

Letting our Homes

When a property becomes empty, we carry out gas checks, electrical checks and any repairs or improvements that are necessary.

No days to re-let a property		Number of Lettings	
18/19	19/20	18/19	19/20
29	34	28	32
Cost of Works		Low Demand Lettings	
£82,758		12	



Involving our Tenants in our Work

Family Housing Association has a Board that is responsible for guiding the Association through the challenges that it faces. Our Board has Members that are also tenants, to ensure that our tenants' views are always taken into consideration. We also have a Customer Panel that works closely with Staff to provide advice and guidance. We have been working with our Panel Members to understand how we can get the best value from the time they give to support the Association.

Number of Board Members		Tenants who are Board Members		Number of Customer Panel Members	
18/19	19/20	18/19	19/20	18/19	19/20
9	7	2	2	5	5

Paying your Rent

Rent Received	Rent Owed
£1,674,541	£81,669

Owed by Former Tenants	Rent Paid in Advance
£12,408	£23,703



About our Homes

Where do we own homes?

Birkenhead	231
Wallasey	80
Port Sunlight	64
Bromborough	8
Number of Homes	383



What type of homes does Family Housing Association Own?



Terraced Houses	199
Semi-Detached Houses	24
Bungalows	7
Converted Flats	30
Purpose Built Flats	66
Sheltered Flats	57

Providing More Homes

Family Housing Association is a charitable organisation that does not pay money to shareholders. Any spare money is re-invested in our homes or is used to acquire new homes.

Budget for New Homes 2020	New Homes Budget 2020 to 2030
£658,000	£3,466,000



Keeping you Safe in your Home

Gas Safety

Asbestos Safety

Homes with Valid Cert		Checks On Time	
18/19	19/20	18/19	19/20
100%	100%	100%	100%

Surveys		Homes Affected		
18/19	19/20	Low Risk	Medium Risk	High Risk
31	28	66	0	0

Electrical Safety

Radon Gas

Homes with Valid Cert		Tests Carried Out	
18/19	19/20	18/19	19/20
100%	100%	90	126

Some homes in the UK are affected by radioactive gas that comes up naturally through the ground.

Family Housing Association properties in areas affected by Radon **0**

Keeping your Water Safe

All of our homes are risk assessed for water safety. We have no shared water tanks but some of our homes still have tank fed hot water systems. We are converting these homes to combination boilers to improve water quality.

Number of conversions 2019/2020 4

Fire Safety

Fire Safety is critically important, especially for our flats. We carry out regular inspections of common parts to identify fire safety risks and appoint an independent fire safety expert to assess common parts every three years.

We also take action where fire safety issues are identified during annual home visits.



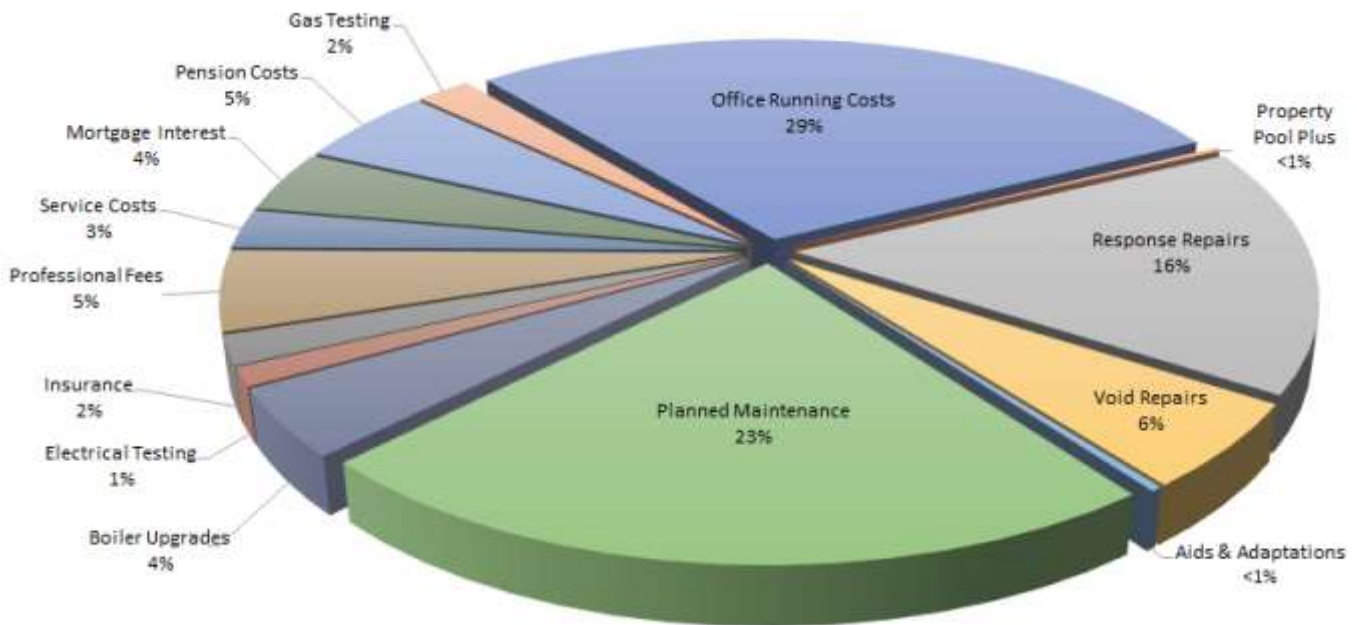
Complaints

We have a simple complaints procedure where tenants are unhappy with the service we have provided;

- 1) Informal Complaint
- 2) Formal Complaint to Chief Executive
- 3) Appeal to Association Board
- 4) Designated Person / Housing Ombudsman

Complaints Received	8
Resolved Informally	8
Resolved Formally	0
Referred to Ombudsman	0

How your rent was spent 2019/2020



How Family Housing Association is Run?

As a charitable organisation, the work of Family Housing Association is overseen by a Board of Volunteers. Each Board Member brings relevant skills and experience and together they form a formidable team. The day to day running of the Association is carried out by paid staff.

Board Members

Richard Roberts (Chairman)
Allan Lewis (Vice Chairman)
Peter Carter
Gordon Dennett
Allen Gaskell
Joy Hughes
Stephen Morris
Lucy Parr

Staff Members

Neil Moffatt (Chief Executive)
Mark French (Operations Director & Deputy Chief Executive)
Chris Sorrentino-Ryan (Operations Manager)
Collette Byrne (Administrative Officer)
Pam Fewtrell (Housing Assistant)
Dawn Keenan (Housing Assistant)
Helen Stonley (Receptionist / Admin Assistant)



Family Housing Association

(Birkenhead & Wirral) Limited

Registered Office : Marcus House, Marcus Street, Birkenhead CH41 3NY
Tel 0151 647 5000 **Fax** 0151 647 5007 **email** admin@familyha.org
Text Message 07376 521 382 **Website** www.familyha.org

A charity registered under the Co-operative & Community Benefit Societies Act 2014, Reg No 18542R
A Charitable Housing Association registered with the Regulator of Social Housing L1236
A Member of the National Housing Federation, compliant with code of governance