



annual report summary

07



David Teale
Chair of the Board

welcome

from David Teale

Welcome to our first annual report. This lets you know how Parkway Green has been doing since it was set up in October 2006. You will see that the heart of our report is about the services that we provide to you, our tenants, and about delivering the promises that we made before the Parkway Green transfer.

I hope that you have been able to experience the difference that Parkway Green has made in West Wythenshawe, with the improvement

programme currently underway and through the partnership working to support the wider regeneration of our area.

It's been an exciting time so far and I would like to thank tenants, residents, board members and Parkway Green staff for all their commitment to providing high quality, accessible services. I know there is a real sense of excitement and eagerness to see this continue into the future.

ready for the future

Parkway Green is committed to being a community business at the heart of the regeneration of West Wythenshawe, and to developing homes for the future that we can be proud of today.

As a community business at the heart of West Wythenshawe's regeneration we're working with tenants and others, developing homes for the future that we can be proud of today.

Generations have grown up secure and happy enjoying these green spaces, we want children growing up

here today to share that. A decent home, education, a sense of safety and a job of work are what people want, and Parkway Green has a role to play.

We look forward to sharing a bright and exciting future as part of the great world class city of Manchester.



"I am pleased that Parkway Green is committed to being a community business and that it strives to be world-class but keeps local people at its heart."

Cllr Sue Cooley, Board Member.



delivering our promises



Property and environmental improvements are underway on all our estates, helping to build the foundations for a Parkway Green legacy for years to come.

Improvements are underway on all our estates – the foundations of a long-lasting Parkway Green legacy.

We hit the ground running – starting two window and door replacement schemes and two full internal refurbishment schemes in record time – with environmental improvements following just two weeks later.

Our well-planned improvements meant that by 31 March 2007 we'd completed 500+ improvements, having spent £4.01million – half a million more than the target. Tenants have details of exactly what they can expect and when. This is updated regularly at www.parkwaygreen.co.uk



putting tenants at the heart of our services

Giving tenants and residents more opportunities for getting involved in all aspects of our work ensures that their views and thoughts help shape everything we do.

A dedicated officer supports our nine tenant and resident associations (TRAs) and gives advice, support and training in setting up new groups.

The many other ways tenants can be involved in decision making include:

Board membership – five of the 15 board members are tenants.

Tenants and residents committee – leaseholder and one rep from each TRA join the tenant board members.

Leaseholder group – six-strong group produces handbook and twice-yearly newsletter.

Quarterly newsletter – residents sit on editorial panel and proof read.

Environmental improvements groups – residents can shape £9m outdoor budget.

Improvement sub-committee – oversees home improvements and changes specifications to improve satisfaction.

Grounds maintenance group – residents and staff meet contractors bi-monthly to monitor performance.

Estate walkabouts – residents join senior managers and TRA reps.

Crime & disorder sub-committee – residents meet police and our nuisance team every three months on antisocial behaviour.

'Snap' surveys – residents give feedback on specific issues.

GM Procure liaison group – includes two residents, monitors levels quarterly.



"My job keeps me in touch with tenants every day. It's great to work in an environment where I can respond to needs and feel like I'm making a real difference to our residents' quality of life."

Afolabi Williams Shoniran, Caretaker.



annual performance



We are constantly measuring and monitoring our performance to ensure that by continual improvement we reach standards comparable with the best performing not-for-profit landlords in the country.

We measure, monitor and improve performance to keep us up there with the best performing not-for-profit landlords.

As a new business we must measure not just service quality and customer satisfaction, but also value for money.

Managers and the Board monitor monthly performance against targets and we're tested against the top-scoring 25% of similar organisations nationally to find where we should improve.

By March 31, 2007 we'd spent £4.014 million on improvements with customer satisfaction at over 96% for improvement work and 94% for responsive repairs.

At the end of March we had 28 empty homes – two of these were ready to let, and 26 were waiting for work to get them ready to let.

There were nine homes sold under the Right to Buy scheme in the year.

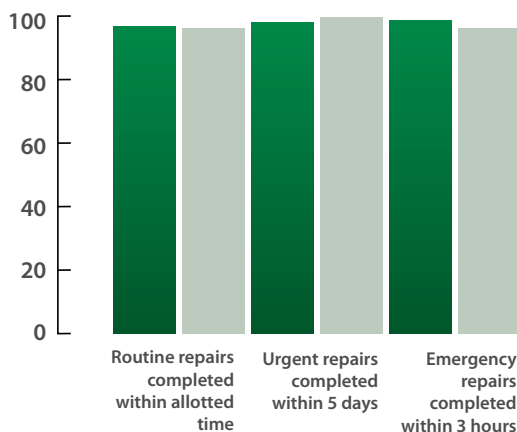
17.1% of homes were let to black or ethnic minority applicants.

charts and graphs

showing our first-year targets and performance

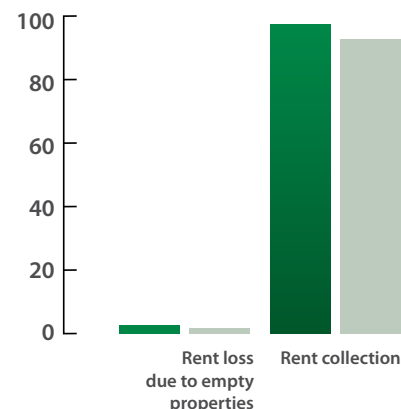
Where we've missed the targets, we're creating and implementing suitable service improvements.

repairs



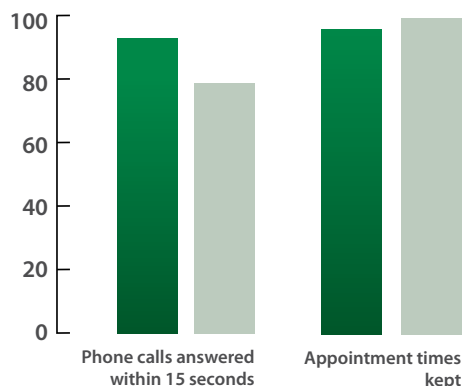
■ Target
■ Performance 2006/07

property management



■ Target
■ Performance 2006/07

customer care



■ Target
■ Performance 2006/07

Investment Programme Spending to March 31 2007 £4.014 million

average rent

	£
1 bedroom	50.13
2 bedroom	57.57
3 bedroom	64.37
4 bedroom	71.11

occupancy rates

	Number of properties	Performance
Vacant - ready to let	2	0.1%
Vacant - not ready to let	26	0.4%
Occupied	5823	99.5%



accounts



Our first year has seen a turnover of £10,335,000 as we took over management of nearly 6,000 homes and began an ambitious five-year £93million improvement programme. The deficit for the year of £1,318,000 was better than budget expectations.

Spending in 2006 to 2007 – £12.5m

For the year ended March 31 2007

