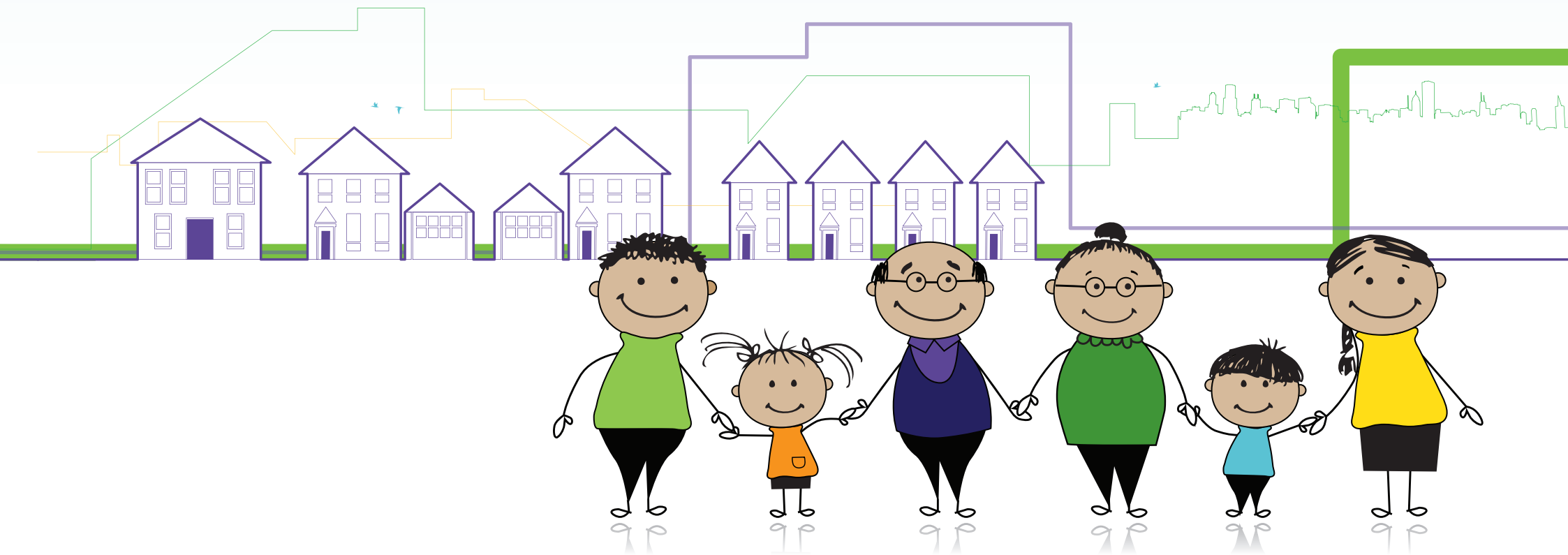


we are family

tenants' annual report 2011



living with Family

Our average weekly rent of £69.24 is still one of the lowest in the West Midlands. Over the last year the amount of money owed due to unpaid rent reduced by £50,000.

Meanwhile our debt advice service provided an additional £300,000 worth of benefits for tenants.

We saved almost £400,000 last year by reducing costs on new developments and switching our gas, electric and telephone suppliers.

Plus, we built 32 new properties, providing 2, 3 and 4-bedroom family homes and it takes us on average 21 days to re-let our empty properties.



“Welcome to Family’s annual report produced by tenants for tenants! Hope you like it. Check out Family’s performance, their future plans and what this means to you.”

David Willis, Family resident, Chair of One Voice, service group member, Resident Service Inspector

Looking ahead...

We will:

- Continue to provide specialist debt advice
- Review the standard of homes when they are let
- Continue to buy and develop new homes
- Continue to review contracts and suppliers to ensure we provide good value-for-money.



getting it right together

Our Customer 1st resident involvement scheme gives you the opportunity to have your say about the services we provide.

More than 250 residents have expressed an interest to get involved and 160 have attended a Customer 1st activity. Our day trips to West Midlands Safari Park and Drayton Manor Theme Park have also proved popular.

Customer satisfaction continues to rise with more than three-quarters of you telling us that you are happy that your views are taken into account - this puts us top of the leader board compared to other social landlords.

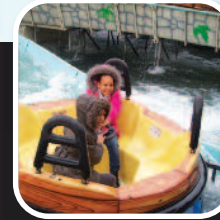
We received 125 compliments and 219 complaints last year, more than half relating to the repairs service. We listened to your comments and changed our way of working as a result.

We are also continuing with our Getting to Know You project to provide services that meet your particular needs and preferences.

Looking ahead... >

We will:

- > Continue to offer family days out
- > Offer more tailored services to meet your needs
- > Reduce the number of complaints received.



your voice



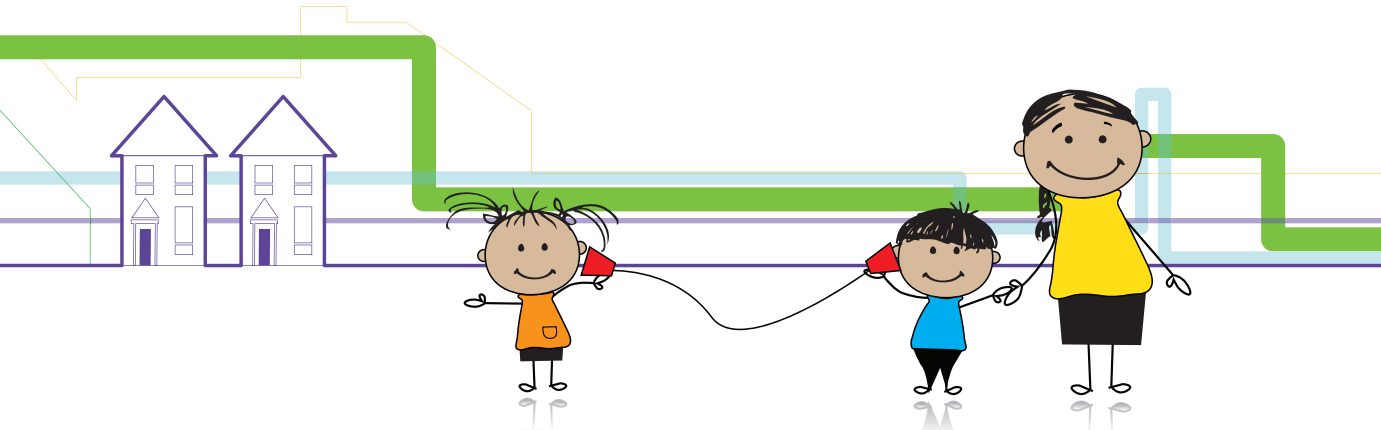
“Resident involvement at Family is really good fun. It has also taught me about how organisations are run which I’ve enjoyed.

I attend meetings quite regularly and I get involved in lots of things including producing this report so it’s really interesting.

Also Family does listen to what we have to say and they have changed things as a result, so it’s definitely worth it.

In January Family won an award from the Tenant Services Authority for its resident involvement programme, so come along and give it a try!”

**Laverne Major, Family resident,
One Voice member, service group member**



about your home

We know that repairs is one of our most important services. Our repairs performance below shows how well we did last year, compared to the year before.

Complete 100% of emergency repairs within 24 hours



Complete 99% of urgent repairs within 7 days



Complete 98% of routine repairs within 31 days



Carry out 100% of annual gas safety checks and service



Recent changes to improve our repairs service include:

- Appointment cards and text reminders to cut down on missed appointments
- Provision of local repair teams to give a more personal and efficient service.

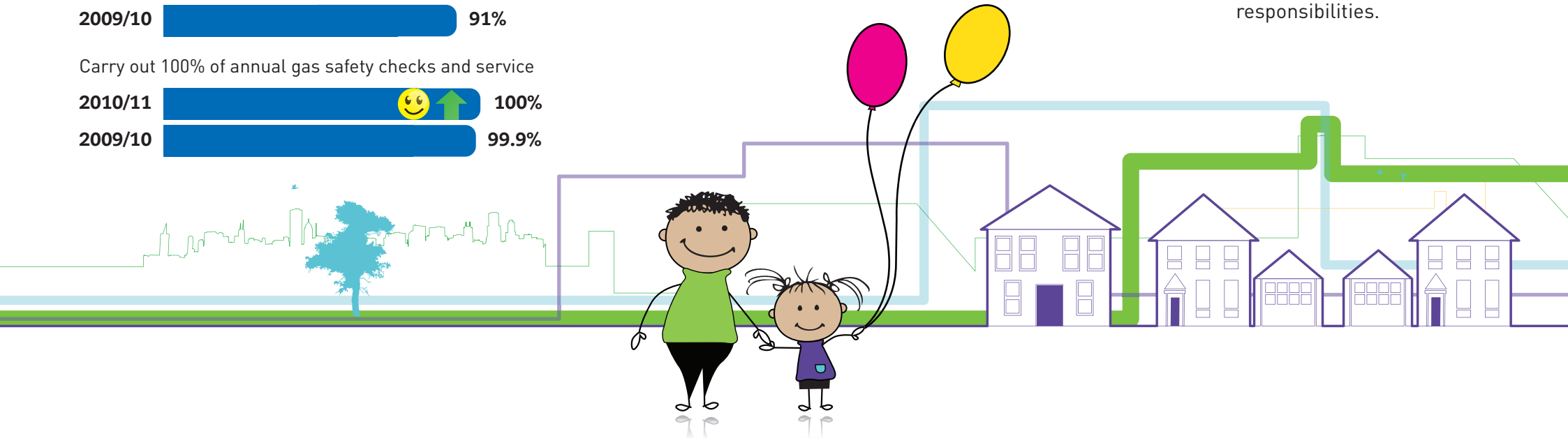
Customer satisfaction with repairs and maintenance has increased from 63% to 73% and three-quarters of you are happy with the time taken for your repair to be completed.



Looking ahead...

We will:

- Achieve high performance for all repairs services
- Provide a subsidised handy person service to carry out repairs which fall outside Family's normal responsibilities.



where you live

A high number of you, 88%, say you are happy with the area where you live. Last year we received 77 reports of anti-social behaviour.

Working closely with other organisations we have helped to deliver a number of projects across the city, including:

- More than 318 home visits by our Green Doctor Home Energy Advisor
- 17 Family properties fitted with solar panels
- 134 Birmingham residents supported on our training and employment programmes
- 35 work placements provided within our workforce.

Looking ahead...

We will:

- Continue with estate inspections to ensure the area where you live is clean, well maintained and meets our Decent Estates Standard
- Continue to invest in the communities where you live to improve the health, wealth and happiness of all residents.



your voice



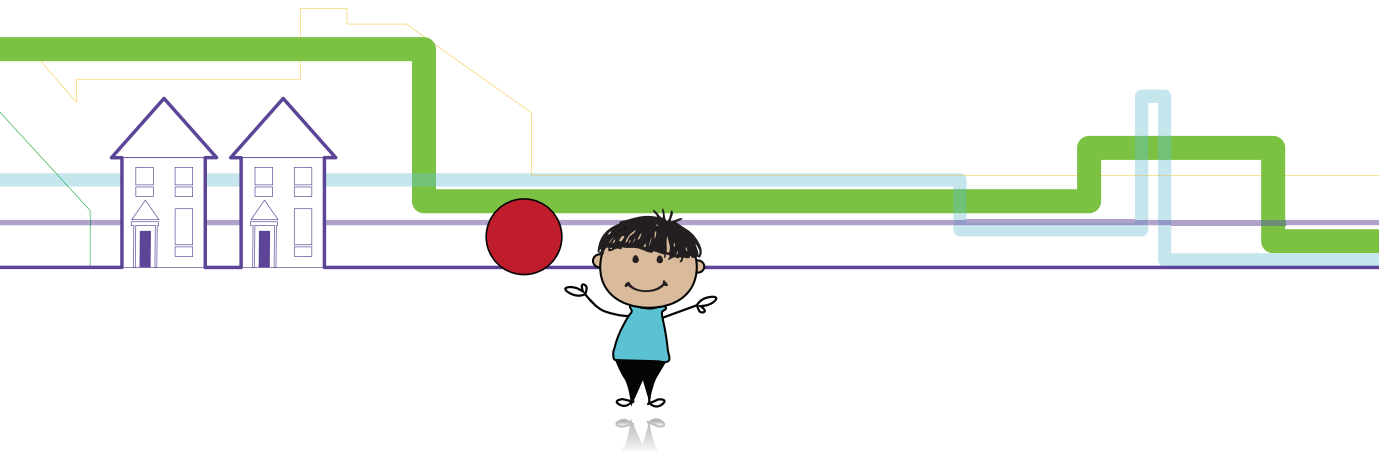
"I first got involved at Family 3 years ago by joining the Improving Repairs Service Group.

Since then I've got more and more involved and I am now a Resident Service Inspector and a tenant Board member.

I've also taken part in Family's eco projects by having a smart meter fitted and a visit from the 'Green Doctor' Home Energy Advisor, which has helped to cut down on my household bills.

Want to know more? Come along to our next coffee morning and find out how you can be a part of Family."

Jean Allison, Family resident, Board member, One Voice member, service group member, Resident Service Inspector



properly managed

This year several new faces joined our Board of Management. We have 12 members and 3 co-optees on the Board, including 4 tenants.

Our Board has a wide range of experience and skills, ensuring we are well managed and financially secure.

Looking ahead...

We will:

- Provide training to involved residents, staff and Board members to ensure they have the skills and knowledge to make the right decisions.



“It’s been great to see new people and more residents join the Board. I’ve been a tenant Board member since 2005 and it’s so important for Family to hear our views.”

Ernon Campbell, Family resident, Board member, One Voice member, service group member

Our local offer, which was developed in consultation with residents, was introduced in April this year. It measures performance in 3 key areas.

getting it right together



Respond to mail within 5 working days



Answer 80% of calls within 30 seconds



Return urgent telephone calls within 1 working day



Return non-urgent telephone calls within 3 working days



Respond to complaints within 10 working days



your home



Attend to emergency repairs within 24 hours



Complete urgent repairs within 7 calendar days



Complete routine repairs within 31 calendar days



Carry out an annual gas safety check and service



Acknowledge adaptation requests within 3 working days



Notify you within 7 days of an adaptation decision



where you live



Visit new tenants within 20 working days



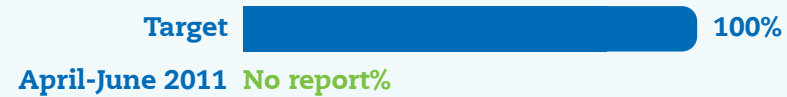
Visit within 10 working days for transfer request



Advise transfer request decisions within 10 working days of visit



Visit within 1 working day for a serious anti-social behaviour complaint



Contact within 5 working days for non-serious anti-social behaviour complaints



This document is available in another language upon request.
Telephone: 0121 766 1100

Bengali

এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

ئیتێر داوا بکەنگۆ ئێت ئێکە جەرت دەتێ دەم زەمان ی دی کەم بە ئێن ام هێل گەم بە ئێه

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔



How to contact us



Telephone:

0121 766 1100
8am-8pm Monday
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8am-1pm Saturday

Emergency out-of-office hours:
0121 766 1100 (transfer to our
out-of-hours service)



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Family Housing'



Twitter:

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