



**Homes, Lives and Communities;
Woven as one.**

ANNUAL REPORT 2024 - 2025

Key Performance Report and Summary Finances 2024 - 2025



Woven, formerly 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

VISION

Homes, lives and communities; Woven as one.

MISSION STATEMENT

We provide affordable, accessible homes and bring people together to create thriving communities.

VALUES

PEOPLE

Our business is our people.

INTEGRITY

Trustworthy, respectful, and transparent; it's the way we work.

QUALITY

Continuous improvement is at the heart of all our services.

INTEGRATION

An inclusive living experience for all our customers.

ENGAGEMENT

Working together through teamwork, collaboration and partnership.

HOMES, LIVES AND COMMUNITIES

INTRODUCTION FROM THE CHAIR AND CHIEF EXECUTIVE

Woven is pleased to present our Annual Report 2024 - 2025.

This year's report reflects a period of significant challenge; one in which we established ourselves as Woven and began to tackle several important priorities for the organisation. In 2024-2025, we embarked on a forensic review of how we conduct our business, with the members of the Board and Senior Leadership Team examining all governance arrangements and implementing a raft of improvements commensurate with our ambitions.

Whilst working through this crucial process - a process which has involved the recruitment of a new Chief Executive - we have built and delivered high-quality homes, continued to provide exceptional community growth opportunities, enhanced our customer services and invested in the quality of our existing homes. As an association we are delighted to have maximised the scarce public resources available for the provision of affordable homes in Northern Ireland. With the delivery of 167 new homes we were Northern Ireland's fourth largest affordable housing developer. Our commitment to supporting the programme for government was also clearly evidenced by our work on helping communities work together to increase cultural understanding and harmony, work that is never more important than at the present time.

Woven's Board and staff would like to thank our partners, suppliers, contractors and sector colleagues, including our Joint Management Partners, with whom we continue to provide accommodation and support initiatives to those who need our support the most. We would also place on record our thanks and for the support and assistance of our colleagues in both the NI Housing Executive and the Department for Communities, we have worked closely to enhance the professionalism of Woven and to work in partnership to deliver new homes and services where that are needed the most.

In publishing this year's Annual Report, it is important to highlight the unstinting work of our volunteer Board Members who have given so much of their valuable time to support Woven as we modernise and grow. We are also grateful to our excellent Senior Management Team and to highly professional staff who continue to work tirelessly for our communities.

WOVEN AS ONE




Alan McKeown | CHIEF EXECUTIVE


Neil McIvor | CHAIR

HOMES

Challenging Stereotypes in social housing.

Woven continues to provide quality, innovative housing, such as the 42 homes on site at Windsor Terrace, Derry/Londonderry, combining Category 1, General Needs and Wheelchair user properties.



Computer generated image



2702
properties
across NI

2530 self-contained homes
(including 35 sheltered and 68
supported units) and 172 non
self-contained supported units.



88%
of repairs
completed
on time

8016 repair requests received.



£100m+
invested in
our homes

167 completed units

447 units in progress year end.



99% satisfaction with move Woven

99% of tenants see their Woven move as a **positive outcome**. 99% satisfaction with **Independence / Wellbeing** and **Safety & Security***



724 tenants avail of Money Advice Service

Tenants benefiting from pre-tenancy workshops, home starter packs, debt/benefits advice and over 65s support.



51 acts of gratitude for customer service

Specific acts of gratitude received for exceptional service are logged on a Compliment Register.



More than bricks and mortar.
Through collaboration and partnership, we provide a range of high-quality services and neighbourhood initiatives that serve to improve our tenants' lives and enhance good relations in our communities.

COMMUNITIES



Community Involvement

Community events take place at Woven schemes right across NI. From one off activities to multi-week courses and fixtures in the calendar, such as the Big Lunch.

the big lunch

by eden project THE NATIONAL LOTTERY



136
Community
events
1983
Participants



69 Bridging
& **9** Bonding
events
funded via
Housing for All

£161,751

invested in Woven communities

Housing for All - £123,947, Woven Community Involvement - £35,444,
Community Relations Council - £2,360



WOVEN AS ONE



Culture of Kindness

We are committed to making Woven an employer of choice in Northern Ireland, fostering a Culture of Kindness across our Staff Team through:

- Encouraging an entrepreneurial mindset to drive innovation
- Creating a culture where we all feel respected, supported and valued.
- Prioritising our people and their wellbeing by creating a safe and nurturing environment to work in.
- Providing strong leadership, good communication, and sharing information that supports effective decision making by encouraging feedback.
- Focusing on a culture where everyone feels connected and takes personal responsibility for achieving better outcomes.

We have many innovative employee voice networks (listed overleaf) and a range of celebratory activities and staff recognition initiatives including Christmas Lunch, Staff Away Day and paid Volunteering days.

Our employees help to raise thousands of pounds for our charities:

Action
cancer

action
mental
health



Celebrating Diversity and Inclusion
Woven staff on the float for Belfast Pride Parade

PERFORMANCE INFORMATION | SERVICE DELIVERY



Rental Income

Rent, rates, service charge collected **£16,833,461.00**

Amount lost due to voids: **£179,343**. Lost as % of total amount due: **1.01%**

Average Weekly Rent + Service Charge, Excl. Rates: £118.20

Av 1 bed property: **£103.26**
Av 2 bed property: **£113.53**
Av 3 bed property: **£126.84**
Av 4 bed property: **£133.83**
Av 5 bed property: **£131.70**

Rent increase 2023/2024:
Controlled rent **2.70%**
De-controlled rent **3.60%**



Maintenance

94% Emergency Repairs

completed in time

Emergency = 24 hours, target 85%

85% Urgent Repairs

completed in time

Urgent = 4 working days, target 80%

86% Routine Repairs

Completed in time

Routine = 20 working days, target 80%

88% across categories Completed in time



Health & Safety Compliance

99.8% Gas

Safety Checks

(include flue checks, gas soundness and CP12 cert)

93.6% Oil Fired Boiler Services

(BS 5410 Part1 and OFTEC CD12)

100% Fire Risk Assessments

100% of occupied properties meet

Decent Homes Standard



Customer Service

CSE retained

CUSTOMER SERVICE EXCELLENCE



23 Best Practice elements and 33 Full Compliances

1 Partial, 0 Non compliance

96% 1st stage complaints resolved in timescale (31 received); **100% 2nd stage** (4 received) and **75% 3rd Stage** (4 received).

Timescale for all - 15 days.

95 ASB cases received and resolved. 87% in timescale (20 days) Target 85%



Human Resources

IIP Gold held



INVESTORS IN PEOPLE | Gold

£66,209 invested in employee training - job specific training, supporting professional / academic qualifications, mandatory and developmental training.

Colleague & Culture Group; Equality, Diversity & Inclusion Forum; Hot & Bothered Menopause Café; Man Up Men's Health; and the Health & Safety Forum.

FINANCES | GOVERNANCE

	2025	2024
Turnover	20,594,736	18,486,376
Operating costs	(16,587,454)	(15,526,511)
Operating surplus	4,007,282	2,959,865
Gain on property disposals	(34,485)	684,162
Transfer to disposal proceeds fund	-	(538,357)
Interest and financing income/(costs)	(3,520,245)	(2,563,736)
Other finance charges	16,000	23,000
Surplus before tax	468,552	564,934
Taxation	-	-
Surplus after tax	468,552	564,934
Other comprehensive income		
Actuarial gain/(loss) in respect of pension scheme	(24,000)	(149,000)
Total comprehensive income for the year	444,552	415,934

	2025	2024
Fixed assets		
Housing properties	246,017,030	223,689,177
Office properties	6,699,250	6,772,635
Other tangible fixed assets	244,516	275,158
	252,960,796	230,736,970
Current assets		
Trade and other debtors	7,467,124	9,403,979
Cash and cash equivalents	5,660,450	3,269,096
	13,127,574	12,673,075
Less: Creditors: amounts falling due within 1 year	(27,763,269)	(20,120,260)
Net current liabilities	(14,635,695)	(7,447,185)
Total assets less current liabilities	238,325,101	223,289,785
Creditors: amounts falling due after 1 year	(206,353,386)	(191,762,626)
Pension fund liability	-	-
Total net assets	31,971,715	31,527,159
Reserves		
Share capital	11	8
Revenue reserves	31,971,617	31,527,065
Capital reserves	87	86
Restricted reserves	-	-
Total reserves	31,971,715	31,527,159

Governance

The work of Woven is overseen by a voluntary Board and executed via the Chief Executive and Senior Management Team. Board meetings are regular (six in 2024/2025) as are those of committees with responsibilities for: Development, Finance & Corporate Services, Housing Management and Audit & Risk Assurance.

Board: N.McIvor (Chair)' N.Loughran (Vice Chair), G.McCabe (Treasurer and Acting Honorary Secretary), G.Davidson, M.Alcorn, L.Allen, D.McCavery, (G Gilpin retired in August 2024). Four new Members were appointed to the Board in September 2024 – Eoin McQuillan (previously a Member of the ARAC). Paul Livingstone, David Little and Chris Milligan.

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 affairs and of its surplus or deficit for that period. Fully audited accounts, financial report and statements have been submitted for the year ended 31 March 2025.

The Board is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association. It is also responsible for safeguarding the assets of the Association and hence for taking reasonable steps for the prevention of fraud and other irregularities..

Value for Money (VFM)

Woven is in receipt of public funding and operates within a regulatory framework. We aim to achieve and demonstrate good practice in our approach to VFM, comparable with the best in the sector, while contributing to sector-wide expectations. Our VFM Statement is published in full on our website.



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Woven's office hours are:
08:45 to 16:45 Monday to Thursday
08:45 to 16:30 on Fridays



woven

INVESTORS IN PEOPLE®
We invest in people Gold



The Responsible
Business Network
Northern Ireland

