



Habinteg
Housing Association (Ulster) Ltd

ANNUAL REPORT

Key Performance Report and Summary Finances 2021 - 2022

HOMES | LIVES | COMMUNITIES



Habinteg

Housing Association (Ulster) Ltd

Habinteg Housing Association (Ulster) Ltd was registered in August 1976 under the Industrial and Provident Societies Act (NI), as the 17th Housing Association in Northern Ireland in May 1977, under the Housing Order 1976, and registered with the Charity Commission for Northern Ireland in September 2015

CORPORATE 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

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 and partnership

WELCOME | INTRODUCTION

We are delighted to present to you our Annual Report 2021 - 2022; published at a time of cautious return to societal normality, following two years in which we have all had to adapt to the unprecedented circumstances of a global pandemic.

Like others, we are readjusting to more familiar operational practices and learning from the experience of enforced change. We are proud of the manner in which the whole staff team faced the challenges of delivering services, programmes and obligations to customers, partners, regulators and lenders and we are convinced that we emerge in a stronger position as a result.

On the development front, the impact of the pandemic on the construction industry presented major challenges to operations which we successfully navigated, closing the period with 360 new homes under construction and a committed development spend of £57 million, including the largest mixed tenure project Habinteg has ever undertaken.

Ensuring that our existing tenants received the upkeep of their properties remained a priority while remaining Health and Safety compliant. Asset Management continued to deliver Response Maintenance day-to-day repairs, with a 94% on target completion across all categories, along with the successful delivery of Planned / Cyclical Maintenance Programmes,

In delivering customer services, 2020/2021 forced a shift in the normal methods of engagement with our tenants, with working restrictions and social distancing regulations preventing face to face contact. Our creative response, the roll out of stay-connected telephone, text and mail initiatives and the rapid expansion of online methods of communication has provided us with proven, additional resources as we now move from a health crisis to a cost-of-living crisis.

We do not operate alone and we rely on the support of partners, suppliers, and contractors. We thank all our Joint Management Partners with whom we provide housing and support at targeted accommodation initiatives across Northern Ireland. We welcome the continuing involvement of Supporting Communities NI in developing community engagement for the organisation. We also value the support and assistance of colleagues in the Housing Executive and the Department for Communities.

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



Darren McKinney
Darren McKinney | CHIEF EXECUTIVE

Neil McIvor
Neil McIvor | CHAIR

HOMES

Girona Close, Portrush

Finalist in the Best Housing Development category

All Ireland Housing Awards 2021 2022



2453
properties across NI

The total consists of 2274 self-contained homes (including 35 sheltered apartments and 61 units of supported housing) and 179 non self-contained units

100% of properties
Decent Homes Standard

142
new homes on site
in 2021 - 2022
£10million
invested



Work commenced at **£22m** Beechmount Village, Strabane: 158 residential units, community space, retail opportunities, a play park and open space landscaping.

LIVES

Station View

Category 1 / over 55s apartments overlooking the River Foyle in Derry/Londonderry

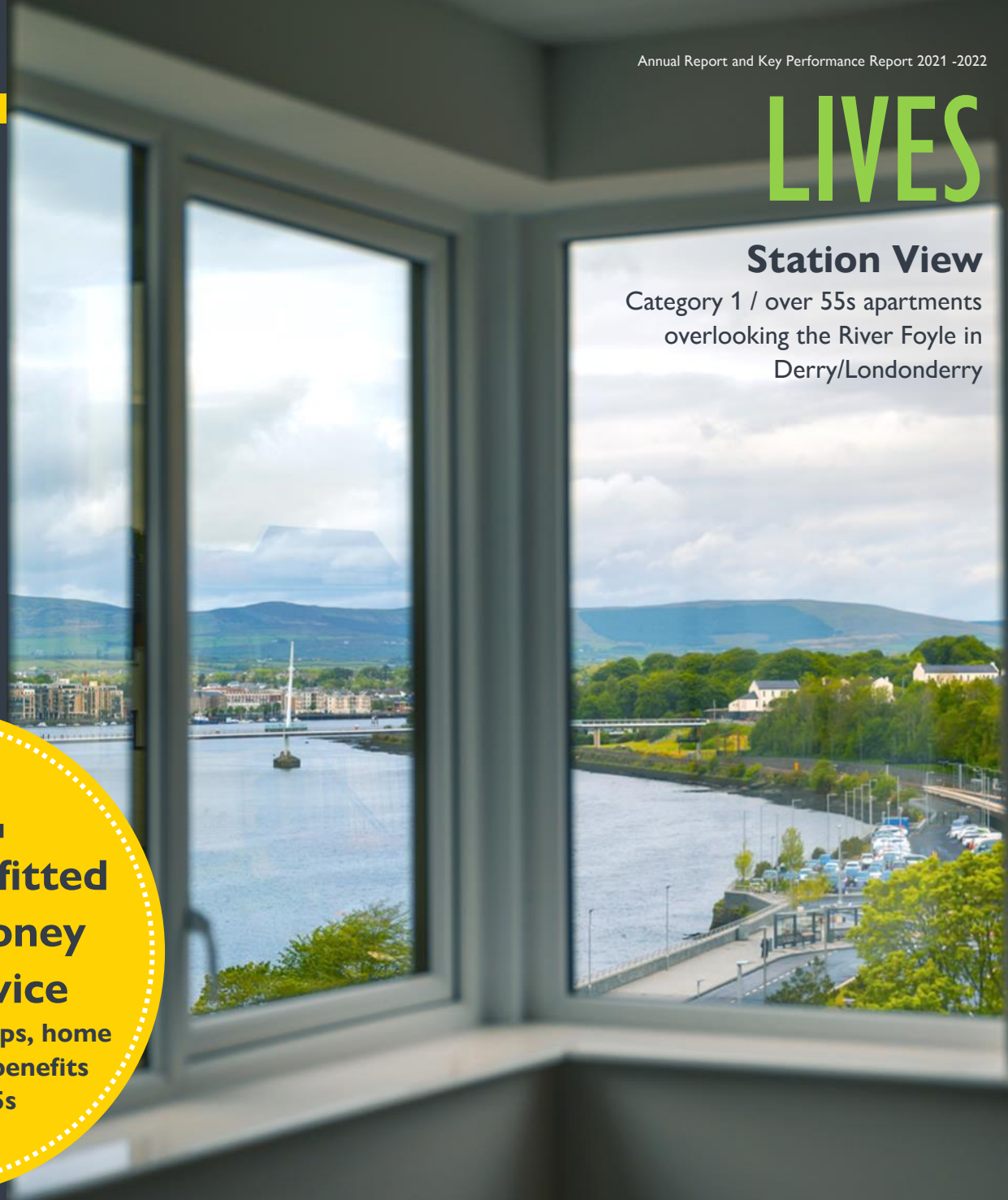
100%
of new tenants regard their move to a Habinteg home as a positive outcome.
99% satisfaction with independence and Safety/Security



63
compliments for customer service received by staff members.

Only specific acts of gratitude for exceptional service are recorded.

342
tenants benefitted from our Money Advice Service
(pre-tenancy workshops, home starter packs, debt/benefits advice, over 65s support)



COMMUNITIES

Farland Way Big Lunch

the big lunch

an eden project THE NATIONAL LOTTERY



140

community events
and activities took
place in 2021-2022

Engagement activities included
social, recreational, educational
and health & wellbeing events

Tenant
& Community
Engagement
Strategy
launched

99%
of ASB* cases
responded to
within target.

*Anti-Social Behaviour
94 ASB cases dealt with.



Three important documents were published in 2021-2022: **Tenant & Community Engagement Strategy, Disability Action Plan and Environmental & Sustainability Strategy Plan.**

The latter was launched at the Association's first face to face event following the Covid pandemic, at Riddel Hall, QUB (right).

Work commenced at the Association's £22m redevelopment of the former Adria site in Strabane - **Beechmount Village** (below right) and with the major refurbishment of Habinteg's new HQ offices at Laganwood House, Belfast, due for completion 2023.



KEY PERFORMANCE INDICATORS | SERVICE DELIVERY



Rental Income

Rent collected
£13,468,459.93
 Rent arrears: **4.85%**
 (non-technical arrears)
 Excluding Joint Management

Average Weekly Rent
+ Service Charge: £97.61
 Av 2 bed property: **£92.71**
 Av 4 bed property: **£112.59**
 Figures do not include rates
1.5% rent increase 21/22



Maintenance

11,737 repair requests
 Completed within target:
94% Emergency Repairs
94% Urgent Repairs
94% Routine Repairs

Total Maintenance spend: £5,384,324
 Response: **£2,648,653**
 Cyclical: **£572,436**
 Planned: **£2,163,235**
Cost per unit: £1,954



H&S* Compliance

98% Safety Compliance:
 Gas Safety **95%**
 Fire Risk **100%**
 Electrical Systems **96%**
 CO Detectors **100%**
 *Health & Safety
100% Servicing:
 Fire Alarms, Water Hygiene,
 Emergency Lighting, Lifts

100% of properties meet
Decent Homes Standard



Customer Service

100% Customer Service Excellence retained

CUSTOMER SERVICE EXCELLENCE

★ CSE ▼

20 Best Practice elements
 and **37** Full Compliances
0 Partial / Non compliance

100% complaints (**19**) dealt
 with within target



Human Resources

Investors in People Gold achieved

INVESTORS IN PEOPLE | Gold

Mandatory Staff Training:
 Cyber Security
 Health & Safety
 Customer Service
 Unconscious Bias
 GDPR
 Environmental Awareness

FINANCES | GOVERNANCE

	2022	2021
Fixed assets		
Housing properties	190,056,766	185,626,490
Other tangible fixed assets	3,495,724	819,332
Investments	-	-
	193,552,490	186,445,822
Current assets		
Trade and other debtors	8,968,369	8,596,120
Cash and cash equivalents	4,675,700	3,432,016
	13,644,069	12,028,136
Less: Creditors: amounts falling due within 1 year	(18,245,930)	(16,278,206)
Net current liabilities	(4,601,861)	(4,250,070)
Total assets less current liabilities	188,950,629	182,195,752
Creditors: amounts falling due after 1 year	(159,403,513)	(154,268,166)
Pension fund liability	(3,361,000)	(4,149,000)
Total net assets	26,186,116	23,778,586
Reserves		
Share capital	11	10
Revenue reserves	26,184,141	23,776,342
Capital reserves	81	78
Restricted reserves	1,883	2,156
Total reserves	26,186,116	23,778,586

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.

Turnover	17,411,205	16,390,825
Operating costs	(15,571,869)	(13,975,937)
Operating surplus	1,839,336	2,414,888
Gain on property disposals	2,363,216	796,591
Transfer to disposal proceeds fund	(1,755,111)	(605,555)
Interest and financing income/(costs)	(1,681,915)	(1,759,780)
Other finance charges	(82,000)	(71,000)
Surplus before tax	683,526	775,144
Taxation	-	-
Surplus after tax	683,526	775,144
Other comprehensive income		
Actuarial gain/ (loss) in respect of pension scheme	1,724,000	(361,000)
Total comprehensive income for the year	2,407,526	414,144


Fully audited accounts, financial report and statements have been submitted for the year ended 31 March 2022







Habinteg

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Habinteg's offices are open:
08:45 to 16:45 Mon to Thurs
08:45 to 16:30 on Fridays

HOMES | LIVES | COMMUNITIES