

BUILDING COMMUNITIES

Annual Report **2016/2017**



Big Enough to Deliver & Small Enough to Care



Sean McKenna

Chairman's Report

There is no doubt the past year has been a progressive and productive one for the Association. The completion of two large new build developments in Girdwood and North Queen Street, delivered via the strong partnership we have forged with Apex Housing, has led to significant growth in our stock levels.

At present, we are currently half way through the delivery of an ambitious three year development programme and the new homes, which have been delivered to date, have undoubtedly assisted to alleviate some of the pressures and growing demands for essential Social Housing in North Belfast.

With the completion of 99 new homes this year, the imminent completion of 38 new homes in Alexander Park Avenue, and the ongoing construction of another 105 homes in the New Lodge and Parkside, we have shown our commitment to invest in and enhance our local communities. We will continue to put our tenants and local communities at the forefront of everything we do, whilst striving to deliver new much needed Social Housing in North Belfast.

This investment has enabled us to increase staff resources, which have helped sustain and deliver new partnership and working initiatives with individual tenants, local residents groups, community and voluntary sector organisations, statutory agencies and other key partners. These partnerships are vital if we want to achieve our aims of making our communities safer, sustainable and a more vibrant place to live.

Moving forward, our team of dedicated Board members will ensure the delivery of our main aims and objectives, set within our Corporate and Business Plans. Our team of highly professional and motivated staff, led by our Chief Executive, Gary Dugan, continue to deliver our day to day services, which are innovative, tenant and community focused as well as ensuring Best Practice, Value for Money and high levels of satisfaction are met.

I would like to express my deep appreciation and pride to be involved in delivering the changes made along the Limestone Road over the last few years. This was recognised when Newington HA won a prestigious UK Housing Award in September 2016 for the Best Regeneration Project for our work on the Limestone Road. However; this could not have been achieved without the tireless support of all the members of the Board and staff, and for this I express my appreciation and thanks. I also wish to thank our key statutory and community partners and our tenants who have also been instrumental in delivering these changes and have continued to support our work throughout the year.

On a personal note, I would like pay particular tribute to my colleague and friend, Brian Mullan, who passed away last July. During his time on the Board, Brian played a significant role in driving the Association through a period of great change and we are extremely grateful for the work he carried out on behalf of Newington.

Sean McKenna
Chair



A Tribute to Brian Mullan

In July 2016, we witnessed the sad passing of an exceptionally dedicated and inspirational friend and colleague, Brian Mullan.

Brian, a native of North Belfast, was a highly motivated man who fought tirelessly for the provision of essential community services for all. He did so with strong leadership and integrity and inspired others to take an interest in their communities, improved the quality of life for all residents and to challenge the status quo.

From Carlisle Circus to Glengormley, Brian was always at the forefront in leading numerous community led projects which continually challenged government and statutory agencies for the provision of essential local services, new sports and recreational facilities and high quality local amenities. Whether it was via the Mater Hospital Consultation Committee, Antrim Road Regeneration Committee or through his street pastor's work within Glengormley, Brian played a pivotal role in building and strengthening communities that benefitted everyone.

Brian joined Newington's Board of Management in 2010. From day one he took up the challenge of his new role with vigour and purpose. Through his vast management experience and technical knowledge, which he gained whilst employed for many years

within the Northern Ireland Housing Executive, he assisted in a major review of our stock and implemented measures to ensure current and future tenants received homes that are built and maintained to the highest standards. He continually challenged our staff to provide first class services and was instrumental in our approach to partnership working and investment in local communities and individual tenants.

Brian was a man of great enthusiasm and dedication and through various groups he delivered results. When meeting Brian, he was always respectful, courteous, selfless and sincere. His actions were always meaningful and with purpose. He led from the front on local issues and was a great servant to the local community. He was a man of strong character and was extremely well thought of by his peers.

On behalf of all the Board of Management and staff at Newington Housing, we wish to express our gratitude for his dedication, hard work and the personal commitment he gave to our organisation. He was humble, truly inspiring and an invaluable member of our team and is sadly missed by us all.

Chief Executive Report



Gary Dugan

As Chief Executive Officer, I am pleased to confirm that our team of dedicated staff have achieved the main aims, objectives and performance standards set by our Board.

At a time when there are many pressures placed on Housing Associations to deliver in terms of their respective development programmes and the increasing demand for social housing, especially within North Belfast, it is extremely pleasing to see us deliver several new build developments. The additional new 99 homes delivered by us over the past year, in partnership with Apex Housing and our membership of the Apex Housing Group, have not only provided essential new homes but have also accelerated the redevelopment of the Long Streets in the New Lodge.

The delivery of these homes has led to further investment by us in our staff, not only to ensure services and performance standards in the key areas of our business are met and often exceeded, but to continue to develop new services and initiatives. I am extremely pleased by the recent findings from our Tenant Satisfaction Survey, which indicated we

are continuing to achieve high levels of satisfaction from the services we deliver to our tenants and these levels have now been consistent for several years. Our Internal and External Audits continue to confirm high levels of management control and accountability and provide assurance to our Board and stakeholders that sound financial controls and practices are in place.

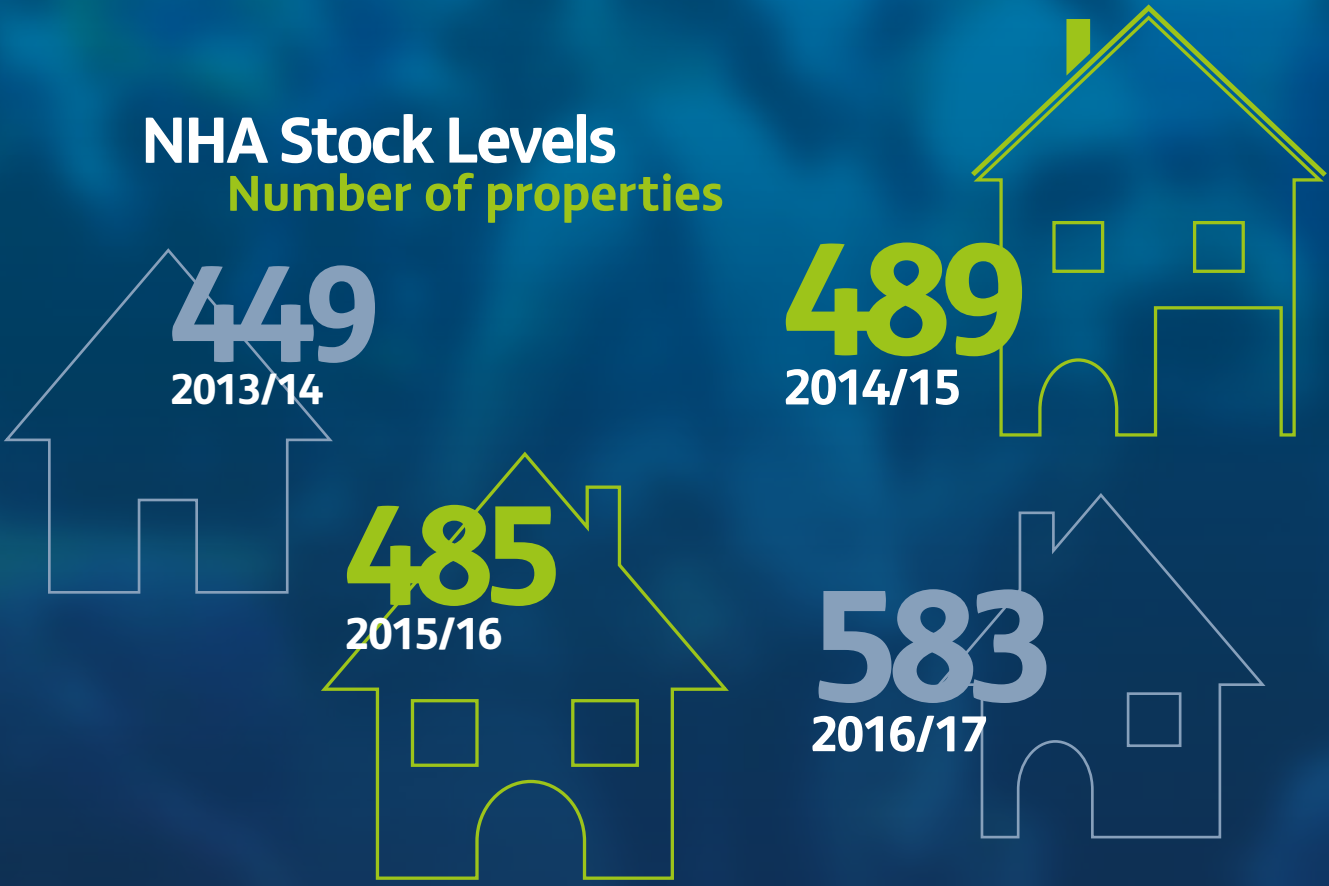
2016/17 has seen us incorporate many new initiatives and practices, such as our Tenant Participation Strategy. We aim to work in partnership with members of the Tenant Forum to acquire valuable feedback, which will assist us in shaping how we deliver our future services.

Finally, I would like to express my gratitude for the direction, leadership and support given by our Board of Management and also extend my appreciation to all of the staff who have made a significant contribution to ensuring another successful year for Newington and look forward to new challenges and continued success in the future.

Gary Dugan
Chief Executive

Housing Management Report

NHA Stock Levels Number of properties



Housing Stock by Size

Breakdown of our Stock	General Needs	Sheltered Cat 1 & 2	Supported	Total
1 Beds	47	66	7	120
2 Beds	121	11	6	138
3 Beds	232	-	-	232
4 Beds	80	-	-	80
5 Beds	13	-	-	13
Total No. of Units on 31/03/2017	493	77	13	583

Allocations

During 2016/17, the Association completed 128 no. allocations:

Notes	No. of Allocations
Relets	29
Newlets	99
Total	128



Previous Tenure of New Lettings to General Needs Tenants (99)



Private Rented Sector	10
NIHE	23
Family/Friends	37
Newington H.A	1
Other Housing Associations	7
Owner Occupiers	3
Supported/Hostel	18

Time new tenants were awaiting allocation of their new home - for new lettings to general needs properties (99)

14
0 – 6 MONTHS

16
6 – 12 MONTHS

23
1 – 2 YEARS

24
2 – 3 YEARS

13
3 – 5 YEARS

7
5 – 7 YEARS

2
8 – 10 YEARS



Arrears at 31st March 2017

The Association had current and past tenant arrears totalling £107,904 (including £71,687 of technical income due from Housing Benefit, Supporting People, etc.).

	Non-Technical	Technical	Total
Current Tenant Arrears	£28,615	£71,687	£100,302
Past Tenant Arrears	£7,602	-	£7,602
Total Arrears	£36,217	£71,687	£107,904

Newington Housing received £16,935 income from Supporting People from April 2016 to March 2017.

Re-lets performance



Average Re-Let Times

Total Relets	29
Total Void Loss from available units (Weeks)	160
Average Re-let times	5.52 Weeks



Key Performance Information

Rent and other charges to be collected	£2,831,663
Rent and other charges collected	£2,820,330
Percentage of Rent receivable collected (DFC Target – 98%)	99.6%

£100,302
Total Current Arrears
@ Sun 02/04/2017

£71,687
Current Arrears
(technical) - 410 cases

£28,615
Current Arrears
(non -technical) - 139 cases
(not incl. outstanding Housing
Benefit/SP Funding)

£7,602
Past Arrears - 11 cases



Voids

The Association had 11 no. voids at 31st March 2017; however 8 of these properties were either receiving major improvement works or were being held to allow us to temporarily decant tenants from their existing accommodation to allow us to carryout major improvement works to their homes. The remaining 3 no. properties were under offer, after receiving minor Change of Tenancy works.

Total Void Loss £41,881

Write Off

During the financial year, the Association wrote off the sum of £943.92 in past tenant debt.

Key Performance Indicators 2016/17

Housing Management/Rent Collection & Arrears

	DfC Target	NHA Target	Performance
Technical Arrears Target	<1%	<1%	0.92%
Non-Technical Arrears Target	<5%	<5%	5%
Rent Collection	>98%	>98%	99.6%
Rent loss due to void properties	<4%	<4%	1.48%

Housing Stock and Average Rent Charges for 2016/2017

The Association had 583 no. units of accommodation at 31st March 2017. This is a significant increase on last year's stock levels.

Thirteen of our current units are directly managed in conjunction with De Paul Ireland, who provides support

to families through a joint management agreement. The Association acquired 95 no. new build dwellings within 2016/2017 and has also completed 4 privately purchased dwellings (Existing Satisfactory Purchases) from the open market.

Complaints

The Association received 43 complaints within the period from 1st April 2016 to 31st March 2017 in respect of Anti-Social Behaviour/Nuisance.

Other complaints: The Association received 1 no complaints regarding service delivery which was fully address at stage one of our complaints procedures.

Complaints (ASB)	2016/2017
ASB Complaints received	43
Complaints processed by the association	43

Controlled Average Rent Charge per property type

Property Type	No. of Properties	Average Rent
1 Bed	4	£51.80
2 Bed	1	£69.38
3 Bed	5	£76.13
4 Bed	12	£82.51
5 Bed	4	£85.96

De-Controlled Average Rent Charge per property type

Property Type	No. of Properties	Average Rent
1 Bed:	116	£60.99
2 Bed:	137	£84.04
3 Bed:	227	£95.23
4 Bed:	68	£93.07
5 Bed:	9	£93.21

House Sales in 2016/2017

The Association completed 1 house sales to current sitting tenants within the last financial year, under the Right to Buy Scheme.



Community & Tenant **Engagement**

At Newington, we strongly believe that strengthening our existing partnerships and forging new relationships with community organisations and statutory agencies alike, undoubtedly assists us to enhance our service delivery to our tenants and the wider communities in which we operate.

Joint working initiatives are invaluable to us as they assist us in ensuring we sustain a high quality service, in areas such as addressing anti-social behaviour, neighbourhood nuisance, urban regeneration and renewal, etc.

Local consultation has always been an integral part of what we do and we believe it is key to assist us, in conjunction with others, to tackle local issues and challenges in a joined up and focussed manner, to ensure successful and meaningful outcomes for all.

Representatives from Newington H.A. still regularly attend both the Upper and the Lower North Belfast Community Safety Networks, the New Lodge Safer Streets Forum, Upper and Lower Family Support Hub meetings and other joint working initiatives throughout North Belfast.

We are continually striving to build relationships with our tenants and feedback we receive is essential for us, so we can continually review and amend our procedures to allow us to improve how we deliver our services.

From our most recent Tenant Satisfaction Survey, which was completed within this financial year, there has again been welcoming feedback from our tenants and levels of satisfaction continue to remain high. The Association welcomes these findings; but acknowledges that we must continue to engage and listen to our tenants, if we intend to continue to maintain the standards we have set.

Our aim is to continually seek improvements in all areas of our business and would urge all tenants to engage with us via any of the opportunities open to them.

Getting involved with Newington

Newington Housing Association aims to provide the best possible service to our tenants and people in our communities. We recognise that tenants and resident feedback and participation are vital in assessing our performance and identifying improvements in how we work.

We wish to encourage people to participate in the activities of Newington in a way that suits them and we would like our tenants to become actively involved in shaping the services we provide. We made a commitment in our Business Plan for 2017/18 to introduce a Tenant Participation Strategy that will establish a framework to make this happen.

The Association has recently produced a draft Tenant Participation Strategy and will be seeking the views of tenants, prior to its publication.

Some of our tenants are already involved in participation through local community or resident group or scheme forums; however we aim to ensure that everyone has the opportunity to have their say in the delivery and development of our services.

One new key way tenants to engage with us is via the Tenants Forum. The recent establishment of the new Forum, which we hope will assist us in acquiring valuable feedback so we can shape how we deliver our future services.

It may be that you are unable to participate in the Tenants' Forum but may be happy to contribute in other ways. These are some of the additional ways you can become involved and participate in developing our services...



Be available to complete telephone questionnaires/surveys



Participate in Mystery Shopping exercises



Assist in reviewing N.H.A policies manually or electronically, via emails.



Reviewing Maintenance performance standards by our Contractors



Reviewing Housing Management processes you may have availed of



Review/Verify findings of Annual Satisfaction Surveys.

We would also encourage any tenant who has any other ideas on how we can develop additional opportunities for tenants to participate, to let us know. Finally, we acknowledge that people live extremely busy lives and that not everyone can commit to taking part; however we will of course keep all tenants informed of progress in this area moving forward.

We welcome any new expressions of interest from tenants who wants to become a member of the Forum or wants to engage with any way which is suitable to them. Anyone interested in becoming involved, please contact our **Community Engagement Officer, Martin Hamilton** on 028 9074 4055 for further advice.

Building and Strengthening Local Communities

As well as providing new and maintaining our existing homes, over the past year, we have continued to support and invest in community led projects.

These projects support local people who act in a proactive manner to deliver valuable services to our communities, which undoubtedly make a real difference to people's lives.

We have done so by distributing funding in the region of £31k over the past twelve months.

Moving forward, we are committed to further supporting such ventures and are looking at new and innovative ways to ensure this funding meets those most at need. Through our Community Investment Strategy, we envisage that our new Tenant Forum members can assist us in doing so, by establishing a panel to assist in the processing and disbursement of such awards.



The McCann family

Home Adaptations

As a result of various medical complications over recent years, Mr McCann's health and mobility became extremely limited and he could no longer safely manoeuvre around his own home. Their property was deemed to be unadaptable to meet Mr McCann's current and long term medical needs. As a result of this, the family were assessed by the Northern Ireland Housing Executive for alternative accommodation.

Mrs McCann said "we found it increasing difficult to get Patrick up and down the stairs. Our previous home had no downstairs toilet and we were finding it difficult for him to safely use the stair lift we had previously got installed for him. It came to a point where either myself or one of my son's would have to go upstairs alongside Patrick, whilst the lift was in operation, as due to his illness, he was nervous and panicking and felt unsafe using it. This resulted in him requiring additional personal care, him being confined to the downstairs of the property all day and it became challenging for us getting him up and down every day".

After a prolonged period of time, their aspirations of acquiring somewhere more suitable to live were finally achieved when Newington made them an offer of a lifetime home at our new development at North Queen Street. The Association quickly identified that their new property would require additional facilities incorporated into it and liaised with Mr McCann's Occupational Therapist to have these installed.

The McCann family are now in their new property and their new surroundings and facilities have completely enhanced their lives.

"We are enjoying our new home and life is much better for us. Patrick can more easily move about the house. Getting him bathed, to and from the bathroom facilities or to bed is no longer a major challenge for us. We initially did have some reservations about moving as we were in our previous home for a long time and had great neighbours, family and friends close by; but we quickly settled in and our new neighbours are fantastic and very supportive to us." The area is quiet and peaceful and our family network is still close, which allows them to call with us quickly, when we need them for assistance and support.

"The installation of the through ceiling lift, which now brings Patrick to and from his bedroom directly into the living room, is a great help and the downstairs wet room is ideal for him to receive an assisted shower. I wish to express my sincere thanks to everyone at Newington for what they have done for us".

Newington extends a warm welcome to the McCann's family and wishes them happiness and contentment in their new home.

Property Services Report

At Newington we endeavour to deliver a high quality service to our tenants. We value the feedback we receive, as it provides us with the information we need to adapt and make key changes to the way we work. Tenants' opinions and the engagement we receive from them is vital and plays a key role about how we review, amend and improve the services we deliver to our tenants and local the community in general.

Over the past year, we have continued to significantly invest in our homes, to ensure we adhere to our regulatory requirements and maintain our own standards. This has been done so via our day to day response maintenance and our planned and cyclical maintenance programmes.

Response Maintenance Performance

1 April 16 - 31 March 17

Type	Jobs Raised	% Jobs Completed on time	Performance (%)
ICO (to be completed within 4 hours)	406	403	99.26
Emergency	408	404	99.20
Urgent	630	602	95.56
Routine	709	684	96.47
Cyclical Servicing	435	434	99.77

Repairs Inspection Performance

Repairs Pre Inspected (%)	24%
Completed Repairs Post Inspected (%)	22%
Percentage of our properties with gas fired central heating	100%

Disabled Adaptations

The Association carried out 19 disabled adaptations within 2016/17 at a cost of £19,705.

Breakdown of 19 no. adaptations

Installation of Showers	11
Installation of lifts	2
Hand & Grab rails	4
Sensory & Hearing Support Systems	1
Other	1

Planned Maintenance 2016/2017

Over the past year we have successfully delivered our Planned Maintenance Programme, which is designed to maintain and improve the standard of our homes.



These works included the following and approximate spend:

Nature of Works	Location	Cost
Installation of New Kitchens to 25 properties	Meadow Place, Meadow Close and Spamount Street	£78,500
External Cyclical Painting to 33 General Needs properties	Meadow Place, Meadow Close, Spamount Street and at our Joint Management scheme at Mater Dei	£30,000
Installation of new gas boilers	8 properties located along the Limestone Road	£14,500
NICEIC Electrical Tests	100 general needs and sheltered units	£11,500
Major Thermal Improvement Works	3 General Needs properties	£63,500
	Total Expenditure	£198,000

Planned Maintenance 2017/2018

The Association has now commenced its Planned Maintenance Programme for the year ahead. Significant investment by us will result in the improvement our stock. We are committed to carrying out the following works during 2017/18, via our Stock Investment Programme.



Nature of Works	Location	Anticipated Cost
Installation of New Kitchens to 19 properties	Limestone Road, Deerpark Grove and Deerpark Court.	£47,500
External Cyclical Painting to 59 General Needs properties	Various properties within our stock base	£40,000
Installation of new gas boilers	47 properties located within Deerpark Grove, Deerpark Court, Meadow Place, North Queen Street, Spamount Street and Victoria Parade	£73,000
Internal redecoration and the replacement of floor finishes	Richmond Lodge Sheltered Scheme	£14,500
NICEIC Electrical Tests	100 general needs and sheltered units.	£10,000
Major Thermal Improvement Works	2 General Needs properties	£31,000
	Total Anticipated Expenditure	£216,000

Development Report

NEW ACQUISITIONS IN 2016/17

The Association acquired an additional 99 properties in 2016/17 (95 newly constructed homes and 4 Existing Satisfactory Purchases from the open market) and completed 1 house sale during the reporting period.

These new affordable homes have provided accommodation for single person households and families who, in some cases have been awaiting accommodation for several years and were in severe housing need.

Breakdown of newly acquired homes in 2016/17:



Looking ahead, the Association is awaiting handover of 38 newly constructed homes at Dunmore/ Alexandra Park Avenue, Belfast. These new homes are expected to be fully completed by early September 2017.

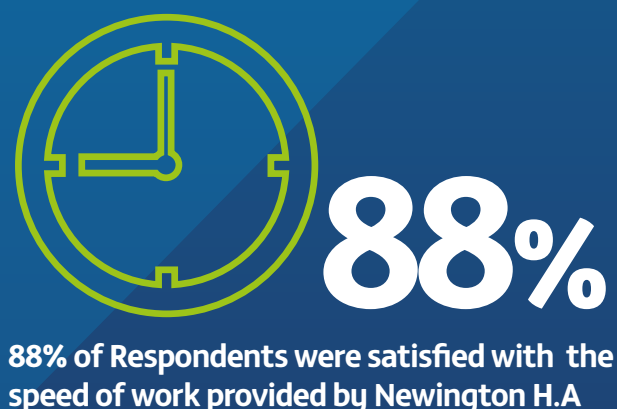
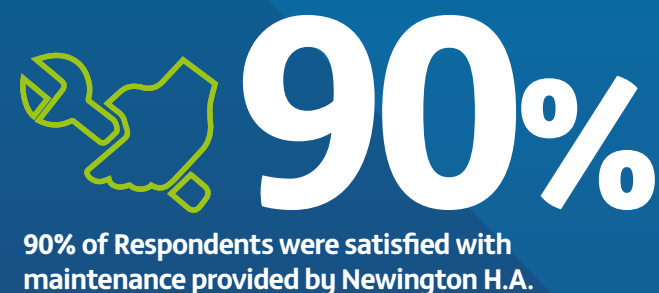
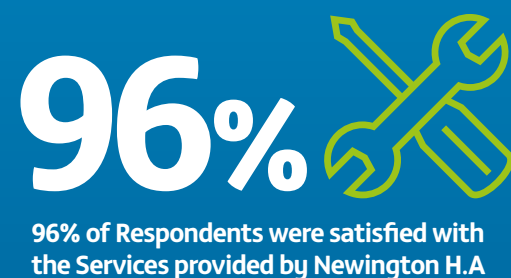
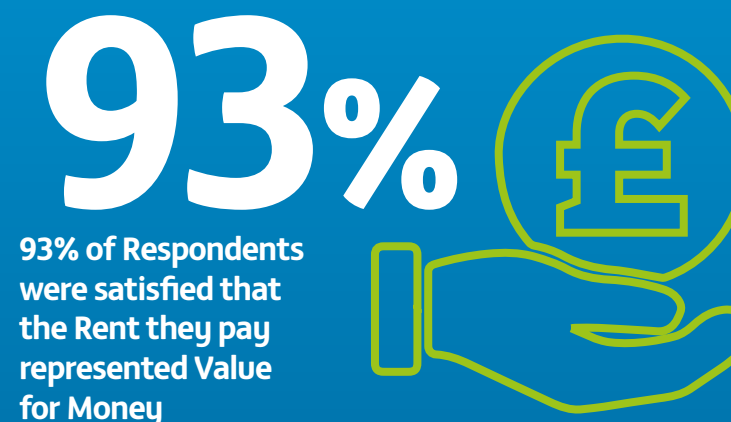
We are also working in conjunction with our partners Apex Housing on the construction of 31 new homes within Phase 1 of the Newlodge Redevelopment, with completion expected in February 2018. Demolition of old existing dwellings within Newlodge Phase 2 is now underway and construction will soon commence to deliver another 58 new homes by the end of 2018.

In addition to this, we are on site at Parkside Gardens and Newington Street, Belfast where an additional 18 new build dwellings are under construction. This will see the full completion of our major redevelopment project for the Parkside/ Limestone area.

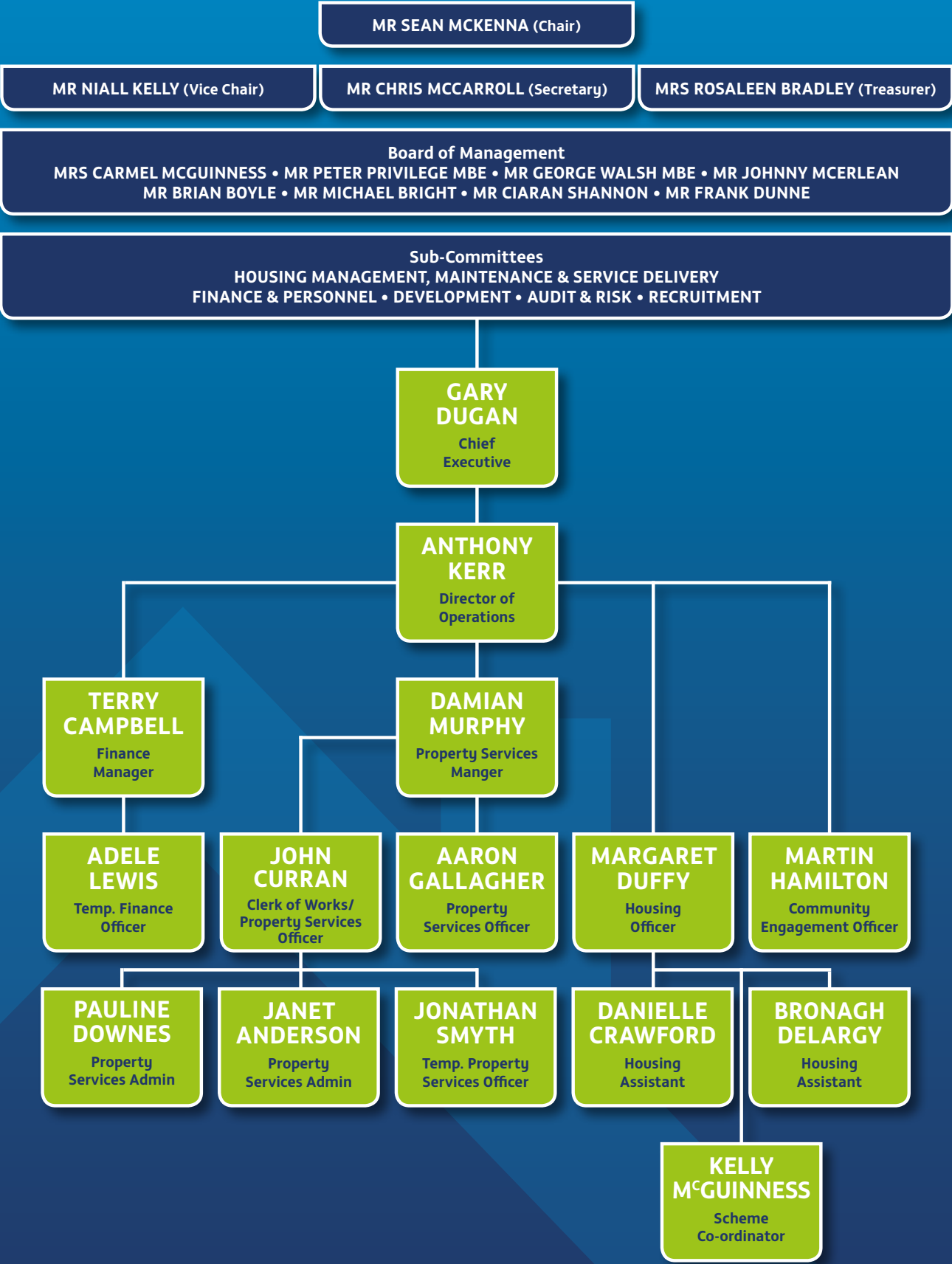
Once fully completed, these developments will deliver over 140 essential new affordable homes for the local community of North Belfast.



Annual Satisfaction Survey Key Findings



Newington H.A. Organisational Chart



Board Meetings Attendance 2016 - 2017

Board Members	Position	No. of Full Board Meetings that required attendance	Meetings Attended
Mr K Dempsey	Chairman	6	6
Mr T Doyle	Vice Chair	6	6
Mr C McCarroll	Secretary	6	6
Mrs R Bradley	Treasurer	6	3
Mr G Walsh	Board Member	5	5
Mr J McErlean	Board Member	5	4
Mrs C Maginness	Board Member	5	4
Mr P Privilege	Board Member	5	4
Mr B Mullan	Board Member	2	0
Mr B Boyle	Board Member	6	6
Mr M Bright	Board Member	6	3
Mr C Shannon	Board Member	6	2
Miss L Harvey	Board Member	6	4
Mr N Kelly	Board Member	6	6
Miss S Walsh	Board Member	5	2
Mr S McKenna	Board Member	6	5
Mrs C Long	Board Member	6	5
Mr F Dunne	Board Member	6	4

Newington’s Board of Management members were reimbursed for travel and reasonable expenses totalling £981 during the year.



Statement of comprehensive Income for the year ended 31st March 2017

	Note	2017 £	2016 £
Turnover	5	3,386,292	2,548,796
Operating costs	6	(2,008,567)	(1,493,506)
Operating Surplus	7	1,377,725	1,055,290
Interest receivable and similar income	10	2,795	19,396
Interest payable and similar charges	11	(358,182)	(289,431)
Other finance income		(12,008)	-
Surplus on ordinary activities		1,010,330	785,255
Transfer to designated reserves	20	(410,822)	(8,385,487)
Actuarial gain/(loss) in respect of Pension scheme	24	(532,000)	54,000
Retained (deficit)/surplus for the financial year		67,508	(7,546,232)
Retained surplus brought forward		360,090	7,906,322
Retained surplus carried forward		427,598	360,090

All amounts above relate to continuing operations of the Association.

Statement of changes in reserves for the year ended 31st March 2017

	Note	2017 £	2016 £
Deficit/Surplus for the financial year		67,508	(7,546,232)
Movement in share capital	18	-	115
Transfer to designated reserves	20	410,822	8,385,487
Net addition to capital and reserves		478,330	839,370
Opening total capital and reserves		9,381,019	8,541,649
Closing total capital and reserves		9,859,349	9,381,019

Internal Auditors - RSM McClure Waters, 1 Lanyon Quay, Belfast, BT1 3LG

External Auditors - Pricewaterhouse Coopers LLP, Waterfront Plaza, 8 Lagan Bank Road, Belfast, BT1 3LR

Bankers - Danske Bank. 471 – 473 Antrim Road, Antrim Road Plaza, Belfast, BT15 3BP

Solicitor - Campbell Stafford Solicitors, Unit 1 Quaygate, 19B Station Street, Belfast BT3 9DA

NEWINGTON HOUSING ASSOCIATION (1975) LIMITED Statement of financial position as at 31st March 2017

	Note	2017 £	2016 £
Fixed assets			
Housing properties	12	51,962,468	38,691,473
Other tangible fixed assets	13	126,540	136,965
Investments	1	1	1
		52,089,009	38,828,439
Current assets			
Debtors	14	209,975	225,680
Cash in bank in hand		1,145,159	1,748,245
		1,355,134	1,973,925
Creditors: amounts falling due within one year	15	(738,193)	(1,415,551)
Net current assets		616,941	558,374
Total assets less current liabilities		52,705,950	39,386,813
Creditors: amounts falling due after more than one year	16	42,108,601	29,799,794
Pension liability	24	738,000	206,000
Capital and reserves			
Called up share capital	18	140	140
Capital reserves	19	62	62
Revenue reserves		427,598	360,090
Designated reserves	20	9,431,549	9,020,727
Total funds		9,859,349	9,381,019
		52,705,950	39,386,813

The financial statements on pages 11 to 32 were approved by the Board of Management on 19th June 2017 and were signed on its behalf by:

Mr Kieran Dempsey - Chairman
Mr C McCarroll - Sec



Newington Housing Association

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(9:00 am – 5:00 pm on weekdays)
Closed on Saturday, Sunday and Public Holidays

Out of Hours Emergency Number:
0800 731 3081

Newington Housing Association N.I Ltd is registered in
N.I. with Industrial & Provident Society (IP158) Dept.
of Communities (R13) and Charity Commission of
Northern Ireland

Recognised as a charity by the Inland Revenue.
Ref. No. **XR29285**

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Reg. No. **Z7623596**