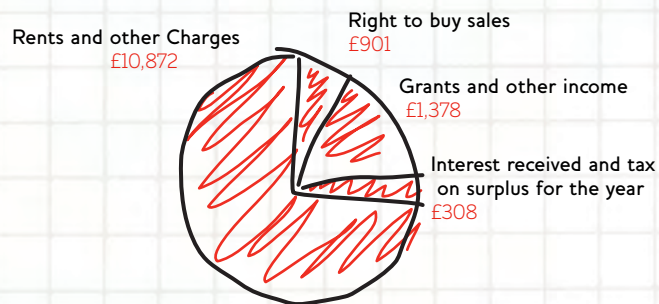
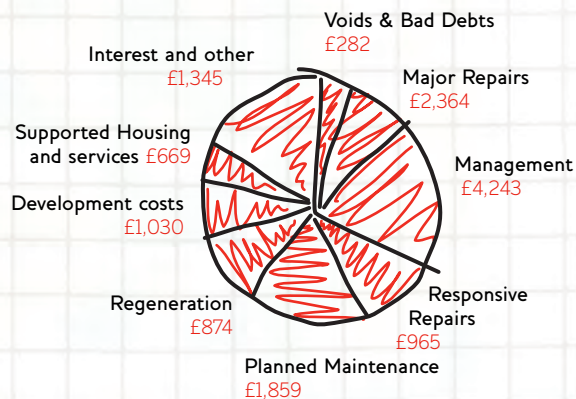


Looking **forward** to another fantastic year

SLH Group Income £000's Total Income £13,459



SLH Group Expenditure £000's Total Expenditure £13,631



Balance Sheet as at 31 March 2008 £000's What we own

Cost of our investment in houses	£48,181
Less Grants	-£29,521
Net cost of our investments in offices, computers etc	£352
Cash we have and money we are owed, less bills not paid	£3,713
Net wealth	£22,725

How we fund it

Long term creditors	£24,386
Net Pension Liability	£2,018
General deficit	£3,679
Total funding of Net Wealth	£22,725

Rent Arrears as at 31 March 2008 £000's

Rents due from 1 April 2007 to 31 March 2008	£10,872
Decrease in current arrears during the year	£193

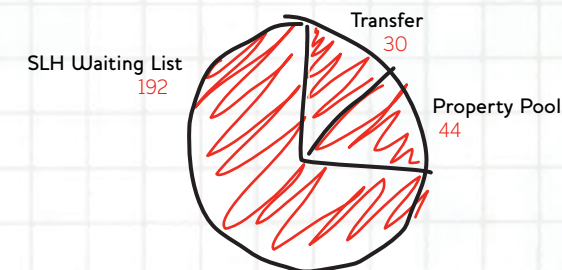
Amount Collected **£11,065**

Complaints Procedure

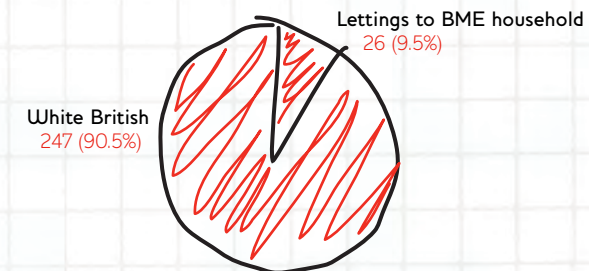
Total number of complaints received this year	134
Ombudsman cases received	0
Stage One (Investigation Stage) complaints received	111
Stage Two (Review Stage) complaints received	21
Stage Three (Appeal stage) complaints received	2

In 2007/08 we received 134 complaints. We responded to 95.5% of these within the target of 5 working days.







Where our tenants come from



Lettings by ethnic origin



Properties as at 31 March 2008

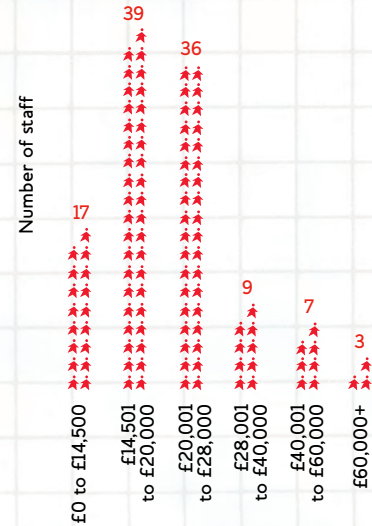
	stock numbers
 Bedsit	2
 1 Bedroom	418
 2 Bedroom	808
 3 Bedroom	2,030
 4+ Bedroom	125
 Market Rented	3
Total stock	3,386

Average Weekly Rent 2007/2008






	SLH Group	KHT	Cobalt	Berrybridge
 Bedsit	£48.63	n/a	n/a	£48.06
 1 Bedroom	£48.88	£55.16	£52.80	£49.78
 2 Bedroom	£60.31	£60.32	£60.32	£58.81
 3 Bedroom	£63.20	£62.29	£60.62	£59.23
 4+ Bedroom	£70.81	£63.37	£70.80	£65.84
 Market Rented	£	n/a	n/a	n/a

Staff Salaries

Total staff (including board members) 111
No. who live in Speke and Garston 46



Letting by household type

	2007/2008
 Single Elderly	11 (4%)
 Single Adult	78 (29%)
 Two Adult	17 (6%)
 1 Adult & children	132 (50%)
 2 Adult & children	28 (11%)

Repairs

Category of Repair	Emergency	Urgent	Routine
Number of repairs carried out	1,315	2,161	7,146
Target calendar days	1	7	18
Repairs completed within target time	95.7%	92.7%	94.3%

Tenant Satisfaction

	SLH Group	KHT	Cobalt	Berrybridge
Satisfaction with overall service	76.0%	81.6%	85.1%	84.0%

Empty Properties as at 31 March 2008

	SLH Group	KHT	Cobalt	Berrybridge
Total empty properties	68 (2.0%)	2.6%	0.7%	4.2%
Undergoing improvement or repair	46 (1.4%)	2.2%	0.3%	3.3%
Vacant and unavailable to let	22 (0.6%)	0.4%	0.4%	0.9%

Period of weeks vacant prior to Letting as at 31 March 2008

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	7	9	6	2	2	0	1