



Habitenteg
Housing Association (Ulster) Ltd

Annual Report
and Key Performance Report
2019 -2020

homes | lives | communities

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, opportunity. Enhancing inclusive living experiences for all our customers

Engagement

Working to develop dynamic services 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 are proud to commend this **Annual Report 2019/2020** to you.

As you read you will see that the year was constructive and productive. However, it ended with the enormous challenges of delivering our services within the series of measures put in place to protect staff, contractors and residents from COVID-19. While all of our services have been affected, we are delighted that our staff adapted quickly to new, necessary working arrangements developed by the Senior Management Team. Development work was seriously impacted by the lockdown in the construction industry. Maintenance services were similarly hit but we, and our contractors, have been able to continue delivering significant numbers of emergency and urgent repairs for residents. Housing services have been only marginally affected with most targets being substantially delivered.

Following the initial impact of the pandemic, our attention is being focussed on learning from our experience to maximise the quality and timeliness of services; to ensure health and safety of residents, contractors and staff; and to play our full part in satisfying the urgent need for more and better quality homes across Northern Ireland. Our distinctive role is to combine delivery of general needs housing with homes to address the particular design needs of people with disabilities and other support requirements. We will continue to focus on this as a key aspect of our work.

Before and during the pandemic we have delivered professional advice to residents who have struggled financially as a consequence of the Welfare Reforms. This work is likely to remain a priority as a consequence of the economic and social fallout from the pandemic as is our increased use of technology to enhance communication both within the organisation and between communities.

We do not operate alone and without the support of partners, suppliers, contractors, our work would be so much more difficult. We also welcome the continuing involvement of residents and Supporting Communities NI is, and will be, a cornerstone in developing policy for the organisation. We also value the support and assistance of colleagues in the Housing Executive and the Department for Communities.

We wish to record our sorrow at the loss of Board Member Trevor Boyle, who died during the year. Trevor was, to the last, a most able advocate for people with disabilities. His wisdom, advice and friendship will be missed.

A word of thanks is due to our former Chair, Sarah Witchell and our former Secretary, Brian Symington, who both retired from our Board having completed their period of office. Both gave great service to Habinteg. We wish them well in their future endeavours.

We close by saying thank you to all our Board Members, Senior Management Team and to all the staff who every day work to make life better for the many people we serve.



TREVOR GREENE
Chair



DARREN MCKINNEY
Chief Executive



92 Completions / Handovers 2019 - 2020

Church View Hollywood

30 unit Off the Shelf Development:

- 8 x 3 person 2 bedroom apartments
- 4 x 4 person 2 bedroom apartments
- 15 x 1 person 1 bedroom apartments
- 3 x 2 person 1 bedroom apartments

Eden Square Derry/Londonderry (above)

16 unit New Build Development

- 12 x 3 person 2 bedroom apartments
- 4 x 2 person 1 bedroom apartments

Stonyhill Newry

37 of 44 unit New Build Development:

- 8 x 3 person 2 bedroom apartments
- 6 x 3 person 2 bedroom wheelchair user apartments
- 12 x 3 person 2 bedroom apartments (CATI)
- 10 x 3 person 2 bedroom houses
- 8 x 5 person 3 bedroom houses

Oak Lodge Banbridge

4 unit Off the Shelf Development

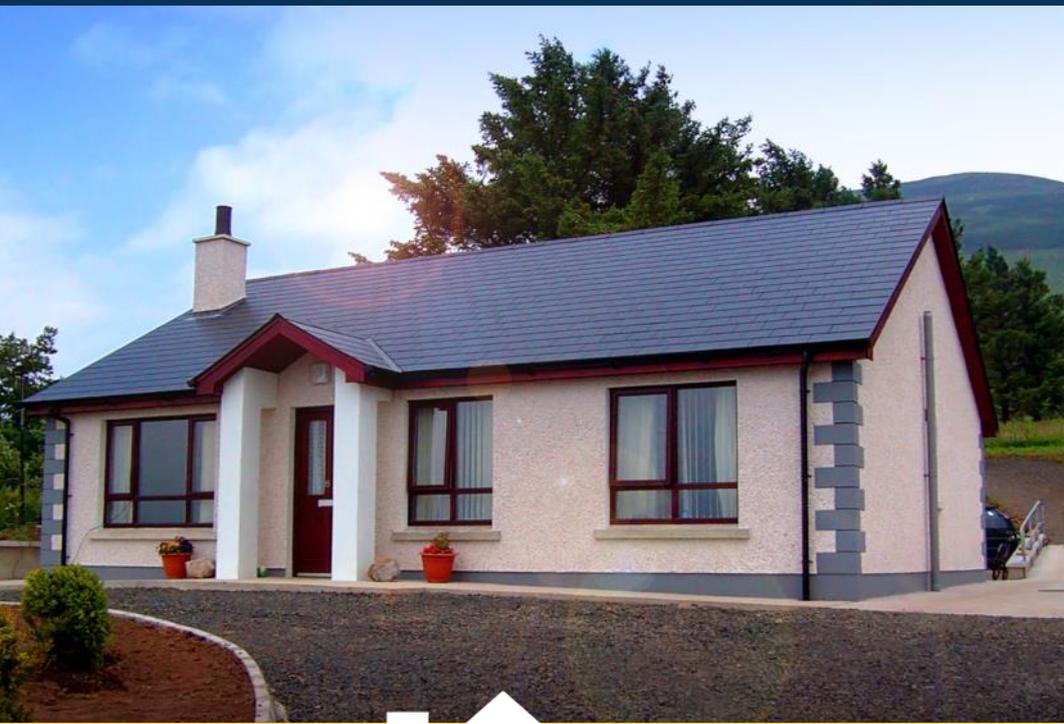
- 4 x 5 person 3 bedroom semi-detached houses

5 x individual Existing Satisfactory Purchases (ESP):

Conar's Court (x2) Derry, **North Howard Walk** Belfast, **Moorelands** Belfast, **Clanrye Avenue** Newry

Under construction

63 units were under construction at 31 March 2020.



Total Number of properties



2279 Self-contained homes (including 35 sheltered and 61 supported units). 179 non self-contained units

Every Habinteg home meets Decent Home Standard **100%**

New Homes



7 starts
92 handovers
Private finance invested - £4,000,000

222 Lettings
9 House Sales
Lettable voids
Under 6 weeks **9**
6 weeks - 6 months **20**
6 months - one year **1**

On time Repairs



91% Routine
87% Urgent
89% Emergency
Total number repairs .9673

Adaptations 3 major, 167minor
Maintenance spend £4.26M
Response £1,775,704
Cyclical £298,753
Planned £1,898,606
Adaptations £289,726

Safety Checks / Compliance

Gas Safety Certificates **100%**
Required CO Detectors **100%**
Fire Risk Assessments **95%**
Electrical Systems **97%**





Tenant Satisfaction Habinteg Homes and Services – new Tenants

Survey carried out with new tenants after settling in period
99% satisfaction with home 99% satisfaction with services



ASB* cases responded on target

*Anti-Social Behaviour

Customer Complaints
received 2019/2020 - 27
All responded on target

Customer Compliments
received 2019/2020 - 79

Average weekly rent £94.86

Excluding rates, including Service Charge

- 1 bedroom property **£83.75**
- 2 bedroom property **£89.80**
- 3 bedroom property **£101.38**
- 4 bedroom property **£109.28**



% weekly rent increase applied 2019-2020 **2.6%**

Total Rent Collected **£12,492,862**

Total arrears as % of rent due **7.05%**



Community events

193 activities including social, recreational, educational and health & wellbeing events held at community hubs right across NI.

2019-2020 saw expansion of the **Homes & Communities** Team to help implement the Association’s Community Involvement Strategy, with a particular emphasis on tenant empowerment and strengthening communities. Alongside Community Involvement Officers (CIOs) there are new roles to help foster Tenant Engagement and build Good Relations. There are staff members with specific roles at our Housing for All schemes - Church View, Hollywood and Girona Avenue, Portrush - part of the NI Executive’s T:BUC (Together Building United Communities) strategy for Northern Ireland.

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, music lessons, quizzes, health and wellbeing, festive parties, coffee mornings, sports days, fun days, car boot sales, environmental clean-ups and book sales.



Money Advice

309 customers benefitted from our **Money Advice Service** during the year and a number of new projects commenced:

- Pre-Tenancy Workshop Initiative**
- Over 65s Advice & Support Scheme**
- Home Starter Packs** for eligible tenants

Habinteg Housing Association (Ulster) Ltd was registered in August 1976 under the Industrial and Provident Societies Act (NI) and as the 17th Housing Association in Northern Ireland in May 1977 under the Housing Order 1976.

Governance

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

Board Attendance Record

	2019			2020	
Name	8/5	14/08	6/11	06/01	03/02
Sarah Witchell	Y	Y	Y	Y	Y
Trevor Greene	Y	Y	Y	N	Y
Ian Nelson	Y	Y	N	N	Y
Brian Symington	Y	Y	Y	Y	Y
Brendan Johnston	Y	Y	Y	Y	N
Gerry McCabe	Y	Y	Y	N	Y
Nuala Loughran	Y	Y	Y	N	Y
Bernie Gray	Y	Y	N	N	Y
Gerry Gilpin	Y	Y	Y	Y	Y
Neil Mclvor	Y	N	Y	N	Y
Trevor Boyle	N	Y	N	N/A*	N/A*
Edel Creery	N	N	Y	Y	N
Jonny Currie	N	Y	N	N	Y
TOTAL	10	11	9	5	10

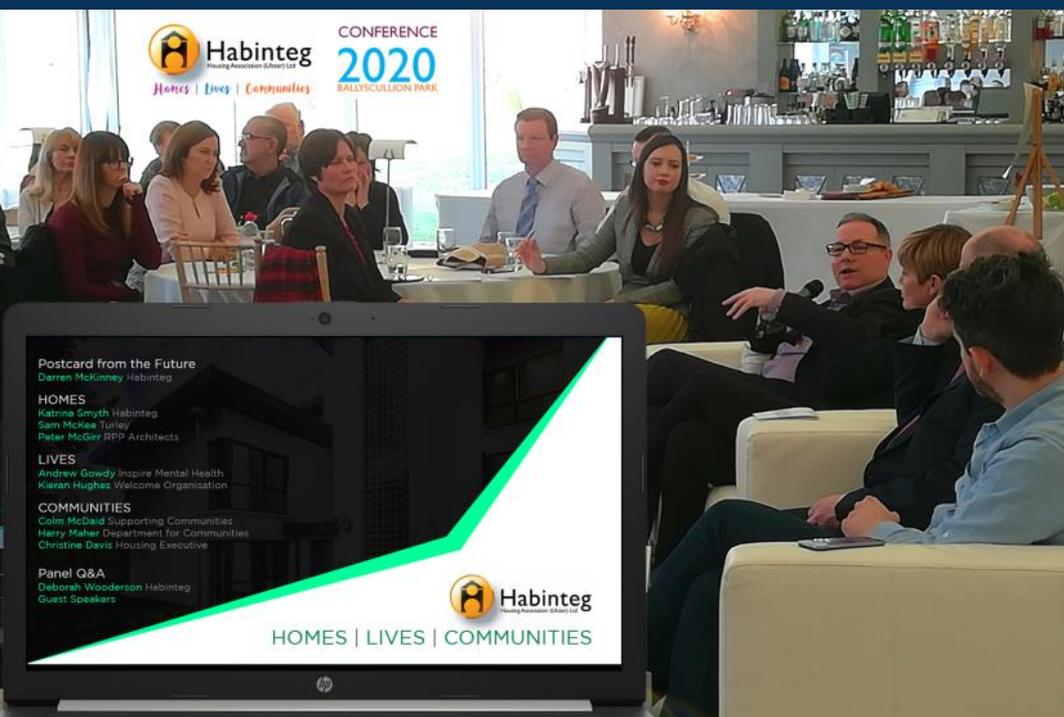
* Trevor Boyle passed away in December 2019

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. Listening to customers' needs and preferences is a key factor in setting our priorities for expenditure.

Statement of Comprehensive Income

As at 31 March 2020	2020 £	2019 £
Turnover	15,336,829	14,816,236
Operating costs	(12,015,526)	(12,282,634)
Operating surplus / (deficit)	3,321,303	2,533,602
Gain / (loss) on property disposals	618,682	519,433
Transfer to disposal proceeds fund	(346,945)	(362,692)
Interest and financing income / (costs)	(1,845,109)	(1,740,240)
Other finance returns / (charges)	(40,000)	(43,000)
Surplus / (deficit) before tax	1,707,931	907,103
Taxation	-	-
Surplus / (deficit) after tax	1,707,931	907,103
Other comprehensive income		
Unrealised surplus / (deficit) on revaluation of housing properties		-
Actuarial (loss) / gain in respect of pension scheme	(829,000)	199,000
Total comprehensive income for the year	878,931	1,106,103
Fixed assets		
Housing properties	182,780,096	174,490,761
Other tangible fixed assets	782,436	787,915
Investments	-	-
	183,562,532	175,278,676
Current assets		
Trade and other debtors	4,765,012	4,623,330
Cash and cash equivalents	6,234,825	7,042,347
	10,999,837	11,665,677
Less: Creditors: amounts falling due within one year	(8,692,893)	(15,045,833)
Net current assets / liabilities	2,306,944	(3,380,156)
Total assets less current liabilities	185,869,476	171,898,520
Creditors: amounts falling due after more than one year	(159,223,03)	(147,527,009)
Pension fund asset / liability	(3,282,000)	(1,886,000)
Total net assets	23,364,442	22,485,511
Reserves		
Share capital	12	13
Revenue reserves	23,364,354	22,485,423
Capital reserves	76	75
Restricted reserves	-	-
Total reserves	23,364,442	22,485,511



Habinteg held its Annual Conference in January 2020 (above), offering a forward look to an exciting period of growth, with an ambitious development programme and new initiatives to improve community involvement. Our guest speakers at the Conference included delegates from the Department for Communities (DfC), Supporting Communities, Housing Executive, representatives from partner organisations, voluntary agencies and our design consultants for one of our major new developments.

The conference reflected on our work with both our residents and wider communities; our commitment to equality; recognition of our successes in winning and being shortlisted for several external awards; and our work in the wider community with a range of partners such as Business in the Community.

In 2019-2020 we retained Investors in People Silver Status and full compliance with Customer Service Excellence and our Equality Scheme duties. Our corporate charity was the Children’s Cancer Unit Charity for whom we raised over £5K. We are a JAM Friendly Business (JAM Card allows people with a learning difficulty, autism or communication barrier to tell others they need ‘Just A Minute’).

During the year the DfC carried out its regulatory assessment of our governance, financial and customer services. We are proud that, following our ongoing work on service improvement in recent years our arrangements were assessed at **Level 1**, having met the Department’s regulatory standards .



This page and page 2: Eden Square, Derry - [Chris Hill Photography](#).
Front cover: Castle St, Comber, page 3: Gortnarney Rd, Drumsumn,
page 4: Community event, Newry, page 5: Community event, L/Derry,
page 8: Habinteg Conference, Ballyscullion Park, Magherafelt, - [Habinteg](#).





Habinteg

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Hollywood 028 9042 7211
Londonderry 028 7136 0015



info@habinteg-ulster.co.uk
NWoffice@habinteg-ulster.co.uk



habinteg-ulster.co.uk



twitter.com/habintegNI



facebook.com/HabintegNI



linkedin/company/habinteg-housing-association-ulster-ltd



HEAD OFFICE
Alex Moira House
22 Hibernia Street
Hollywood BT18 9JE

NORTH WEST OFFICE
Exchange House
2nd Floor Queens Quay
Londonderry BT48 7AS

KINNEGAR OFFICE
2B Pavilions Office Park
Kinnegar Drive
Hollywood BT18 9JQ

ST. HELEN'S OFFICE
St Helen's Business Park,
67-69 Church View
Hollywood BT18 9DP