



Family Housing Association
(BIRKENHEAD & WIRRAL) LTD

Annual Report 2023 - 2024



Welcome to our Annual Report to Tenants

Introduction from the Chief Executive

Welcome to Family Housing Association's Annual Report summarising all our activities during the year 2023/2024. The continued rise in the cost of living during that time emphasises the importance of providing high quality homes that are genuinely affordable across Wirral.

Family Housing Association remains committed to investing in our existing homes by improving energy efficiency through better insulation and upgrading heating systems. Our dedicated staff team continue to offer tenants welfare benefits advice and referral to support agencies when appropriate, with the aim that they are safe, secure, warm and comfortable.

Our ongoing commitment to improving services has resulted in two new faces joining the staff team, which has seen the Maintenance Service now delivered in-house and more opportunity to proactively reach out and keep in touch with our tenants. In addition to the Planned Maintenance surveys of 20% of our homes, we have also prioritised any reports of damp and mould, to ensure they are dealt with quickly and effectively.

During the past year, we have responded positively and effectively to new guidance from the Housing Ombudsman, working with the Customer Panel and Board Members to update and simplify our Complaints Policy and processes, together with acting on the Regulator of Social Housing's guidance on using the Tenant Satisfaction Measures (TSM's) to keep in touch with and then act upon the feedback received from tenants. This will allow comparison for year on year improvements or interventions when needed, and comparisons with other Housing Associations.

This Annual Report offers a summary of our activities within the local community over the past year and a demonstration of our commitment to doing so in the future.

Neil Moffatt, Chief Executive

Welcome from the Chairman of the Board

I am pleased to present to you the Annual Report for Family Housing Association.

We have continued to support our tenants, ensuring that they are at the centre of all our decisions. Included in this report are the results of the Tenant Perception Survey; I am pleased to note that the overall tenant satisfaction was 97.99%. Testimony to the service delivered by the Family Housing Association team.

I would like to extend my thanks to all the staff at Family Housing Association, led by Chief Executive, Neil Moffatt, for their commitment and professionalism. In the last twelve months we have continued to acquire new properties to meet housing need in Wirral, increasing our housing stock to 394. Building works are well advanced on site for seven more houses, due for handover during the summer of 2024.

We are committed to maintaining Social Rents, underpinning our objective to provide good quality homes to the local community, well below market rents.

The Board, who give of their time on a voluntary basis, are responsible for the governance and strategic direction of the Association, meeting every other month with the Management Team. I am indebted to them and thank them for their commitment and support over the past twelve months.

We welcome three new board members, Andrew Davies, Glen Hamilton, and Brendan McWhinnie, who bring with them a wealth of experience. As with any arrivals there are departures, and we note that Allen Gaskell, after serving six years, has stood down from the Board. We extend our grateful thanks to Allen for his valued contribution.

After nine years on the Board, and three as Chair, this is my final report. It has been a privilege to be part of Family Housing Association and I extend my best wishes to Stephen Morris as the new Chair.

Richard Roberts, Chairman

Looking after your Homes

Energy Efficiency Improvements

During 2023 we spent £34,261 improving the energy efficiency of our homes.



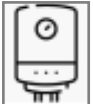
As properties become empty we are carrying out any works needed to improve them to EPC band C. We will also assess properties at a tenant's request to identify if any energy efficiency improvement works are needed. Some of the works may be disruptive but we will work with tenants to minimise the impact. Please contact the office for more information.

Repairs Satisfaction

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

	22/23	23/24
Appointment made	97.47%	98.06%
Appointment kept	99.48%	99.44%
FHA Staff polite	100.00%	100.00%
Contractor polite	99.74%	99.72%
Contractor showed ID	96.53%	95.13%
Contractor tidy	99.23%	99.73%
Completed 1st time	91.00%	93.13%
Customer Satisfied	98.71%	98.35%

Property Improvements

	Planned 2023/24	Actual 2023/24	Planned 2024/25
 Kitchens	19	18	5
 Bathrooms	13	11	7
 Boilers	28	18	28



Kitchen and Bathroom replacements are scheduled based on their age, but tenants can choose to decline the work if they do not want the disruption. Boilers are replaced reactively as and when they are uneconomical to repair. Fewer boilers required replacement than expected last year.

Repairs Performance

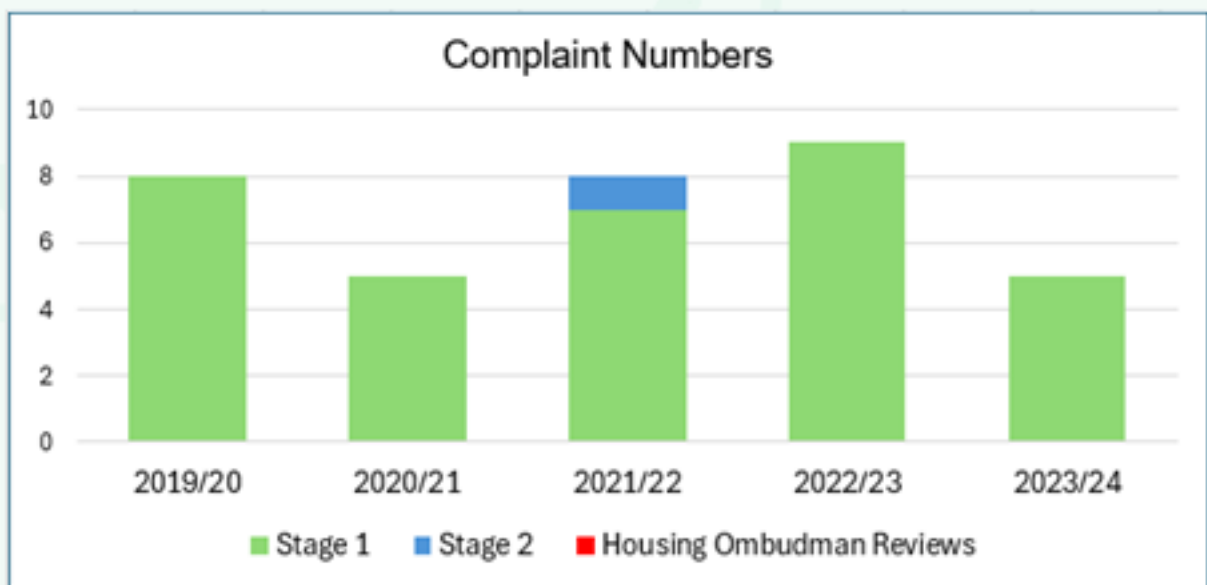
	Target	2022 / 2023 Success Rate	2023 / 2024 Success Rate
Emergency	1 day	100.00%	100.00%
Urgent	5 working days	96.51%	93.88%
Routine	21 working days	93.27%	93.46%
Money Spent on Response Repairs		£217,235	£261,330
Money Spent on Improvements		£555,722	£404,592

Review of Operations 2023/24

A New Approach to Complaints

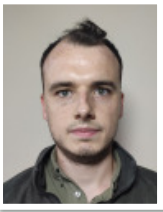
In early 2024 we reviewed and updated our Complaints Policy to reflect the latest requirements from the Housing Ombudsman. This has since been updated again following the publication of the Housing Ombudsman's Complaints Handling Code in April 2024. The latest version of our Policy reflects this new code. Some of the changes introduced include:

- Complaints are not to be considered a bad thing. They show that tenants & residents can communicate issues with us and provide an opportunity for us to learn and improve.
- A lack of complaints could indicate that tenants & residents don't know how to complain or that they are not being properly recorded and responded to.
- The Ombudsman's definition of a complaint is "An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by FHA, its own staff, or those acting upon our behalf, affecting an individual tenant, resident or group of tenants or residents."
- There is a difference between a Service Request and a Complaint. A tenant or resident calling to tell us that there is a problem with repair or that something needs doing is a Service Request rather than an complaint. It would become a complaint if we failed to deal with the Service Request to their satisfaction.
- Negative feedback on a survey is not automatically considered as a complaint, although we may contact you to get further information and to give you the option to raise it as a complaint.
- There is a simple 2 stage complaint process. Stage 1 is dealt with by a Member of the Management Team. If you are not satisfied by the outcome you can escalate to Stage 2 which would be dealt with by a different (more senior whenever possible) member of the Management Team. If you remain dissatisfied you can escalate the matter to the Housing Ombudsman.
- There are strict timescales to follow when managing complaints. Complaints must be formally acknowledged within 5 working days. A full response must be provided within 10 working days of the complaint being acknowledged for Stage 1 and 20 working days for Stage 2. The Ombudsman can be contacted for advice and support throughout the complaints process, not just after Stage 2.
- There is a requirement to publish an Annual Self-Assessment and Complaint Performance and Service Improvement Report each year. This will be published on our website. A brief summary of the conclusions reached in our 2024 Report is provided below.

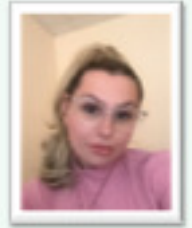


Analysis of complaints received over the last year identified no trends suggesting organisational or procedural failures. A summary of all complaints and the lessons learnt was provided to the Customer Panel and the Board.

Welcome to our new Staff



In early 2024 we recruited two new members of Staff to join the team. Ciaran Mullin was appointed as Asset Manager. Ciaran has taken responsibility for delivery of our Planned Maintenance Programme as well as oversight of day to day repair issues and preparation of properties ready for re-letting. Ciaran is a qualified surveyor with experience specifying and managing maintenance contracts. This is a major milestone for Family Housing Association as it is the final outsourced service to be brought in-house.



Also joining the team is Sophie Edwards who joins as Administrative Assistant. Sophie provides administrative support to the whole team with a particular focus of providing administrative support to the Planned Maintenance Programme.

New Properties



During the first half of 2023, Family Housing Association postponed its development activities in the face of very high levels of inflation and a global cost of living crisis. During the second half of the year, a small development fund was made available and the opportunity was taken to purchase a one bedroom property on Price Street that adjoined one of our existing homes. This property has now been let at a Social Rent.

During the early part of 2024 negotiations to purchase 7 new homes in Tranmere have been progressing. The completion of the purchase of these homes is expected over the summer. They will be let at Social Rents, rather than the more expensive 'Affordable Rents' as Family Housing Association remains committed to our rents being genuinely affordable to those on low incomes.

Managing our Planned Maintenance Programme

After many years of working with the Paddock Johnson Partnership to deliver our Planned Maintenance Programme, in 2023 the Programme was delivered by RAND Associates. Whilst the 2023 Programme was delivered successfully, there was a growing feeling that the best solution would be to employ our own Asset Manager, who would be focussed on the needs of Family Housing Association and its tenants. In the spring of 2024, Ciaran Mullin was appointed as our Asset Manager and he immediately got to work carrying out surveys for the 2024 Programme.

Improving the Energy Efficiency of our Homes

Family Housing Association has set aside £170,000 each year to improve the energy efficiency of our properties. The target is to get all of our properties 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.

If you would like to know the energy efficiency rating of your home, please contact the office. If we don't have an up to date EPC certificate we will arrange for one to be prepared and then will discuss with you what improvements may be available.



Review of Performance 2023/24

Tenant Satisfaction Measures (TSM)

The Regulator of Social Housing has created a set of standard measures to allow the performance of Social Housing Landlords to be compared. Some of the measures are obtained by carrying out a survey of tenants where landlords are required to ask a specific set of questions in a specific order. The remainder of the measures are based on our file records.

Tenant Survey - Summary of Approach

Family Housing Association carried out a survey of all of its tenants during Autumn 2023. Tenants were initially contacted by e-mail then text message and requested to complete the survey on-line. Where we received no response, a paper survey form was sent out. We offered to complete the survey over the phone if this is what the tenant preferred. The aim was to ensure that everyone had the opportunity to take part. We achieved an excellent response rate of over 50.5%. Thank you to everyone who took part. Full details can be found on our website.

Analysis of those that responded showed that we had good representation of the general tenant population taking part in the survey, when considering age, housing type and disability. We also had 16.45% identifying as from minority communities which is representative of the local population.

Tenant Satisfaction Measure Results 2023-2024

	0	10	20	30	40	50	60	70	80	90	100
Overall Satisfaction											97.99%
Satisfaction with Repairs											98.24%
Time taken to complete most recent repair											96.45%
Home is well maintained											97.95%
Home is safe											97.98%
Landlord listens to tenant views and acts upon them											94.87%
Landlord keeps tenants informed about things that matter to them											93.43%
Agreement that the landlord treats tenants fairly and with respect											96.98%
Landlord's approach to handling complaints											78.95%
Landlord keeps communal areas clean and well maintained											93.65%
Landlord makes a positive contribution to neighbourhoods											85.88%
Landlord's approach to handling antisocial behaviour											92.31%
Homes that do not meet the Decent Homes Standard											0.00%
Repairs completed within target timescale											
Emergency repairs completed within target time											100.00%
Non-emergency repairs completed within target time											92.91%
Gas Safety Checks											100.00%
Fire Safety Checks											100.00%
Asbestos Safety Checks											100.00%
Water Safety Checks											N/A
Lift Safety Checks											N/A
Complaints relative to size of Landlord											
Stage 1 Complaints per 1000 homes											12.72
Stage 2 Complaints per 1000 homes											N/A
Stage 1 Complaints within timescales											100.00%
Stage 2 Complaint responses within timescales											N/A
Anti Social Behaviour relative to size of Landlord											
ASB cases per 1000 homes											33.07
ASB cases (hate incidents) per 1000 homes											2.54

Our Plans for 2024/2025

Garden Competition 2024

During this summer we will hold our next Garden Competition. Anyone can join in by sending a photo of their garden, yard, planter or window box. We will come and have a look at applicants before deciding which are the best. There will be prizes of £50 in Gardening Vouchers for Best Garden, Best Yard, Best Planter and Best Window Box. The deadline for sending your garden photos is 18th August 2024. Please e-mail your photo's to admin@familyha.org along with your name and address, or send your photos to us on Facebook Messenger.



Planned Maintenance 2024

During 2024 our Planned Maintenance Programme will focus on some of our Birkenhead Properties in Aberdeen Street, Argyle Street South, Beckwith Street, Brassey Street, Caroline Place, Cleveland Street, Dundonald Street, Elm Street, Henthorne Street, Laird Street, Leighton Road, Newling Street, Old Bidston Road, Parkfield Avenue, Prenton Dell Road, Price Street, Prince Edward Street, The Firs, Trinity Street, Westbourne Road and Wood Close.

The programme looks to replace kitchens over 20 years old, replace bathrooms over 30 years old, and to carry out other essential maintenance and external re-decoration.

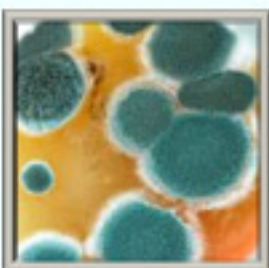
Ciaran Mullin, our Asset Manager, is managing the programme. The inspections are now complete and the contracts being drawn up. Once the tender process is complete we hope to start work towards the end of the summer.

Community Housing Associations North West (CHANW)

We are part of a group of small local Housing Associations known as CHANW, that work together to share good practice and collaborate on projects such as Legal Services and Policy Development. During 2024 we are contributing towards the cost of a shared Policy Officer with the aim of researching the latest good practice and developing robust policies and practices, for the benefit of our tenants and residents.

Mould and Damp

During 2023 we introduced a new Mould and Damp Policy that changed the way we deal with reports of Mould and Damp in our homes. When these issues are reported, we will carry out the necessary work to eradicate the problem and provide advice and support to tenants. Many mould and damp issues can be resolved through improved ventilation. We then remain in contact over the next 12 months to check that this issue has been resolved.



There are many companies who call door to door and by telephone, looking to exploit tenants, sometimes pretending to represent FHA or be one of our contractors. They are not interested in helping tenants resolve damp issues, their primary aim is to drag out the issue for as long as possible so that they can rack up huge legal costs. Fighting these claims places a huge burden on our Staff Team, diverting them from providing services to our tenants. Please contact us if you have a mould or damp problem and do not get caught out by disreputable claims management companies.

Neighbourhoods and Communities

Dealing with Anti-Social Behaviour (ASB)

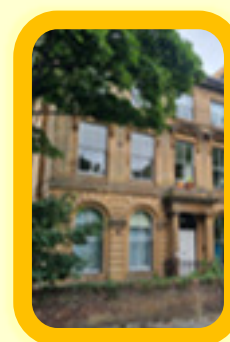
We will thoroughly investigate all reports of Anti-Social Behaviour, support victims and take proportionate action using the tools available to us, based on the evidence gathered.

Active Cases 22/23	Active Cases 23/24	Time Spent 22/23 Minutes	Time Spent 23/24 Minutes	Resolved 22/23	Resolved 23/24
24	31	4271	1866	24	16

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	
22/23	23/24	22/23	23/24	22/23	23/24
100.82%	100.92%	0.39%	0.90%	0.32%	0.25%

Rent Collection during the year has been challenging as our tenants have been under significant financial pressure due to the cost of living crisis, including exceptionally high utility costs. Despite this difficult environment we have been working closely with tenants to provide support and agree affordable repayment plans and only resorted to legal proceedings in a small number of cases. Rent loss has increased this year as we have carried out work to improve the energy efficiency of homes whilst they were empty, so minimising the disruption to tenants.

Universal Credit

Universal Credit continues to impact Family Housing Association's rent collection as unlike Housing Benefit, the housing element is normally 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.

Number of Tenants claiming Universal Credit	Percentage of arrears UC claimants
151	62%
Percentage of UC claimants with Direct Payment to FHA	Expected to move onto UC
27%	51





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	
22/23	23/24	22/23	23/24
28	24	17	23
Cost of Works		Low Demand Lettings	
£49,948		3	

Involving our Tenants in our Work

Our Customer Panel is a group of tenants that review our services and customer focussed policies and provide feedback to the Board. The Board itself typically has 2 Members who are also tenants. This makes sure that the interests of tenants is always reflected in our work. During 2024 we are looking to recruit a new tenant onto the Board following the retirement of Gaz Gaskell at the 2024 Annual General Meeting. Any tenant interested in joining the Board or Customer Panel should contact the office.

We are committed to the Together with Tenants Charter, an initiative developed by the National Housing Federation that helps Housing Associations work with tenants by focussing on Relationships, Communication, Voice / Influence, Quality and effective management of complaints. More information on Together with Tenants can be found on our website.

Number of Board Members		Tenants who are Board Members		Number of Customer Panel Members	
22/23	23/24	22/23	23/24	22/23	23/24
8	8	2	2	7	11

Paying your Rent

Rent Received	Rent Owed
£1,936,565	£86,990
Owed by Former Tenants	Rent Paid in Advance
£14,157	£33,653



About our Homes

Where do we own homes?

Birkenhead	242
Wallasey	80
Port Sunlight	64
Bromborough	8
Number of Homes	394



What type of homes do Family Housing Association Own?

Terraced Houses	202
Semi-Detached Houses	26
Bungalows	13
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 surplus money is re-invested into our homes or is used to acquire new housing stock.

Last year we were able to buy a one bedroom property in an area where we already own stock. The purchase was completed in October 2023 and the refurbishment work completed January 2024. This has now been let at a Social Rent. Seven new houses are due for completion in the summer of 2024.



Budget for New Homes 2023/2024

£256,000

Spent on New Homes 2023/2024

£79,886

Keeping you Safe in your Home

Gas Safety

Asbestos Safety

Homes with Valid Cert		Checks On Time		New Surveys		Homes Affected		
22/23	23/24	22/23	23/24	22/23	23/24	Low Risk	Medium Risk	High Risk
100%	100%	100%	100%	1	2	82	0	0

Electrical Safety

Radon Gas

Homes with Valid Cert		Tests Carried Out	
22/23	23/24	22/23	23/24
100%	100%	95	79

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 their own tank fed hot water system. We are converting these homes to combination boilers to improve water quality.

Number of conversions 2023/2024 **8**

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.



Smoke & Carbon Monoxide Alarms

In the event of a Fire, Smoke is the biggest danger, with most fatalities caused through smoke inhalation rather than burns. It is very important to regularly test your smoke alarms and to let us know if there are any problems. We will also check your smoke alarms as part of Gas and Electrical Testing.

Carbon Monoxide is a poisonous gas that you can't see, smell or taste. It can be given off if a gas appliance is faulty. We fit Carbon Monoxide detectors in all rooms containing a gas appliance (with the exception of gas cookers). We will test your Carbon Monoxide detector as part of gas & electrical testing, but you should also regularly test yourself and inform us of any issues.

Involvement and Empowerment

Family Housing Association has '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.

- ▶ **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 or online surveys.
- ▶ **Consult on major changes to Service Delivery.**
The most significant change to service delivery is the bringing in house of the maintenance functions through appointment of an Asset Manager. The Board and Customer Panel are involved in the establishment and monitoring of this project as it is implemented during 2024.
- ▶ **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: Bedroom Standard, Shareholding Membership Policy, Starter Tenancies Policy, Smoke & CO Alarm Policy, Harassment & Hate Crime Policy, Rechargeable Repairs Policy, Unacceptable Behaviour Policy, Neighbourhood Management Policy, Complaints Policy, Tenancy Involvement & Consultation Policy, Rent Arrears Policy and Compensation Policy.
- ▶ **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, website & social media.
- ▶ **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 (98.24% satisfied) and new tenants (100% very satisfied).
- ▶ **Offer a clear and straightforward complaints procedure.**
Our complaints procedure has been updated during the year. It now has only two stages, before being referred to the Housing Ombudsman. Complaints are reported to the Board and Customer Panel.
- ▶ **Provide a fair, equal service to all.**
We aim to offer a fair service to all our tenants, regardless of disability; gender reassignment; race including colour, nationality, ethnic or national origin; being pregnant or on maternity leave; being married or in a civil partnership; age; sex; sexual orientation; religion or 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 100% 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, 98.24% 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 90% repairs were found to be of a good standard and offered good value for money.
- ▶ **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. 81 properties were inspected as part of the 2023 programme. Last year the Association spent £776,432 on repairs and maintenance.
- ▶ **Improve properties through a Planned Maintenance Programme**
Roughly a fifth (20%) of our properties are inspected each year and have repairs or improvements carried out. Some of the 2022 programme was carried out in 2023 due to delays due to the pandemic, along with the bulk of the 2023 programme. The total spent in the year was £365,335.
- ▶ **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 463 gas safety checks last year and 79 electrical tests.
- ▶ **Ensure communal services are carried out to a good standard.**
Communal areas are inspected every month.
- ▶ **Carry out adaptations to assist residents with disabilities.**
Family Housing Association spent £6,027 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. 72% of our new tenancies last year 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, social media message or through the website. As a result of reports of ASB, we took 272 ASB actions in the year, such as making telephone calls, sending letters, carrying out interviews or compiling witness statements.
- ▶ **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 16 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 inspect communal areas every month. 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 were abandoned during the year.
- ▶ **We will rapidly remove syringes or other drug related equipment within 24 hours.**
There have been no reports of abandoned drug related items 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

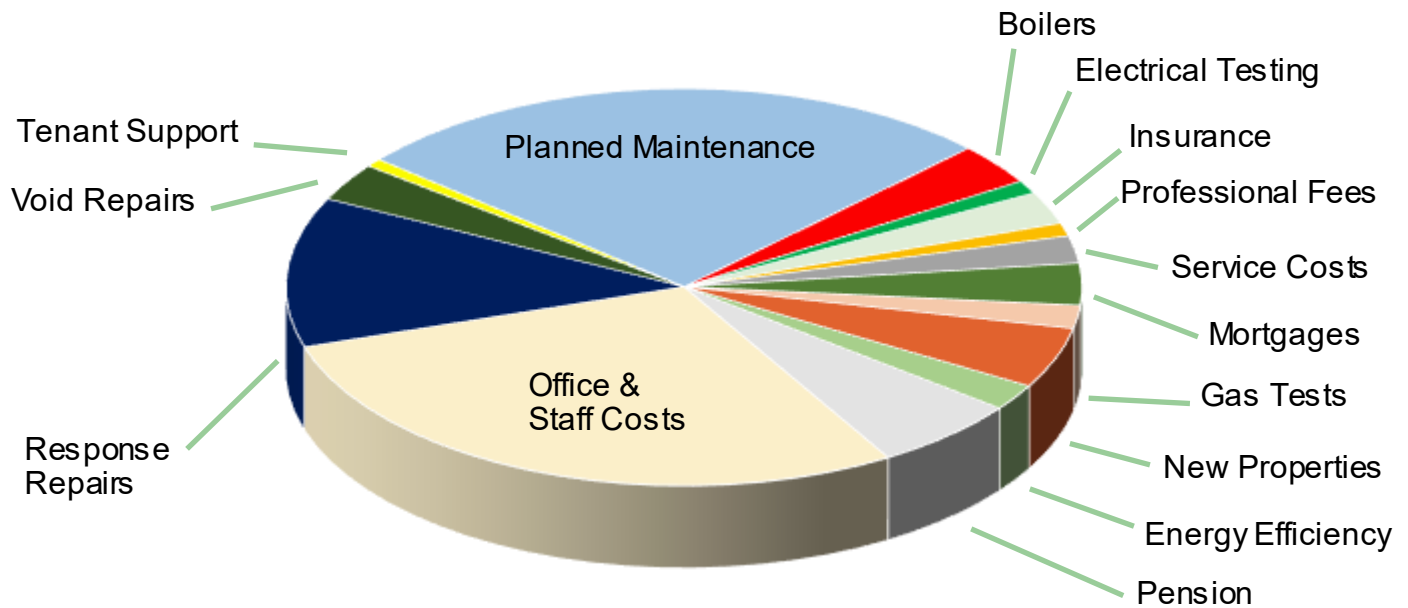
These Service Standards are designed to ensure we achieve good value for money whilst supporting the local economy.

- ▶ **Provide a high quality responsive repairs service that offers good value for money.**
We review a sample of repairs for quality and value. All were found to offer value for money. In the tenant satisfaction survey carried out towards the end of 2023, 98.24% of tenants were satisfied with our repairs service and 97.95% felt that their home was well maintained.
- ▶ **Response repairs to achieve high standards of Customer Satisfaction.**
Customer Satisfaction Questionnaires were sent out with every repair and 370 were returned. Overall 98.35% of repairs were carried out to the tenants' satisfaction.
- ▶ **Support the local economy through our repairs service and planned maintenance.**
Over the last year, 56.2% of repairs expenditure was carried out by Wirral based contractors with 86.8% based in the North West. The successful tenders for our 2023 Planned Maintenance Programme were Liverpool based, resulting in a lower percentage than in previous years.



- ▶ **Planned Maintenance to provide good value for money.**
The Planned Maintenance programme last year went out to tender using a Schedule of Rates for the first time. The general repairs contract was split between JJ Kelly and NTC. Novus Property Solutions were the successful tender for the painting contract. The tendering exercise ensured we achieved the best possible value for money whilst ensuring the works could be delivered in a reasonable timescale.
- ▶ **Purchase goods and services to achieve best value for money whilst supporting local economy.**
During the last year, 21% of goods and services were purchased from suppliers in Wirral. 75.4% were purchased from the North West as a whole. For many of our core suppliers, national companies provide the best value for money and Wirral based alternatives are not available. We do try to support local suppliers wherever possible.
- ▶ **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 2023/2024



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 (Chair - Resigned June 24)
Stephen Morris (Vice Chair - Elected Chair June 24)
Peter Carter
Allen Gaskell
Joy Hughes
Gerard Donnelly
Andrew Davies (Co-opted Oct 23 - Elected V.Chair June 24)
Glen Hamilton (Co-opted Aug 23 - Appointed June 24)

Staff Members

Neil Moffatt (Chief Executive)
Mark French (Operations Director & Deputy Chief Executive)
Lisa Milns (Finance Director)
Chris Sorrentino-Ryan (Operations Manager)
Ciaran Mullin (Asset Manager)
Pam Fewtrell (Housing Administration Officer)
Jayne Escoffery (Housing Officer)
Helen Stonley (Receptionist / Administrative Assistant)
Sophie Edwards (Administrative Assistant)



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 2020 Code of Governance