



Close-up on **our** performance

The Housing Corporation collects information on the performance of all Housing Associations every year and we use these results to monitor the services we provide. Further details on the performance of Family and all other Housing Associations can be found on

the Housing Corporation's website www.housingcorp.gov.uk.

This report will look at the performance figures for the last financial year **April 1st 2007 to March 31st 2008** covering:

- Rents
- Lettings
- Repairs
- Complaints
- Who we housed in the last year
- What kind of housing we have

Rent

The average rent Family charges is £64.48 per week which is amongst the lowest in the West Midlands. The average rent charged by Housing Associations in the West Midlands is £64.05.

Average weekly rents charged by Family

	2008
Bedsits	£49.78
1 bedroom property	£59.90
2 bedroom property	£60.72
3 bedroom property	£65.29
4+ bedroom property	£73.66

97.3% of all rent due was collected. Rent arrears 7.2%. Rent losses 1.2%

Rents are a main source of income for Family. The services we provide depend upon how well we do in collecting all the rent due to us.



Repairs

Family carried out 7132 repairs between 1st April 2007 and 31st March 2008 and 97.2% were satisfied overall with our repairs service.

When you report a repair, it is placed in one of three main categories in order of priority. This determines the number of days in which the repair should be completed.

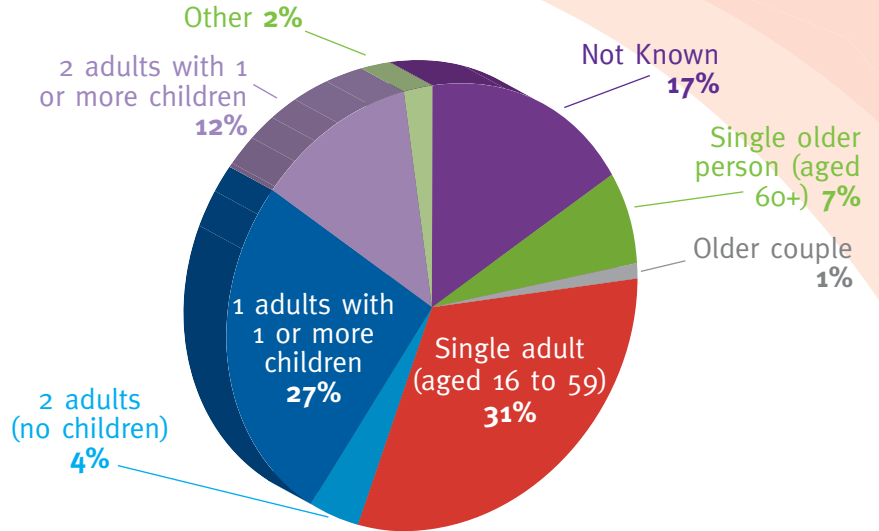
Family repairs % on target 1st April 2007 to 31st March 2008

Category	2007/2008	Target
Emergency 24hrs	100.0%	100%
Urgent 7 days	96.1%	96%
Routine 31 days	88.0%	95%





Family general needs housing at March 2008



Lettings

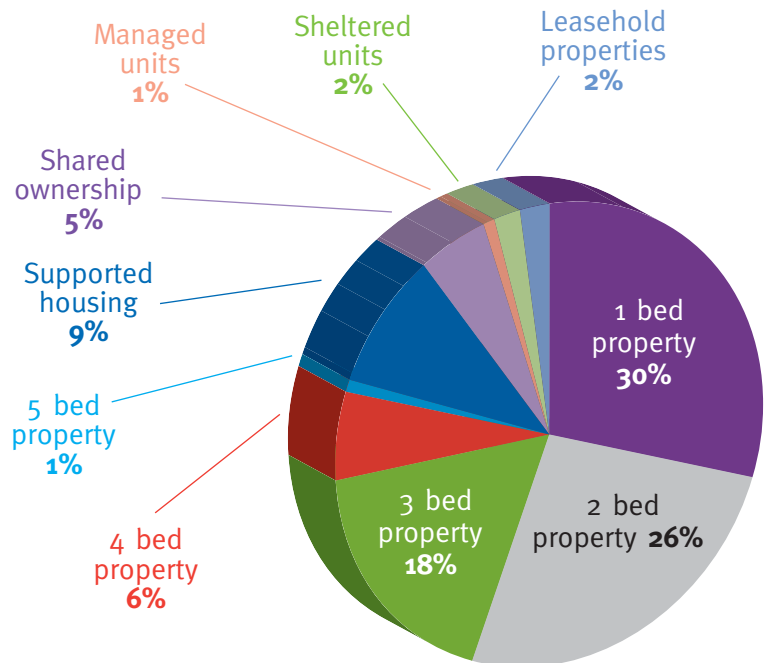
Family let 154 general needs properties during 2007/2008, putting our total of general needs housing at 1911. Only 1% of our stock was empty at the end of March 31st 2008. We re-let vacated homes in 15 days

Family operates in areas with significant Black and Minority Ethnic (BME) communities, 62% of all lettings made during 2007/08 were made to BME households.

Ethnic origin of people housed at March 2008	%
White British	28%
White Irish	6%
White Other	1%
Mixed: White & Black Caribbean	3%
Mixed: White & Black African	3%
Mixed: White & Asian	1%
Mixed: Other	2%
Asian/Asian British: Indian	5%
Asian/Asian British: Pakistani	1%
Asian/Asian British: Bangladeshi	1%
Asian/Asian British: Other	1%
Black/Black British: Caribbean	14%
Black/Black British: African	6%
Black/Black British: Other	2%
Chinese/Other	1%
Other	1%
Not known	24%

Our housing stock

Family now owns or manages 2142 houses or other types of accommodation.



Complaints

Family aims to provide a first class service and to ensure we do this we monitor all our compliments and complaints. This enables us to keep a check on our complaints more effectively and help us to improve our

services. If you feel we have fallen below the standards you expect you should follow our complaints procedure.

For the year 2007/08, we received 139 formal complaints and 133 of these complaints were dealt with by the first line of service, 5 by heads of service

and 1 was dealt with by a Director. No complaints were referred to the Appeals Panel or the Housing Ombudsman.

Full details are available from our Customer Services Team on 0121 766 1100.