

ANNUAL REPORT 2006/2007

MESSAGE FROM THE CHIEF EXECUTIVE

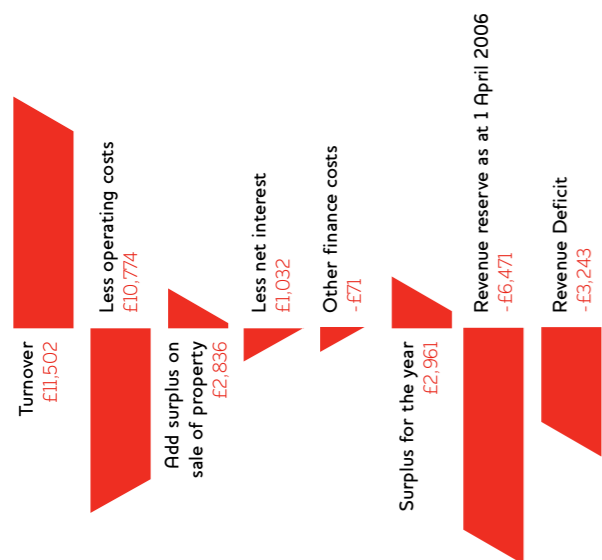
This past year has been very exciting for both staff and tenants of SLH. Our services have dramatically improved and we are now the fastest improving association in the UK- but praise alone does not make SLH successful.

Several new initiatives have established South Liverpool Housing as the best UK social landlord of the year. We completed our roofing programme and brought 91% of our properties up to the Government's Decent Homes standard. Our Community Safety Team pioneered a mediation service and a new partnership with the Benefits Advice Team has increased the incomes of many of our tenants. Church Fields, Garston, will shortly see tenants moving into new homes. The Supported Housing team continue their support to vulnerable and elderly residents and have been "A" rated in their latest inspection and recognised nationally.

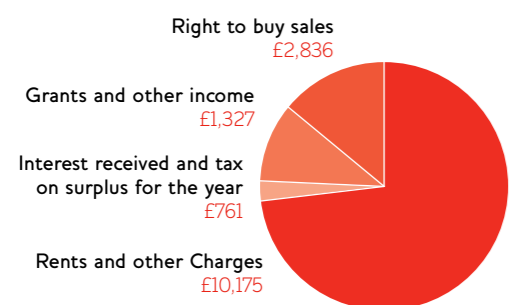
Finally, can I personally thank you for your continued support. Over the next year I would like to see tenants playing a bigger role in influencing the services that we provide and this will enable us to transform Speke & Garston, so together we can be even more proud of improvements we have brought.

Julie Fadden

Income and Expenditure Account for the year ended 31 March 2007 £000's



SLH Group Income £000's Total Income £15,099



Balance Sheet as at 31 March 2007 £000's

What we own

Cost of our investment in houses	£46,461
Less Grants	-£29,895
Net cost of our investments in offices, computers etc	£282
Cash we have and money we are owed, less bills not paid	£6,567
Net cost of our investments in offices, computers	£23,415

How we fund it

Long term creditors	£24,935
Net Pension Liability	£1,723
General deficit	-£3,243
Total funding of Net Wealth	£23,415

Rent Arrears as at 31 March 2007 £000's

Rents due from 1 April 2006 to 31 March 2007	£10,308
Decrease in current arrears during the year	£91

Amount Collected

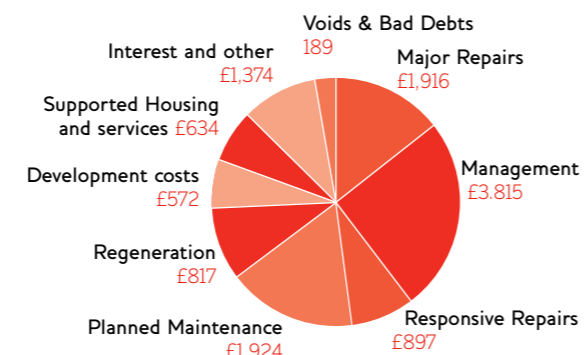
£10,577

Complaints Procedure

Total complaints received this year	109
Ombudsman cases received	1
Stage One (Investigation Stage) complaints received	106
Stage Two (Review Stage) complaints received	1
Stage Three (Appeal stage) complaints received	1

In 2006/07 we received 109 complaints. We responded to 92.4% of these within the target of 5 working days.

SLH Group Expenditure £000's Total Expenditure £12,138



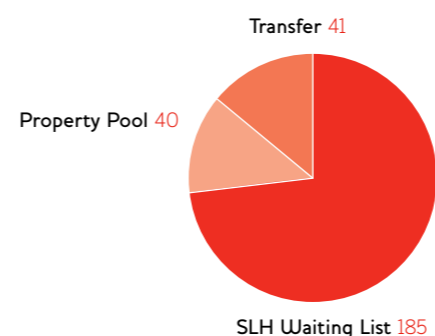
Properties as at 31 March 2007

	stock numbers
Bedsit	2
1 Bedroom	421
2 Bedroom	812
3 Bedroom	2,053
4+ Bedroom	125
Market Rented	3
Total	3,416

Lettings by household type

	2006/2007
Single Elderly	7 (2.6%)
Single Adults	132 (49.7%)
Two Adults	12 (4.5%)
1 Adult & children	87 (32.7%)
2 Adult & children	28 (10.5%)

Where our tenants come from



Average Weekly Rent 2006/2007

	SLH Group	KHT	Cobalt	Berrybridge
Bedsit	£43.50			
1 Bedroom	£48.06	£51.64	£47.55	£41.87
2 Bedroom	£54.41	£57.50	£53.88	£49.98
3 Bedroom	£55.31	£59.24	£53.04	£52.23
4+ Bedroom	£62.78	£60.13	£63.44	£50.92
Market Rented	£94.62			

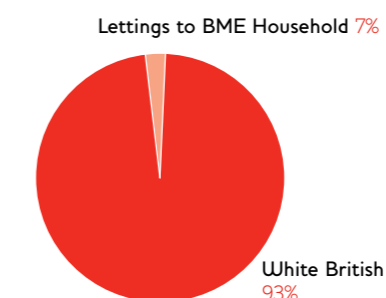
Repairs

	SLH Group	KHT	Cobalt	Berrybridge
Number of routine repairs	7,712	23,357	8,662	5,536
Target Calendar Days	21	28	10	21
Repairs completed on Target	91.3%	97.3%	90.0%	94.7%

Tenant Satisfaction

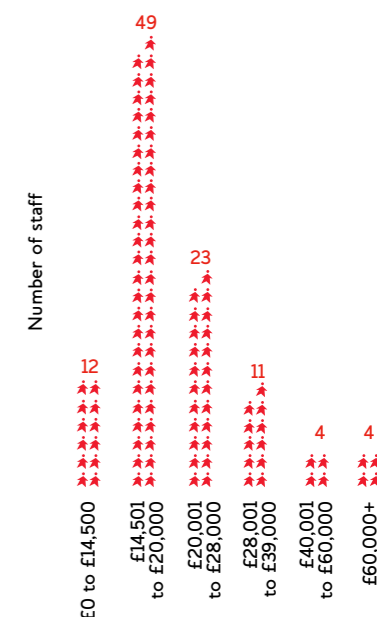
	SLH Group	KHT	Cobalt	Berrybridge
Satisfaction with overall service	89.3%	73.0%	85.1%	77.9%

Lettings by ethnic origin



Staff Salaries

Total Staff: 103
No. who live in Speke and Garston: 34



Empty Properties as at 31 March 2007

	SLH Group	KHT	Cobalt	Berrybridge
Total empty properties	42 (1.23%)			
Undergoing improvement or repair	17 (0.5%)	0.8	0.9%	0.8%
Vacant and unavailable to let	25 (0.7%)	3.4%	0.1%	4.6%

Period Vacant prior to Letting as at 31 March 2007

Number of weeks vacant	up to 1	2 to 3	4 to 5	6 to 9	10 to 29	30 to 39	over 40
Number of properties	3	5	6	6	8	2	12

CUSTOMER SATISFACTION

WE HAVE LISTENED

In February this year 850 tenants of SLH took part in a survey with BMG Research on the housing and the levels of service we provide. This was done to ensure that your needs are catered for now and in the future.

Here are the results from some of the key questions we asked as part of the survey. The figures are compared to the results found in SLH's 2005 survey and where possible national average data publicised by the Housing Corporation.

Satisfaction with:	2007 %	2005 %	National Average %
Area as a place to live	83	88	78
Overall repairs	71	85	67
Accommodation	86	92	85
Overall satisfaction	76	89	79
Keeping you informed	84	83	79
Opportunities for participation	51	57	62
Value for Money	71	90	*
Black, minority, ethnic overall satisfaction	75	79	*

*National Average data is not available

The local issues most commonly described as serious problems impacting on the local neighbourhood were:

- lack of facilities for children and young people
- children and young people causing a nuisance
- vandalism

OUR MISSION

SLH's mission is to 'Make South Liverpool a better place to live and work'. Feedback from tenants is that we are making a difference and that over the last 12 months you have noticed improvements in the following areas:

	2005		Satisfaction with:	2007
	48%	⇒	the way the housing is managed	56%
	52%	⇒	the way the area feels	57%
	53%	⇒	the way the area looks	62%
	45%	⇒	reputation of the area	53%

Where do we go from here?

The Customer Satisfaction Survey provides SLH with lots of information on where you think we can improve our services. Some of your priorities this year are tackling anti-social behaviour and the quality of repairs. SLH's staff will look at the survey in detail and produce an action plan to build on areas where we are doing well and to improve in the areas where you are not happy with the quality of the service.

Community Focus Groups will help finalise the action plan and check that the actions are being moved forward.

Keep having your say

To make a difference in South Liverpool we need your help making decisions. SLH has a range of ways that you can get involved:

- The Neighbourhood Panel
- Tenant Participation Working Group
- SLH 100+
- The Junior Board for young people age 12-24
- Tenant Auditors
- Surveys and questionnaires

If you want to get involved in any of the ways above or have new ideas to get people involved please contact our Neighbourhood Regeneration team on 0151 285 5664 or 0151 285 5604.