



Family Housing Association

(BIRKENHEAD & WIRRAL) LTD



Annual Report

2021 - 2022

Welcome to our Annual Report to Tenants

Introduction from the Chief Executive

In a year still disrupted by Covid-19, but emerging from its worst effects, Family Housing Association continued providing homes and supporting our residents throughout often difficult times.

Working within Government guidelines, officers demonstrated that we could continue to deliver our services under changing circumstances and stay true to our values as a small community based Housing Association, with the much appreciated support of our Board Members, Contractors, Consultants and not least of all, our Tenants. Providing the best possible services to tenants and those seeking accommodation has remained at the heart of everything we do.

With officers often working from home, Family Housing Association adjusted our services to ensure they remained appropriate and efficient throughout the pandemic and appreciated your understanding as we did so. We expect that many of the changes we've made to improve working practices over the last year will remain and help us continue to deliver services well into the future. The flexible way in which staff are working means we can improve services in ways that weren't always possible in pre-pandemic times.



The year wasn't just about COVID-19. Family Housing Association are committed to the future, purchasing new homes and acquiring land to build more, whilst still enhancing the quality of our existing homes through the Planned Maintenance Programme. The highest levels of service and reliability are what you can expect and are what we always strive to deliver.

I am delighted to welcome you to Family Housing Association's 2021-22 Annual Report, highlighting all the things we did throughout the year to ensure we remain the landlord you can trust and rely upon.

Neil Moffatt, Chief Executive

Welcome from the Chairman of the Board

Welcome to our Annual Report. It is an opportunity to reflect on the progress of the past year. In doing so, it is important to thank the Board, Audit Committee, Customer Panel, Management and Staff teams for their leadership, commitment and support.

I would like to take this opportunity to thank Collette Byrne and Dawn Keenan, who retired in 2021, for their long and dedicated service to Family Housing Association.

During the year we welcomed back Rehan Pasha as a co-opted member to the Board, bringing with him his valued experience.

In November 2021, we were delighted to appoint two new members to our Staff Team, Lisa Milns to the newly created post of Finance Director and Toni Rooney as Housing Officer. I would like to record our thanks to Hailwood and Co Accountants for their service to Family Housing Association over many years and they will continue to provide specialist support in the future.

We are now "living with Covid" and recognise the importance that we continue to operate a safe environment for tenants and staff. I am immensely proud of the dedication shown by all at Family Housing Association, ensuring that our tenants have received and continue to receive a first-class service.

In closing, on behalf of Family Housing Association, I would like to pay my respects to Audrey Watkins, who passed away in January 2022. Audrey served as a Board Member for over 35 years. Her commitment is a testimony to public service to the community.

Richard Roberts, Chairman

Looking after your Homes

Energy Efficiency Improvements

During 2021 we spent £46,653 improving the central heating boilers in our homes.




We have set aside £1.7 million between now and 2030 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.

Repairs Satisfaction

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

	20/21	21/22
Appointment made	98.28%	97.45%
Appointment kept	99.25%	99.57%
FHA Staff polite	100.00%	100.00%
Contractor polite	100.00%	99.79%
Contractor showed ID	93.92%	95.09%
Contractor tidy	99.25%	99.58%
Completed in one visit	83.90%	87.07%
Customer Satisfied	98.51%	98.91%

Property Improvements

	Planned 2021/22	Actual 2021/22	Planned 2022/23
 Kitchens	22	17	22
 Bathrooms	2	4	9
 Boilers	28	21	28



Fewer kitchens were installed than planned during the year due to delays in the Planned Maintenance Programme as a result of the coronavirus pandemic. A shortage of central heating boilers during the year meant that we had to prioritise boiler failures over planned replacements, resulting in fewer boilers being replaced overall.

Repairs Performance

	Target	2020 / 2021 Success Rate	2021 / 2022 Success Rate
Emergency	1 day	100.00%	100.00%
Urgent	5 working days	98.83%	98.68%
Routine	21 working days	98.83%	98.74%
Money Spent on Response Repairs		£264,524	£247,358
Money Spent on Improvements		£175,287	£227,615

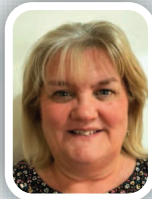
Review of Operations 2021/22

Staff Restructure

At the end of 2021, two long serving Members of Staff, Collette Byrne and Dawn Keenan retired. Everyone at Family Housing wishes Collette and Dawn a long, happy and healthy retirement. Collette was responsible for processing invoices and managing gas and electrical testing. Dawn processed all the rent payments received from tenants as well as managing the re-letting of a proportion of our properties as they became empty.

The retirement of two key members of Staff offered the opportunity for us to review our Staff Structure during the year. This led to a decision to create three new posts of Finance Director, Housing Administration Officer and Housing Officer.

The role of Finance Director was created to allow us to bring in-house many of the Accounting functions that were previously outsourced to Hailwood & Co, the Association's Accountants. Lisa Milns transferred from Hailwood & Co to Family Housing Association. We are very grateful to Hailwood & Co for their professionalism and understanding that helped make this transition a smooth one. Lisa has been preparing our accounts as a Hailwood & Co employee for many years and so is now able to perform this work as an employee of Family Housing Association. In addition to preparation of our Accounts, Lisa has also taken on the Invoice processing role previously carried out by Collette.



Pam Fewtrell has been working as one of our Housing Assistants for many years. As part of the restructure, Pam has been promoted to Housing Administration Officer. In this new role, Pam will still manage the re-letting of properties as before, but she now also takes responsibility for managing our gas and electrical testing programmes as well as supporting Board Meetings.

The post of Housing Officer was advertised and Toni Rooney was the successful applicant. Toni has many years experience as a Housing Officer, having previously worked at Wirral Methodist Housing Association and Jigsaw Homes. Toni re-lets a proportion of our homes, supports tenants with rent arrears and manages cases of Anti-Social Behaviour.



The new structure retains the same number of staff overall but with bringing in house many of our accounting functions, it is expected to save between £15,000 and £20,000 each year.

Heating Upgrade at The Firs

The Firs is a block of 16 sheltered flats off Tollemache Road in Birkenhead. Tenants have been asking us for an upgrade to their electric heating for many years, but each time we attempted to secure grant funding to upgrade the heating, we were unsuccessful. Working with Greenhouse Energy, a further attempt was made to secure grant funding towards the end of 2021, and on this occasion we were delighted to find the application had been accepted.

Family Housing Association needed to contribute a little over £1,000 per flat in order to have a gas main and gas central heating installed. All but one tenant accepted the upgrade offer and the work was carried out towards the end of 2021, resulting in much lower fuel bills for the tenants.



New Properties

Family Housing Association exists to provide good quality homes, at low rents, to people in housing need in Wirral. One aspect of this work is providing services to maintain our existing homes, but of equal importance is the need to achieve steady growth, so that we can help more people in housing need.

During 2021/22, we have added four additional homes to our housing stock. We bought two modern 2 bedroom houses on Heathfield Road in Birkenhead, followed by a 3 bedroom house on Beechwood Drive in Prenton. Finally, towards the end of the year, we purchased a 2 bedroom house in Rectory Close in Birkenhead. We have also purchased a plot of land on Rice Lane in Wallasey, with a view to developing three new houses at a later date.

All these properties were bought using around £567,000 from our savings. We try to avoid borrowing money whenever possible to avoid paying interest to banks.



Hybrid Working

At the outbreak of Coronavirus in early 2020, Family Housing Association needed to adapt rapidly to enable us to continue to provide your services, without exposing our Tenants, Contractors or Staff to the virus. Within a matter of weeks, we had the majority of Staff working from home with the minimum number of people in the office. We moved away from a paper oriented business to one that moved documents around electronically. It was a very challenging time but it has resulted in a much more modern business environment.

During 2021/22, we have continued hybrid working, with the number of people in the office reflecting the various virus 'waves' we have all experienced. We have had no virus transmission cases within the office during the year, demonstrating the success of the strategy we have implemented.

Hybrid working has resulted in a 8 ton reduction in carbon emissions as a result of reduced Staff travel during the year, as well as reducing congestion and allowing Staff more time with their families.

We are all now moving towards 'living with Covid' and Family Housing Association has returned to offering a full range of housing services. As part of this we will be reviewing the future of hybrid working to see if the benefits it offers outweighs any disadvantages.

Review of Operations 2021/22 (Continued)

Helping Tenants with Rent Arrears

A significant number of our tenants have experienced difficulty paying their rent. Whilst we will always work with tenants to agree repayment plans, sadly in some cases we have no alternative but to start legal action. In more and more cases, it is simply a case that the tenant has found themselves in circumstances where they simply do not have enough money to pay all their bills.

During 2021/22, we have increased the number of referrals to RAISE, a charitable organisation that helps ensure tenants are receiving all the benefits they are entitled to and provides financial advice and support. Whilst Family Housing Association pays a small fee for each referral, there is no charge to the tenant. During 2021/22, RAISE helped our tenants claim over £5,000 in additional benefits.

Pension Scheme Changes

For many years, Family Housing Association has been a member of the Social Housing Pension Scheme. This scheme is widely used across the social housing sector. It is a fully funded scheme, whereby the Association and its employees must pay sufficient funds into the scheme for it to pay out the pensions in the future.

The scheme had two types of pension available, one based on the salary of the employees and the other, essentially a savings plan with no guaranteed pension pay out. The salary based scheme has become progressively more expensive for the Association and Staff over recent years to the point where many staff could not afford to remain in the scheme. During 2021/22, the Association offered a competitive 'savings' based pension that all Members of Staff have now moved over to. The salary based pension scheme has now been closed.

This change should reduce the risk to the Association of the salary based scheme having insufficient funds in the years ahead.



This amazing work by one of our tenants was supported by the Family Housing Association Jubilee Gardening Project 2022

Home Energy Efficiency Project

Family Housing Association has set aside £170,000 a year to improve the energy efficiency of its homes. The target is to get all of our homes to reach EPC band C. Some properties are already at this level, but others will need improvements to loft insulation, wall insulation or heating systems.

At present this work is focussing on properties that become empty during the year, but we can also carry out work in occupied homes as long as tenants are happy to put up with the disruption.

Any tenants interested in this work should get in touch with the office so we can arrange for an up to date EPC and to discuss any improvement work available.

Our Plans for 2022/2023

Carbon Footprint Project

Family Housing Association has been working to reduce its carbon emissions through various projects in recent years including boiler modernisation, installation of energy efficient lighting in our homes and office, improving insulation in our homes, and through hybrid working. This project will aim to understand our new baseline in respect of carbon emissions. It will evaluate the carbon emissions of our housing stock, our office operations and governance arrangements. This will help inform our strategy going forward on our journey towards becoming carbon neutral.

Cloud Based Telecommunications

The move to hybrid working has necessitated a move to a more flexible telephone system that allowed Staff to make and receive calls whether working at home or in the office. This process began towards the end of 2021 and was fully implemented by early 2022. The use of cloud-based telecommunications will be evaluated during the year, where it is expected to deliver improved functionality, as well as cost savings.



Developing New Homes

During 2022/23, we will explore the development options available for the site purchased on Rice Lane in Wallasey. It is hoped that this site could offer up to three new homes, with two or three bedrooms. The most cost effective way of delivering these homes will be explored before a final decision is taken on how to develop the site. Whilst developing this site is important, we will continue to explore other property purchases so not to miss out on any attractive opportunities.



Boiler Modernisation Project

In recent years, we have invested heavily in replacing central heating boilers to ensure our tenants benefit from the most efficient and most reliable heating systems. Last year we replaced 21 boilers. In the year ahead, we are planning to replace 28 boilers, including 26 that were over 15 years old at the start of the year. We have set aside £70,000 to achieve this.

Neighbourhoods and Communities

Dealing with Anti-Social Behaviour (ASB)

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

Cases 20/21	Cases 21/22	Time Spent 20/21	Time Spent 21/22	Resolved 20/21	Resolved 21/22
33	32	2331 Minutes	4837 Minutes	31	31

Family Housing 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	
20/21	21/22	20/21	21/22	20/21	21/22
101.83%	101.41%	0.84%	0.79%	0.28%	0.34%

Rent Collection during the year has been positive, with most tenants paying their rent on time. Re-letting of properties has been affected by many properties being returned by tenants in poor condition. Whilst we can pursue outgoing tenants for the cost of any disrepair caused by them, it can result in delays to re-letting properties whilst repair work is carried out.

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

Increase in Arrears due to Universal Credit	Average Increase in arrears per claimant
£22,004	£172
Number of Tenants Receiving Universal Credit	Number of Tenants expected to move to UC
128	55



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	
20/21	21/22	20/21	21/22
43	34	17	28
Cost of Works		Low Demand Lettings	
£144,853		5	

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 includes Members who are 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. Customer orientated policies, procedures, information and reports are made available on our website for all tenants to comment on. Any comments are shared with the Customer Panel and Board to consider. 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	
20/21	21/22	20/21	21/22	20/21	21/22

Paying your Rent

Rent Received	Rent Owed
£1,747,832	£69,109

Owed by Former Tenants	Rent Paid in Advance
£8,144	£39,867



About our Homes

Where do we own homes?

Birkenhead	235
Wallasey	80
Port Sunlight	64
Bromborough	8
Number of Homes	387



What type of homes do Family Housing Association Own?

Terraced Houses	201
Semi-Detached Houses	26
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 into our homes or is used to acquire new housing stock.

Over the last year we have been working hard to identify opportunities for investing in new homes. We completed the purchase of 4 additional properties and bought a plot of land suitable for the development of 3 new homes.



**Budget for New
Homes 2021/2022**

£958,000

**Spent on New Homes
2021/2022**

£566,979

Keeping you Safe in your Home

Gas Safety

Homes with Valid Cert		Checks On Time	
20/21	21/22	20/21	21/22
100%	100%	99.1%	100%

Asbestos Safety

Surveys		Homes Affected		
20/21	21/22	Low Risk	Medium Risk	High Risk
28	4	89	1	0

Electrical Safety

Homes with Valid Cert		Tests Carried Out	
20/21	21/22	20/21	21/22
100%	100%	83	94

Radon Gas

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 2021/2022 **6**

Fire Safety

Fire Safety is critically important, especially for our flats with communal areas. We carry out regular inspections of those common parts to identify fire safety risks and appoint an independent fire safety expert to assess the 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 to follow if a tenant is unhappy with the service we have provided;

- 1) Informal Complaint
- 2) Formal Complaint to Chief Executive
- 3) Housing Ombudsman

Complaints Received	8
Resolved Informally	7
Resolved Formally	1
Referred to Ombudsman	0

Involvement and Empowerment

Family Housing Association has a number of 'Service Standards' agreed with its tenants. These Service Standards explain the service we intend to deliver and our performance targets. Full details of our Service Standards can be found on our website. They are reviewed each year by our Customer Panel and the Board. On the next four pages our Service Standards and our performance over the last 12 months will be summarised. If you feel any of these Service Standards should be changed, please let us know. All suggestions received will be discussed by the Customer Panel who will then make recommendations to the Board.

- ▶ **Support and Service a Customer Panel made up of a cross section of Tenants.**
Our Customer Panel met three times during the year and includes tenants from Birkenhead, Wallasey and Port Sunlight.
- ▶ **Provide a menu of involvement options including surveys, phone, e-mail and meetings.**
Customer Panel Members have the option to attend meetings, discuss issues over the phone or take part through postal questionnaires.
- ▶ **Consult on major changes to Service Delivery.**
There were no major changes to service delivery during the year.
- ▶ **Consult on Business Plan Proposals.**
The Customer Panel is involved in our Business Planning process and is consulted on any significant changes to Business Plan proposals.
- ▶ **Consult on Customer Service or Tenant related policies.**
The Panel was consulted on the following policies: Customer Panel Terms of Reference, Starter Tenancies, Business Plan, Service Standards, Rent Arrears, Tenant Involvement, IT & Communications, Social Media, Anti-Corruption Bribery and Fraud.
- ▶ **Ensure Tenant Representation on the Board.**
The Board has 2 members that are also Tenants.
- ▶ **Provide choice during planned maintenance works.**
Tenants can choose from a range of: kitchen designs, worktops, kitchen and bathroom flooring.
- ▶ **Provide feedback on surveys and consultations undertaken.**
Information provided in this Annual Report, in our newsletters and on the website.
- ▶ **Provide information regarding our performance.**
Performance statistics are provided in this Annual Report and on our website.
- ▶ **Maintain high standards of Customer Care.**
Customer care is monitored by the Board. All complaints are reported to the Board and performance is monitored in respect of satisfaction with our repairs service (98.91% satisfied) and new tenants (90.91% very satisfied).
- ▶ **Offer a clear and straightforward complaints procedure.**
Our complaints procedure has been updated during the year. It now has only three stages, Informal Complaint, Formal Complaint and Housing Ombudsman.
- ▶ **Provide a fair, equal service to all.**
We aim to offer a fair service to all our tenants, regardless of disability, gender, race, age, sexual orientation, religion or philosophical belief. Satisfaction is monitored for different groups in our 3 yearly tenant satisfaction survey to ensure that no group experiences direct or indirect discrimination.



Repairs, Maintenance and Quality of Homes

These Service Standards relate to the services we provide to maintain our homes.

- ▶ **Ensure a variety of methods for reporting repairs is available.**
Our tenants can report repairs by telephone, e-mail, through our website, text message or social media. Telephone remains the most popular way to report a repair.
- ▶ **Provide an out of hours emergency repairs service.**
When our Office is closed, our calls are forwarded to a 24 hour call centre provided by Magenta Living. For each repair reported using this service, a customer satisfaction questionnaire is sent out. Customer Satisfaction with the service provided by Magenta remains high, with 75% of those responding 'Very Satisfied' with politeness of the call centre staff.
- ▶ **Prioritise Repairs so that the most urgent are dealt with first.**
Repairs are allocated a priority when they are reported. Emergency repairs are attended within 24 hours. Urgent repairs within 5 working days and Routine repairs within 21 working days. The priority allocated is based on whether there is a risk to health and safety or danger of damage to the building.
- ▶ **Ensure our Customers are satisfied with our repairs service.**
A Customer Satisfaction Questionnaire is sent out with every repair. Full details can be found on page 3, but overall, from the replies received, 98.91% of repairs were carried out to the satisfaction of the tenant.
- ▶ **Carry out Repairs to a good standard.**
A sample of repairs is assessed for quality and value for money. Last year 99.7% repairs were found to be of satisfactory or good value for money and 100% of repairs were found to be of a satisfactory or good standard.
- ▶ **Keep our properties in a good state for repair.**
Properties are inspected every 5 years as part of Planned Maintenance, when they become void or when requested by the tenant. Last year the Association spent £664,783 on repairs and maintenance.
- ▶ **Improve properties through a Planned Maintenance Programme**
74 properties were inspected last year and had repairs or improvements carried out, at a total cost of £141,079 although some tenants declined work due to the Coronavirus. Some work was delayed due to the Pandemic and will be completed in 2022.
- ▶ **Test gas and electrical installations in our homes regularly.**
Gas safety checks are carried out every year and electrical tests every five years. We carried out 456 gas safety checks last year and 94 electrical tests.
- ▶ **Ensure communal services are carried out to a good standard.**
Communal areas usually inspected every month although this has been scaled back during the last year due to Coronavirus.
- ▶ **Carry out adaptations to assist residents with disabilities.**
Family Housing Association spent £8,977 last year on adaptations for tenants. All work supported by an Occupational Therapist is carried out as quickly as possible.



Neighbourhood & Community

These Service Standards relate to the communities we serve and how we can improve the local environment.

- ▶ **New tenants will be made aware of their responsibilities in relation to Anti-Social Behaviour.**
Our sign up procedure includes our expectations in regards to behaviour and respect for others.
- ▶ **All new tenants to be monitored for 12 months and Starter Tenancies used were appropriate.**
Starter Tenancies are used unless the new tenant is transferring from another Housing Association. Last year 82% of our tenancies were Starter Tenancies.
- ▶ **We will make it easy to report Anti-Social Behaviour.**
Tenants can report Anti-Social Behaviour (ASB) by phone, e-mail, text message or social media message. We took 510 ASB actions in the year as a result of reports from tenants.
- ▶ **We will work to resolve all complaints of Anti-Social Behaviour to the satisfaction of the complainant.**
ASB complaints are kept open until the complainant has agreed that they are resolved. Last year 31 ASB complaints were resolved.
- ▶ **We will work to improve local environmental standards.**
We carry out home visits and estate inspections to ensure gardens and yards are maintained to a reasonable standard and communal areas are kept clear.
- ▶ **We will carry out estate / property inspections and encourage residents to take part.**
We normally inspect communal areas every month although this has been reduced to the Coronavirus pandemic. We welcome interaction with tenants during these visits.
- ▶ **All issues identified at inspections will be addressed.**
All issues are recorded and any repairs ordered and allocated an appropriate priority.
- ▶ **We will ensure offensive and other graffiti is removed.**
There have been no incidents of graffiti reported during the past year.
- ▶ **We will secure abandoned properties with 24 hours.**
No properties have been abandoned and left insecure during the last year.
- ▶ **We will rapidly remove syringes or other drug related equipment within 24 hours.**
There have been no reports of abandoned drug related items on our properties during the year.
- ▶ **We will encourage recycling of household waste.**
Information on recycling is periodically included on our website, newsletters and social media. All items cleared from void properties are recycled where possible.
- ▶ **We will work with residents and partner agencies to improve the local environment.**
We have worked with Wirral Borough Council to clear rubbish that has been dumped in alleyways and on pavements.



Value for Money

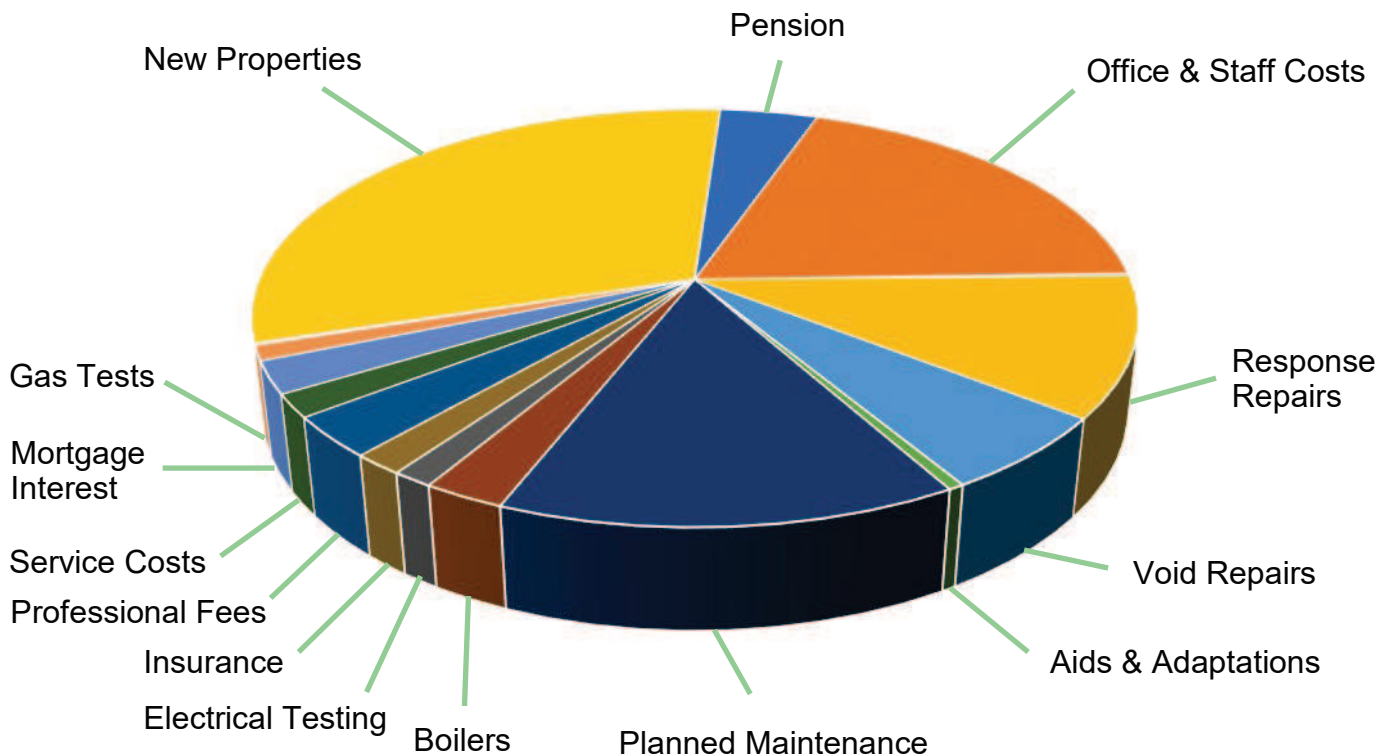
These Service Standards are designed to ensure we achieve good value for money whilst supporting the local economy.

- ▶ **Provide a high quality responsive repairs service that offers good value for money.**
We review a sample of repairs for quality and value. 99.7% were found to offer good value for money.
- ▶ **Response repairs to achieve high standards of Customer Satisfaction.**
Customer Satisfaction Questionnaires were sent out with every repair and 37 were returned. Overall 98.91% of repairs were carried out to the tenants satisfaction.
- ▶ **Support the local economy through our repairs service and planned maintenance.**
Over the last year, 71% of repairs expenditure was carried out by Wirral based contractors with 87% based in the North West.
- ▶ **Planned Maintenance to provide good value for money.**
The Planned Maintenance programme last year went out to tender where the successful contractor was Beneck Preservations for the general repairs contract and Novus Property Solutions for the painting contract. Their quotes offered a saving of £121,834 compared to the closest rival quotations.
- ▶ **Purchase goods and services to achieve best value for money whilst supporting local economy.**
During the last year, 82% of goods and services were purchased from suppliers in Wirral. 99% were purchased from the North West as a whole.



- ▶ **Invest reserves to minimise risk and maximise return.**
We reviewed our borrowing and investment rates again this year to make sure we are getting a reasonable return with minimum risk. We remain committed to investing our reserves in additional homes. In addition, we review the financial performance of our properties to ensure they generate sufficient income to cover their costs.

How your rent was spent 2021/2022



Who runs Family Housing Association?

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*
Rehan Pasha (Co-opted)
Lucy Parr (Resigned Feb 2022)

Staff Members

Neil Moffatt (Chief Executive)
Mark French (Operations Director & Deputy Chief Executive)
Lisa Milns (Finance Director)
Chris Sorrentino-Ryan (Operations Manager)
Pam Fewtrell (Housing Administration Officer)
Toni Rooney (Housing Officer)
Helen Stonley (Receptionist / Admin Assistant)

**At the 2022 AGM, Allan Lewis stood down as Vice Chairman.
Stephen Morris was elected to the role of Vice-Chairman from June 2022.*



Family Housing Association

(BIRKENHEAD & WIRRAL) LIMITED

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Website www.familyha.org

A charity registered under the Co-operative & Community Benefit Societies Act 2014, Reg No 18542R
A copy of Family Housing Association's Audited Financial Statements are available on request
A Charitable Housing Association registered with the Regulator of Social Housing L1236
A Member of the National Housing Federation, compliant with Code of Governance