



homes | lives | communities

ANNUAL REPORT 2017-2018



**Habinteg**  
Housing Association (Ulster) Ltd



# contents

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# homes | lives | communities

We welcome you to our Annual Report for the period 2017 to 2018.

Last year Habinteg celebrated its 40th year in existence in Northern Ireland and we have been committed over those years, and remain committed, to ensuring the provision of quality homes and services in line with our Vision, Mission and Values.

Throughout the period covered by this report, there have been significant strategic challenges right across the Housing sector: the introduction of Universal Credit, the collapse of the NI Assembly, continued uncertainty over Brexit, the Grenfell fire tragedy and the reclassification Housing Associations by the Office for National Statistics. Amid this challenging environment, Habinteg has continued to boldly position itself as a progressive, ambitious Association.

Over the past twelve months, we have prioritised continuous performance improvement, restructured the Senior Management Team and commenced a full Governance Review and review of Vision,

Mission, Values and Objectives. We also acquired a new Chair - Sarah Witchell - and successfully recruited new Board members to ensure succession planning.

We continue to work closely with our partners in Simon Community NI, Cedar Foundation, Extern, SENSE, Presbyterian Board of Social Witness, First Housing Aid & Support, Inspire, Autonomie and a number of Health and Social Trusts.

We are extremely grateful to all our customers, our voluntary Board and Committee members, our hard working staff teams for their continued commitment to delivering a high quality service. We are appreciative of our stakeholders in the Residents' Forum, our Accord Procurement Group colleagues, our private lenders and our Joint Management partners. We wish to give our sincere thanks to our colleagues in the Department for Communities and the Northern Ireland Housing Executive.

Thank you for your continuing interest and support.



*Darren McKinney*

**Darren McKinney**  
Chief Executive Officer



*Sarah Witchell*

**Sarah Witchell**  
Chair

# building homes

104 properties completed/handed over

## Upper Newtownards Road, Dundonald

30 unit **Off the Shelf** acquisition:

6 x 2 person 2 bedroom CATI\* apartments

6 x 3 person 2 bedroom CATI\* apartments

18 x 3 person 2 bedroom apartments

## Priory Park, Bangor Road, Holywood

6 unit **New Build** development:

3 x 4 person 2 bedroom apartments

3 x 3 person 2 bedroom apartments

## Oak Tree Court, Castle Street, Comber

16 unit **New Build** development:

4 x 5 person 3 bedroom houses

3 x 7 person 4 bedroom houses

9 x 3 person 2 bedroom apartments

## The Cloisters (Phase 2), Dungannon

28 unit **New Build** development:

28 x 3 person 2 bedroom apartments

## Bayview Terrace, Derry

14 unit **New Build** development:

5 x 3 person 2 bedroom apartments

9 x 2 person 1 bedroom apartments

## Milburn Close, Belfast (Phase 2)

6 unit **New Build** development:

6 x 1 person 1 bedroom apartments

65 new properties started/acquired:

## Carnagat Road, Newry

44 unit **Off the Shelf** acquisition:

7 x 3 person 2 bedroom apartments

6 x 3 person 2 bedroom WC\*\* apartments

14 x 3 person 2 bedroom CATI\* apartments

7 x 3 person 2 bedroom houses

10 x 5 person 3 bedroom houses

## Mews Lane, Derry

16 unit **New Build** development:

10 x 3 person 2 bedroom apartments

6 x 2 person 1 bedroom apartments

**NB** Figures quoted for 'properties completed/handed over' and 'properties started/acquired' both include individual 'Existing Satisfactory Purchases'.

4 were **handed over** in the period:

**Belfast (1), Derry (2), Strabane (1)**

5 were **acquired** in the period:

**Belfast (1), Lisburn (1), Newry (1),**

**Derry (1), Derry\*\*\* (1)**

\* CATI = Category One, for age 55+

\*\* WC = Wheelchair User specification / design

\*\*\*Purchase and Refurb development



## Priority Park, Holywood

Commenced on-site 2015, completed 2017

# Housing stock information for 2017 / 2018

Total Stock of **2366** at 31 March 2018 consisting of:

<p>General Needs Housing</p> <p><b>1956</b></p> <p>including 295 Wheelchair-user properties: (256 bungalows, 39 apartments)</p>	<p>Category 1 Over 55s</p> <p><b>101</b></p> <p>of which 2 are for people with disabilities</p>	<p>Category 2 Sheltered</p> <p><b>35</b></p> <p>of which 3 are for people with disabilities</p>	<p>Jointly Managed Properties (JMP)</p> <p><b>274</b></p> <p>(bedspaces, units/apartments) of which 74 are for people with disabilities</p>
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<p><b>215</b></p> <p>Lettings including 99 new lets</p>	<p><b>734</b></p> <p>JMP* relets including 16 self contained</p>	<p><b>22</b></p> <p>Direct Exchanges and 4 succession</p>	<p><b>3</b></p> <p>Property sold to tenants</p>	<p><b>53 days</b></p> <p>Average void period (directly managed stock)</p>
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## Rent Arrears at 31 March 2018

Rent and other charges to be collected	£11,344,068
Percentage of rent receivable collected	98%
Arrears (not including outstanding HB/SP Funding)**	Current £235,371
Arrears as percentage of rent due (non technical)	2.9%
Void losses	£117,571
Voids as a percentage of gross total charges	1%

\* JMP = Joint Management Partner; \*\*HB = Housing Benefit; SP = Supporting People



## Whitewell Road, Belfast

Commenced on-site 2016, completed 2018

# forging communities

We aim to create real communities; neighbourhoods with good relationships, founded on equality, partnership and mutual respect.

We were delighted in 2017 to publish our new **Community Involvement Strategy**. This underlines a commitment to resident empowerment; building relationships and forging communities. Incorporating a 'Menu' of Resident Involvement, the Strategy helps to provide a 'tiered' framework by which we aim to bring about meaningful engagement.

A first tier level of Community Involvement through neighbourhood events - many funded through '**Our Community**' Grant programme - increased significantly in 2017-2018, led largely by our recently recruited **Community Involvement Officers (CIOs)** and **Community Assistants (CAs)**. A wide variety of activities included art and crafts, fitness and dance classes, health and wellbeing, festive parties, coffee mornings, sports days, fun days, car boot sales, environmental clean-ups and book sales. A second tier level of involvement was largely spearheaded through the period by the

continuing development of two **Regional Panels**, introduced by our CIOs, one NW and one NE. The Regional Panels provide a more structured and regular engagement. These in turn lead to a greater degree of empowerment and potentially on to a more significant and formal level of participation with measurable outcomes. We look forward to the continuing development of our Regional Panels and increased Tenant Participation.



## Green & Clean Days

Scheme tidy and flower planting at Duke St, Belfast with staff, tenants and members of the Regional Panel



# delivering services

Our Mission is to provide ‘accessible, affordable, inclusive, integrated homes **and excellent services** to enrich lives and communities’.

In 2017-2018, considerable expansion and restructuring of our customer facing teams took place to ensure that we provide the best possible service to our tenants.

Director roles for **Asset Management Organisational Change** and **Homes & Communities** were all newly introduced, providing a strategic leadership for service delivery. At an operational level, a new **Senior Housing Officer** and **Welfare Advice Officer** were recruited. We are particularly pleased to be offering this latter service at a time of significant change to the benefits system. The Welfare Advice Officer adds her experience to that of our highly motivated team of housing officers, to deliver expert help in the areas of benefit, debt and employment. Many of our tenants have benefitted from this new and additional support service since it was introduced.

We have always welcomed, as a means to drive improvements, for our services to be scrutinised by an independent assessment service. We were therefore delighted that our performance in this area was rewarded in 2018 with the successful retention of the **Customer Service Excellence** Standard showing an improved set of outcomes. Of 57 criteria, we currently hold **18 areas Compliance Plus (Best Practice)** and **39 Full Compliances**.

We believe that services are best provided by a suitably trained and professionally supported workforce. We commit to the **Investors in People** standard to assess our staff resources and currently hold Silver status against this national standard.



CUSTOMER  
SERVICE  
EXCELLENCE



## Family Fun Days

Seasonal Crafts, Games and Children's Playbus  
at Summer Fun Days, Springbank, Poleglass



# organisational culture

## We are fully committed to Equality and Good Relations duties and to our Corporate Responsibility

We recognise the importance of acting responsibly and having due regard for the positive impact of our interactions with the wider world. We continued, through 2017-2018, to implement all statutory **equality** and **good relation** duties in adherence with our Equality Scheme and Disability Action Plan, both of which were approved by the Equality Commission NI. To ensure a positive impact in the areas of '**People, Planet and Place**', we continued our partnership with Business in the Community, the largest NI business led coalition dedicated to Corporate Responsibility.

Our core work continues to reflect a culture of inclusion: consultation on new developments, promotion of services for a wide range of audiences, unbiased allocation of housing and service delivery, choice, equality awareness, community involvement and partnering to support additional needs.

● July 2017 - reflecting our efforts to tailor accommodation to meet client needs, a £275,000 refurbishment programme was completed in partnership with Cedar Foundation at I Johnston Way, Lisburn.

● December 2017 - staff members voted to adopt the Children's Cancer Unit as Habinteg's adopted charity for 2018, following a successful 2 years helping to raise funds and awareness for TinyLife.

● March 2018 - Teresa McDonough, Tenant, Board Member and Residents' Forum Chair was named Individual Diversity Champion for Northern Ireland at Legal Island's Equality and Diversity Gala Awards.



# Corporate Responsibility

## Adoption of the Children's Cancer Unit.



**dedicated**  
We are a charity  
dedicated to caring  
for Children in  
Ulster in the most  
effective hospital in  
Irish children

**CC**  
The  
Children's  
Cancer  
Unit  
Charity

**CC**  
The  
Children's  
Cancer  
Unit  
Charity

**CC**  
The  
Children's  
Cancer  
Unit  
Charity

**CC**  
thank you

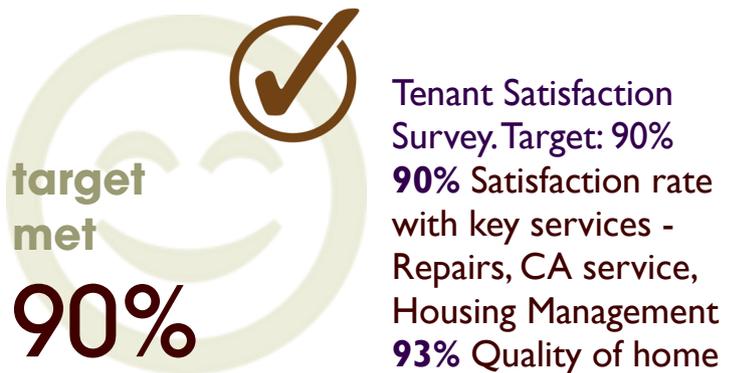
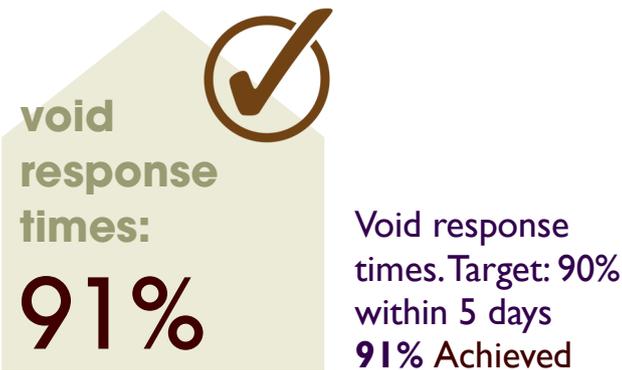
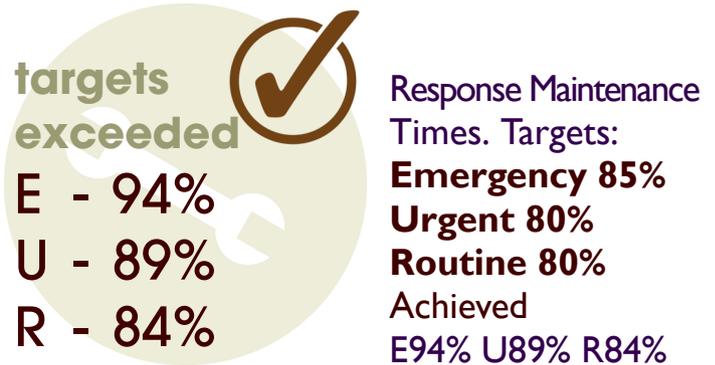
**CC**  
How you can help

**CC**  
The  
Children's  
Cancer  
Unit  
Charity

THIS WE  
ENVELOPE  
CAN HOLD  
A LOT OF  
BIG SMILES

# key performance indicators

and Operational Plan performance to 31 March 2018



Community Involvement. Target: As per Response Plan

**Target Exceeded**



Staff Nominated Charity. **Raised £2064 for Tiny Life**

**Adopted CCU\* for 2018**



Tenant Arrears Target: **Target: less than 4.0%**

**Achieved 2.9%**



Owner Occupier Arrears: Target: Reduction of 2%

**Reduced by 2.8%**





Voids % rent loss.  
Target:  
**Below 4%** (external)  
**Below 1.5%** (internal)  
**1.0%** achieved



Cyclical Maintenance - Heating Servicing Tenant Satisfaction - Target:  
**Minimum 80%**  
Achieved **100%**



Management Cost per unit.  
Target:  
Within Budget - £773  
Achieved **£713**



Maintenance Cost per unit.  
Target:  
Within Budget - £1605  
Achieved **£1568**

**47** Compliments were recorded for customer services 2017/2018

**44** Complaints were received in the period (10 Repairs, 4 staff, 28 Services, 2 pre-handover) of which **37** were resolved within the period.  
**52** Anti-social behaviour reports received.

**customer service excellence**

Current status:

**18** Compliance Plus ✓✓  
**39** Full Compliances ✓

**CUSTOMER SERVICE EXCELLENCE**



At the close of the period, 4 complaints and 2 ASB cases were ongoing.

# summary accounts 2015/2016

<b>STATEMENT OF COMPREHENSIVE INCOME</b>		2018	2017			
<b>YEAR ENDED 31.3.2018</b>		£	£			
<b>TURNOVER</b>		14,080,580	13,278,468			
Operating costs		(11,429,643)	(10,176,789)			
<b>OPERATING SURPLUS</b>		2,650,937	3,101,679			
Interest receivable		3,982	14,982			
Surplus on property disposals		255,190	90,784			
Transfer to disposal proceeds fund		(208,363)	(67,363)			
Interest payable		(1,607,298)	(1,752,721)			
Other finance returns/(charges)		(36,000)	(25,000)			
Profit on disposal of motor vehicles		-	6,743			
<b>SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>		1,058,448	1,369,104			
Tax on surplus on ordinary activities		-	-			
<b>SURPLUS ON ORDINARY ACTIVITIES AFTER TAXATION</b>		1,058,448	1,369,104			
<b>SURPLUS FOR THE YEAR</b>		1,058,448	1,369,104			
<b>OTHER COMPREHENSIVE INCOME</b>						
Actual gain/(loss) in pension scheme		(20,000)	(621,000)			
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		1,038,448	748,104			
<b>STATEMENT OF CHANGES IN EQUITY. YEAR ENDED 31.3.2017</b>		Share Capital	Capital Reserves	Revenue Reserves	Designated Reserves	Total
Surplus for the year		-	-	1,058,448	-	1,058,448
Other comprehensive income		-	-	(20,000)	-	(20,000)
Shares issued		-	-	-	-	-
Transfer between reserves		(1)	1	-	-	-
Total comprehensive income for the year		-	-	1,038,448	-	1,038,448
At 31 March 2018		72	12	21,379,320	-	21,379,404

<b>STATEMENT OF FINANCIAL POSITION AT 31.3.2018</b>	<b>2018 £</b>	<b>2017 £</b>
<b>FIXED ASSETS</b>		
Housing land and buildings:		
Cost	209,422,952	195,882,506
Depreciation	(42,170,162)	(39,338,306)
	167,252,789	156,544,200
Other fixed assets	790,022	828,568
	168,042,811	157,372,768
<b>CURRENT ASSETS</b>		
Debtors	1,515,082	2,029,131
Cash and bank balances	3,139,486	1,830,366
	4,654,568	3,859,497
<b>CURRENT LIABILITIES</b>		
Creditors	(6,960,591)	(10,047,775)
<b>NET CURRENT ASSETS</b>	<b>(2,306,023)</b>	<b>(6,188,278)</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>165,736,788</b>	<b>151,184,490</b>
<b>CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR</b>		
Pension fund liability	1,833,000	1,595,000
	144,357,384	130,843,534
<b>FINANCED BY:</b>		
Share capital	71	72
Capital reserves	12	12
Revenue reserves	21,379,320	20,340,872
	21,379,404	20,340,956
	165,736,788	151,184,490

Summary accounts are extracted from full audited accounts approved by the Board at the AGM on 3 July 2018

# governance

We remain committed to the highest standards of Governance and continue to adopt best practice.

The work of the Association is overseen by a voluntary Board and executed through its Chief Executive and Senior Management Team. Board meetings take place regularly, as do those of the committees with specific responsibilities for: Housing Management, Nominations and Remunerations, Asset Management, Audit and Risk Assurance, Development and Finance.

Maximum length of office for our Non-Executive Board Members is nine years, consisting of three, three-year terms. Our Chair at the start of this period, Mr Mike Smyth, retired in February 2018 having reached this maximum term of service. Mrs Sarah Witchell, formerly Vice Chair, was subsequently appointed Chair and Mr Trevor Greene as Vice Chair. Mr Brian Symington and Mr Ian Nelson continued, respectively, as Honorary Secretary and Treasurer.

A full Governance review began in the period, as well as a review of the Association's Corporate Strategy. A successful Board Recruitment campaign also commenced, leading to increased membership of thirteen in 2018 which will help the Association to ensure future succession planning.

The Board is responsible for Habinteg's systems of internal financial control and along with the Senior Management Team is responsible for establishing and operating detailed procedures. The Board is required to prepare accounts for each financial period which give a true and fair view of the state of the Association's financial affairs and of its surplus or deficit for that period. All surpluses are reinvested in order to maintain existing homes in good condition, and develop new homes consistent with borrowing requirements.



## BOARD ATTENDANCE REPORT 2017-2018

	16.05.17	17.08.17	14.09.17	17.11.17	15.02.18	21.03.18
<b>Mr M Smyth</b>						
<b>Mrs S Witchell</b>						
<b>Mr T Greene</b>						
<b>Mr B Symington</b>						
<b>Mr I Nelson</b>						
<b>Mrs T McDonough</b>						
<b>Ms B Gray</b>						
<b>Mr T Boyle</b>						
<b>Mr B Johnston</b>						
<b>Ms E Creery</b>						

Habinteg Housing Association (Ulster) Ltd was registered on 3 August 1976 under the Industrial and Provident Societies Act (NI) 1969, Registration No. IP 172 and as the 17th Housing Association on 24 May 1977 under the Housing Order 1976 (subsequently amended and consolidated). We were registered as a Charity by the new Charity Commission for Northern Ireland on 28 September 2015, No. NIC103066.

This publications was designed in-house by Habinteg Housing Association (Ulster) Ltd.

All photographs apart from those acknowledged below are the ownership of the Association:

Front cover - Welcome World at Farland Way, Derry: Margaret Cunningham, Community Assistant

Page 9 and facing page: Melanie Rintoul, Community Involvement Officer

Pages 2, 5, 13 and 19: Greg Statham, Communications Officer.

All Images featuring people are reproduced with permission of the subjects.

### acknowledgements

Image on page 6 - Whitewell Apartments appears courtesy of Joe Lafferty photography





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**Habinteg**  
Housing Association (Ulster) Ltd



INVESTORS  
IN PEOPLE

CUSTOMER  
SERVICE  
EXCELLENCE

