



Habinteg
Housing Association (Ulster) Ltd

*homes, lives
communities*

**Annual Report
and Key Performance Report**

2018 - 2019

Vision

homes, lives, communities

Mission Statement

Habinteg will provide accessible, affordable, inclusive, integrated homes and excellent services to enrich lives and communities of all our customers.

Values

People

Working for people, with people, through people

Quality

Driving continuous improvement across all our services

Integrity

Being honest, respectful, transparent and trustworthy in all that we do

Integration

Embracing diversity, equality and opportunity. Enhancing inclusive living experiences for all our customers

Engagement

Working to develop dynamic services both internally and externally, through teamwork, collaboration, partnership

Objectives

Customer

By involving our customers and stakeholders, we will create sustainable and thriving communities and provide quality homes and services

Our People

We will value, invest in and empower our people as individuals and teams to improve how we work together

Operational Excellence

To deliver performance improvement in all areas of our operations

Financial

To ensure financial viability and deliver Value for Money

We welcome you to our **Annual Report 2018-2019**.

Last year was another constructive year for Habinteg, continuing our provision of delivering quality homes and services through our newly adopted **Vision, Mission, Values and Objectives** (facing page).

Habinteg's vision is to focus on the **Homes**, the **Lives** and the **Communities** of all our customers and stakeholders through our current **2018 to 2023 Corporate Plan**.

Habinteg has proved effective and resilient in the current external environment when facing Universal Credit, Welfare Reform, no devolved Northern Ireland Assembly, continued uncertainty over Brexit, post Grenfell implications and the reclassification Housing Associations by the Office for National Statistics.

Despite the challenges the sector faces, Habinteg continue to progress and deliver new quality homes to meet the demands of housing need. Last year Habinteg commenced **114 on site starts** and handed over **60 new homes** in that period.

The Association invested **£4.18million** in maintaining its properties through **Response, Planned and Cyclical Maintenance** as well as **Adaptations**.

This year Habinteg concluded the restructure of the **Senior Management Team**, embedded our *continuous performance improvement programme*, concluded a **Governance Review**, adopted new **Vision, Mission, Values, Objectives**, commenced a new **Corporate Five Year Plan** and appointed *five* new **Board** members to ensure continuous and effective Governance.

The Association continues to work closely with our partners in the **Simon Community NI, The Cedar Foundation, SENSE, Presbyterian Board of Social Witness, First Housing Aid and Support, Inspire, Harmoni, Autonomie** and various **Health and Social Trusts**.

Habinteg are extremely grateful to all our customers, our voluntary **Board and Committee** members, our hard working **staff teams** for their excellent and continual commitment to delivering a high quality service. We are appreciative of our stakeholders in the **Residents' Forum**, our service providers, our private lenders and our **Joint Management Partners**.

Habinteg wish to give our sincere thanks to our colleagues in the **Department for Communities** and the **NI Housing Executive**.

Thank you for your continuing interest and support.



DARREN MCKINNEY
Chief Executive



SARAH WITCHELL
Chair



60 Completions / Handovers 2018 - 2019

54-60 Whitewell Road Belfast (front cover / inside back cover)

10 unit New Build Development, CAT 1 apartments:

8 x 3 person 2 bed

2 x 2 person 1 bed

Platers Hill Coalisland (pictured opposite)

18 unit New Build Development, General Needs apartments:

17 x 3 person 2 bed

1 x 2 person 1 bed

84 Bridge Street Strabane (pictured above)

4 unit New Build Development, 3 person 2 bed CAT 1 apartments

39 Great James Street Derry

26 unit ESP, 1 person 1 bed General Needs apartments

41 St Eithnes Derry

Single ESP

29 Laganville Park Lisburn

Single ESP

114 On site starts

114 on site starts included our first two **Housing for All** schemes - **Girona Avenue**, Portrush and **Church View / Patton's Lane**, Holywood - in partnership with the **Housing Executive** and the **Department for Communities** as part of the **T:buc** (Together Building United Communities) strategy for Northern Ireland.





**Total
Number of
properties**



**2200 Self-contained properties (including 35 sheltered and 56 supported units).
214 non self-contained units**

% Habinteg Stock meets Decent Home Standard



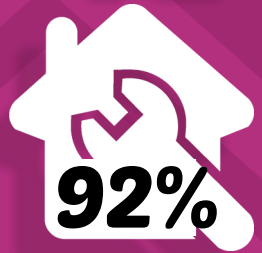
**Homes
on-site**



114 starts
60 handovers
Private finance invested - £4,850,434

210 Lettings
8 House Sales
Lettable voids
Under 6 weeks 13
6 weeks - 6 months 9
6 months - one year 2

**On time
Repairs**



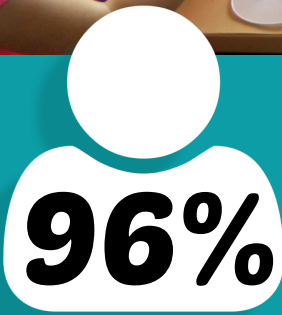
90% Urgent
92% Routine
95% Emergency
Total number repairs .8325

Adaptations 2 major, 55 minor
Maintenance spend £4,177,090*
*Response £1,928,222
Cyclical £438,340
Planned £1,652,271
Adaptations £158,257

Safety Checks / Compliance

Gas Safety Certificates **100%**
Required CO Detectors **100%**
Fire Risk Assessments **100%**
Electrical Systems **97%**





Tenant Satisfaction Habinteg Homes and Services; new Tenants

Survey carried out with new tenants after settling in period
95% satisfaction with home 97% services



ASB cases resolved on target

Customer Complaints
received 2018/2019 - **44**
Compliments
received 2018/2019 - **95**

Average weekly rent £92.12
Excluding rates, including Service Charge

-  1 bedroom property **£74.99**
-  2 bedroom property **£87.08**
-  3 bedroom property **£98.67**



% weekly rent increase applied 2018-2019 **3.5%**

Total Rent Collected **£11,895,826**

Arrears as % of rent due **5%**



Community events

129 events at schemes across NI, including health & wellbeing, learning & educational events, consultation and arts & crafts

2018-2019 saw the continued implementation of our **Community Involvement Strategy** which was officially launched in June 2018, underlining a commitment to **tenant empowerment, building relationships and strengthening communities.**

Of particular note in the period, the Association held its first NI wide **celebration of Community Involvement** in the *Long Gallery at Stormont*, and the inaugural **Good Neighbour and Community Spirit Awards**. Two **Regional Panels** were further embedded led by the **Community Involvement Officers (CIOs)** and the first **Tenant Scrutiny Panel** established. **Community Assistants (CAs)**, working alongside the CIOs, helped with the organisation of a wide variety of activities including 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.



Money Advice

337 customers benefitted from our **Money Advice Service** during the year. A **Starter Pack** project for new tenants was implemented in partnership with **Council for the Homeless NI.**

Governance

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.

Board Attendance Record 2018/2019

	2018					2019	
Name	16/5	3/07	15/08	05/10	14/11	08/02	20/03
Sarah Witchell	Y	Y	Y	Y	Y	Y	Y
Brian Symington	Y	N	N	Y	Y	Y	N
Ian Nelson	Y	N	Y	N	N	Y	N
Bernie Gray	Y	Y	Y	Y	Y	N	Y
Trevor Greene	Y	N	Y	Y	Y	Y	Y
Trevor Boyle	N	Y	N	Y	Y	N	Y
Brendan Johnston	Y	Y	Y	Y	Y	Y	Y
Edel Creery	N	Y	Y	Y	Y	Y	N
Gerry Gilpin	n/a	n/a	n/a	n/a	Y	Y	Y
Neil McIvor	n/a	n/a	n/a	n/a	Y	Y	Y
Gerry McCabe	n/a	n/a	n/a	n/a	Y	N	Y
Nuala Loughran	n/a	n/a	n/a	n/a	Y	N	Y
Jonny Currie	n/a	n/a	n/a	n/a		Y	Y
Total	6	5	6	7	11	9	10

Finance

In a world of limited funding we are constantly seeking to improve the way in which our resources are deployed. Achieving Value for Money means getting the spend right first time, and the golden thread which enables us to achieve this, across all our services, is to listen to our customer's needs and aspirations.

Statement of Comprehensive Income

As at 31 March 2019	2019 £	2018 £
Turnover	14,816,236	14,080,580
Operating costs	(12,282,634)	(11,429,643)
Operating surplus / (deficit)	2,533,602	2,650,937
Gain / (loss) on property disposals	519,433	255,190
Transfer to disposal proceeds fund	(362,692)	(208,363)
Interest and financing income / (costs)	(1,740,240)	(1,603,316)
Other finance returns / (charges)	(43,000)	(36,000)
Surplus / (deficit) before tax	907,103	1,058,448
Taxation	-	-
Surplus / (deficit) after tax	907,103	1,058,448
Other comprehensive income		
Unrealised surplus / (deficit) on revaluation of housing properties	-	-
Actuarial (loss) / gain in respect of pension scheme	199,000	(20,000)
Total comprehensive income for the year	1,106,103	1,038,448
Fixed assets	2019 £	2018 £
Housing properties	174,490,761	167,252,789
Other tangible fixed assets	787,915	790,022
Investments	-	-
	175,278,676	168,042,811
Current assets		
Trade and other debtors	4,623,330	1,515,082
Cash and cash equivalents	7,042,347	3,139,486
	11,665,677	4,654,568
Less: Creditors: amounts falling due within one year	(15,045,833)	(6,960,591)
Net current assets / liabilities	(3,380,156)	(2,306,023)
Total assets less current liabilities	171,898,520	165,736,788
Creditors: amounts falling due after more than one year	(147,527,009)	(142,524,384)
Pension fund asset / liability	(1,886,000)	(1,833,000)
Total net assets	22,485,511	21,379,404
Reserves		
Share capital	13	71
Revenue reserves	22,485,423	21,379,320
Capital reserves	75	13
Restricted reserves	-	-
Total reserves	22,485,511	21,379,404



Habinteg Housing Association (Ulster) Ltd was registered as the 17th housing association in Northern Ireland in May 1977 and has been operating across the region for more than 40 years.

We recognise the importance of acting responsibly and having due regard for the positive impact of our interactions with the wider world we continue to implement all statutory *equality* and *good relation* duties in adherence with our **Equality Scheme** and **Disability Action Plan**, both approved by the **Equality Commission NI**. To ensure a positive impact in the areas of ‘People, Planet and Place’, we continue to partner with **Business in the Community**, the largest NI business led coalition dedicated to Corporate Responsibility. Our corporate charity for 2018-2019 was the **Children’s Cancer Unit Charity**. We have **Investors in People Silver Status**, full compliance with **Customer Service Excellence** and we are a **JAM Friendly Business**. We fully support the **NI Executive T:buc** strategy in partnership with the **Housing Executive** and the **Department for Communities**.

In 2018-2019, the **Housing Regulation Branch** of **Department for Communities NI** determined that Habinteg demonstrated **Regulatory Standards** in the areas of **Governance, Finance** and **Consumer** to the degree of **Level One**.







Habinteg

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