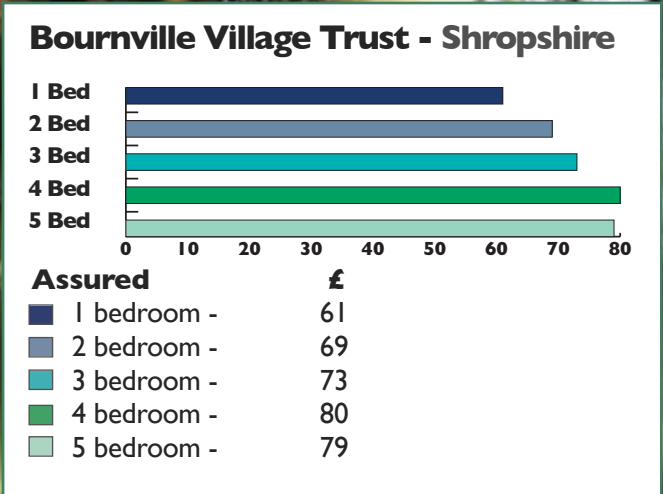
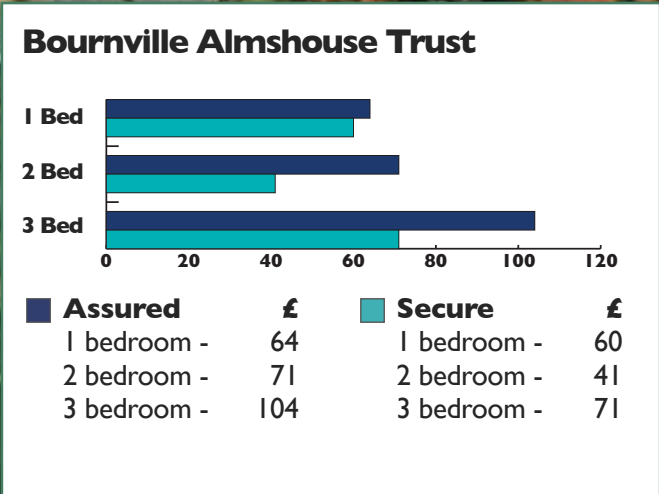
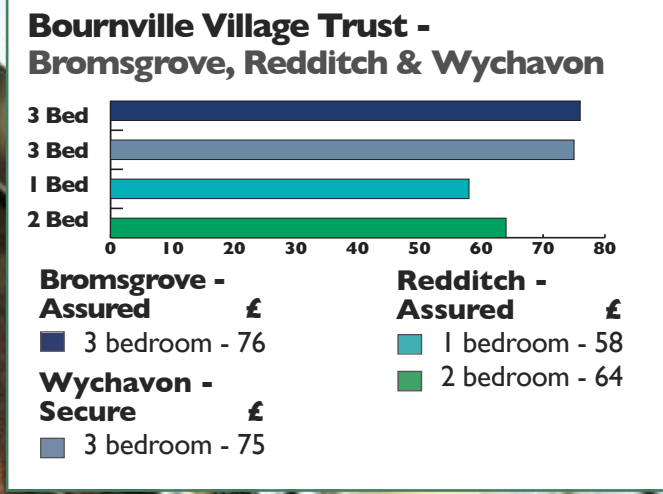
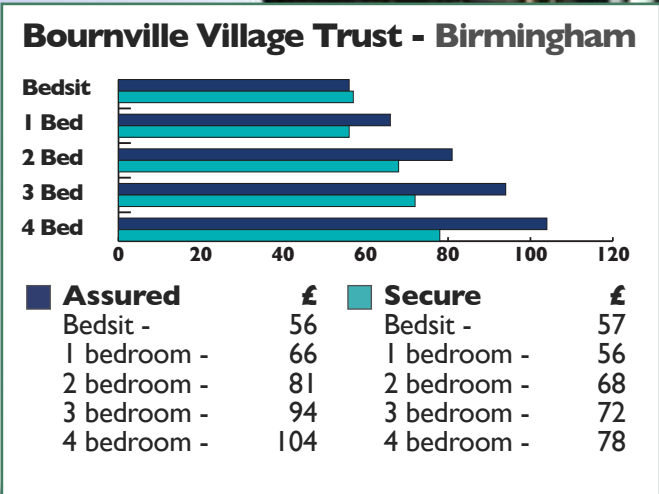


Performance Review

Average weekly rents as at 31 December 2008
 Figures exclude any service charges. Averages are based on all tenanted properties at that time.



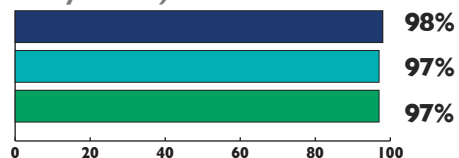
Our repair services

Our repair service delivered high levels of performance against very demanding standards, with very high completion and tenant satisfaction rates.

How quickly do we carry out repairs?

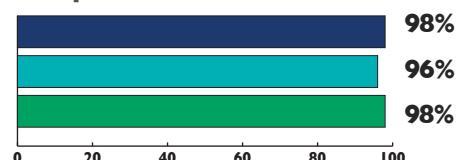
Target response time and percentage of sample completed on time

Birmingham (inc. Redditch, Bromsgrove & Wychavon)



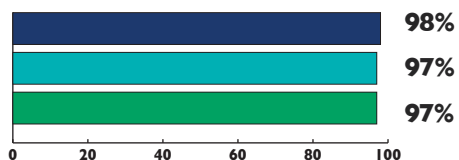
■ 1 Day/Emergency ■ 5 Days ■ 28 Days

Shropshire



■ 1 Day/Emergency ■ 5 Days ■ 28 Days

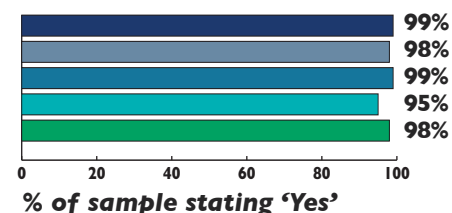
Bournville Almshouse Trust



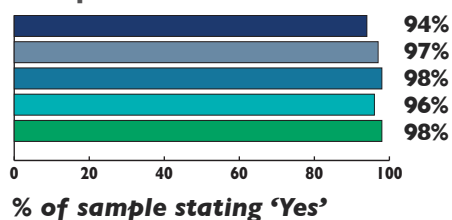
■ 1 Day/Emergency ■ 5 Days ■ 28 Days

Tenant Satisfaction

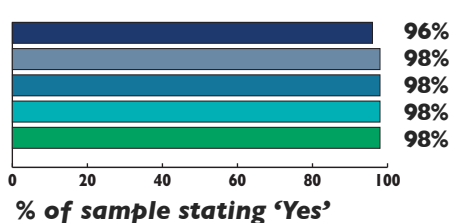
Birmingham (inc. Redditch, Bromsgrove & Wychavon)



Shropshire



Bournville Almshouse Trust



Key

- Satisfied with the way the repair was dealt with
- Satisfied with courtesy of staff
- Satisfied with conduct of person carrying out the work
- Repair cured original problem
- Workmanship excellent/good/average

Complaints

No cases were upheld by the Independent Housing Ombudsman Service against Bournville Village Trust or Bournville Almshouse Trust during 2008.

Our Housing and Estate investment

Rent Collected (£)

	BVT Birmingham & Shropshire	Bournville Almshouse Trust
Total receivable rent in 2008 (including service charges)	11,098,264	339,249
Total rent collected in 2008	11,073,880	341,325
Rent collected as a percentage of the rent receivable	99.8%	100.6%

Maintenance Spending (£)

	Birmingham	Shropshire
Reactive	1,161,877	426,489
Preventative	61,936	38,252
Cyclical	777,497	92,956
Improvements to housing stock	2,407,308	218,138
Total investment	4,408,618	775,835

Empty Homes

	Birmingham	Shropshire	Bournville Almshouse Trust
Total number of empty properties as at 31 December 2008	19	4	1
Empty awaiting repair, inspection, modernisation	18	4	1
Empty awaiting letting	1	0	0