

Building Communities
Annual Report **2015/2016**



*Delivering
positive and
meaningful
change in
communities in
North Belfast.*

Chairman's Report

The past year has been very challenging as well as exciting. From a personal perspective it has been my first year as Chair and would like to thank my colleagues on the Board and the staff for all their support and guidance.

Sadly in July 2016 our colleague Brian Mullan lost his long battle with cancer. Brian was a wonderful inspiration to other members of the board and a real champion for communities right across North Belfast and he will be sadly missed.

NHA also marked a significant milestone with its 40th Anniversary, celebrating with the then Minister for Social Development, Mr Mervyn Storey, past and present colleagues and many of our community and statutory partners. This event highlighted our commitment to partnership and recognised the significance of these relationships in delivering positive and meaningful change in communities in North Belfast.

It is also the end of our first year of membership of the Apex Housing Group and we can already see the benefits of this partnership. We have received delivery of new homes in Girdwood and Apex Housing is now on-site developing new homes in the New Lodge on our behalf. Delivery of new homes in North Queens Street and Alexander Park Avenue is expected in 2016/17.

Housing Management Report

Rent Collection Performance & Void Loss

Our main source of income comes from the rent we collect from our tenants alongside other sources, such as H.A.G grants and property sales. This is used to achieve a range of outcomes from constructing new properties to maintaining our existing ones.

Rent and other charges to be collected (gross)	£2,325,076
Rent and other charges collected	£2,323,922
Percentage of Rent receivable collected	99.95%
Current Arrears (non-technical)	£18,295
Current Arrears (technical) – outstanding from Housing Benefit & Supporting People	£57,259
Past Arrears	£4,848
Total Void Loss	£20,904
Association Write Off Figure in 2015/2016	£959

Rent Arrears Breakdown:

31st March 2016

£4,848
FORMER ARREARS

£18,295
CURRENT ARREARS

Performance Monitoring 2015/2016

Key Performance Indicators 2015/2016	DSD Target	NHA Targets	Performance
Housing Management/Rent Collection & Arrears			
Current (Technical) Rent Arrears	1%	1%	0.78%
Current (Non-Technical) Rent Arrears	5%	5%	4%
Rent Collection (DSD Target)	98%	98%	99.95%
Rent Loss due to void properties	4%	4%	0.90%





Voids

The Association had 8 no. voids at 31st March 2016. However; 5 of these properties had been either earmarked for major improvement works or were being held to allow us to temporarily decant tenants from their existing accommodation. This enables us to facilitate major improvement works to their home. The remaining 3 no. properties were in the process of receiving change of tenancy works, prior to them being re-let.

Performance Monitoring 2015/2016

The Association had 485 no. units of accommodation at 31st March 2016. This is a decrease on last year's stock levels as N.H.A demolished 13 no. units of accommodation to facilitate our new build development at Parkside Gardens, Belfast.

Thirteen of our current units are directly managed in conjunction with De Paul Ireland, who provides support to families through a joint management agreement.

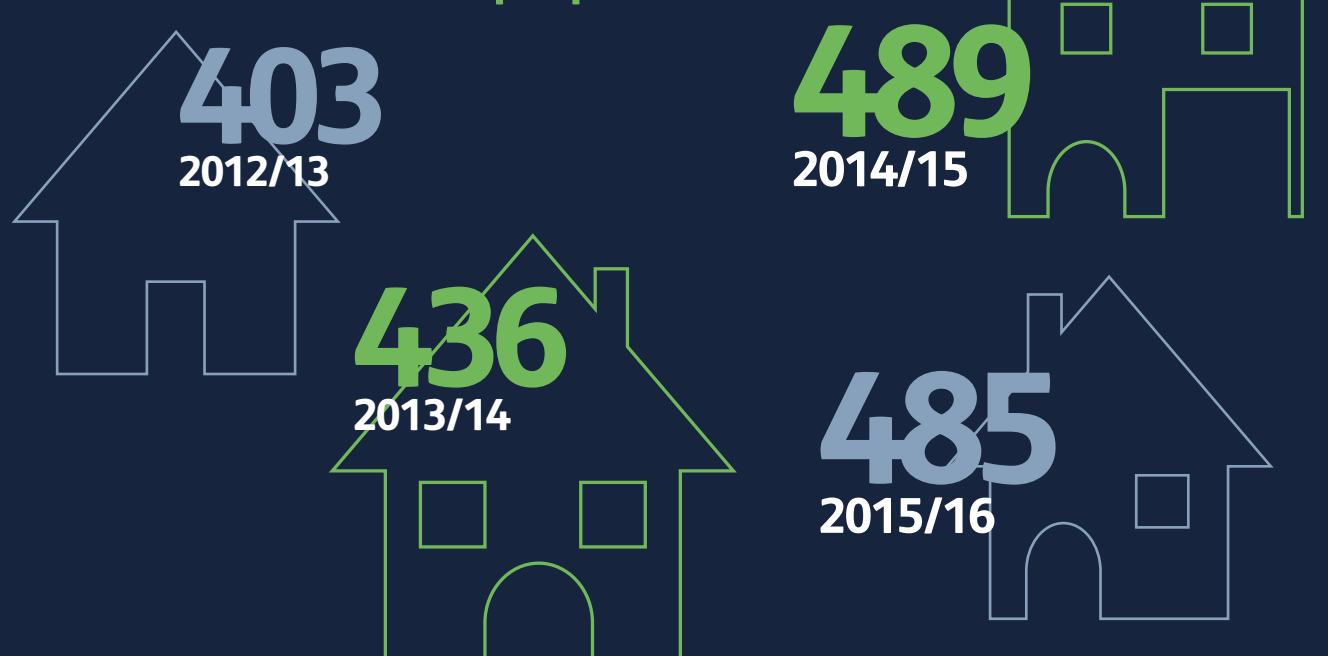
The Association acquired 9 no. new build dwellings within 2015/2016 and has also completed two privately purchased dwellings from the open market.

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



Units of accommodation

Number of properties



Average Re-Let Time

Average Re let Time - Self Contained (page 14 Q7(B)(i) AAR)	31 (days)
Average Re let Time - Self Contained - Re Lets	32 (days)
Average Re let Time - Self Contained Mainstream	37 (days)
Average Re let Time - Self Contained Sheltered	19 (days)

Housing Stock by Size

Breakdown of our Stock	General Needs	Sheltered Cat 1 & 2	Supported	Total
1 Beds	33	66	7	106
2 Beds	71	11	6	88
3 Beds	188	0	0	188
4 Beds	87	0	0	87
5 Beds	13	0	0	16
Total No. of Units on 31/03/2016	395	77	13	485

Average Rents **2015 -2016**



Note: The Association has acquired a significant number of three bedroom new build properties over the past few years. These properties would have a higher rent than some of our older, existing stock. This had an impact on the calculation of the average rent for this type of property.

We also have several 4 and 5 bedroom properties with controlled rents, which would also have an impact on the calculation of average rent for these types of accommodation.



Allocations in 2015/2016

The Association completed 26 no. allocations from April 2015 – March 2016. Of these, 12 were allocations of newly built properties and 14 were re-lets of existing properties.

Eight no. lettings were Housing Transfers, the majority of which were from NIHE properties that were earmarked for demolition to further assist the clearance of the old existing properties located within the Newlodge Long Streets.

Site clearance/demolition works on Phase 1 is now complete and Apex Housing has commenced construction works.

26 No. allocations in 2015/2016

Newlets: 12 Relets: 14

Working in Partnership with the Community

NHA is continually striving to develop new partnerships with community organisations and statutory agencies alike. Joint working initiatives are invaluable to us as they assist us in delivering a high quality service and core housing activities, in areas such as addressing anti-social behaviour and neighbourhood renewal, etc.

Representatives from Newington H.A. still regularly attend the Lower North Belfast Community Safety Network, the New Lodge Safer Streets Forum and other Inter-agency meetings throughout North Belfast.

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

Our most recent Tenant Satisfaction Survey has shown an increase in satisfaction levels in all areas of our business.

Key Finding



99%

99% of Respondents were satisfied with the Quality of their Home

99%



of Respondents indicated that they found staff Helpful when contacting the Association

97%



97% of Respondents were satisfied with the Services provided by Newington H.A

96%



96% of Respondents were satisfied with the area in which they live

96%



96% of Respondents were satisfied that the Rent they pay represented Value for Money



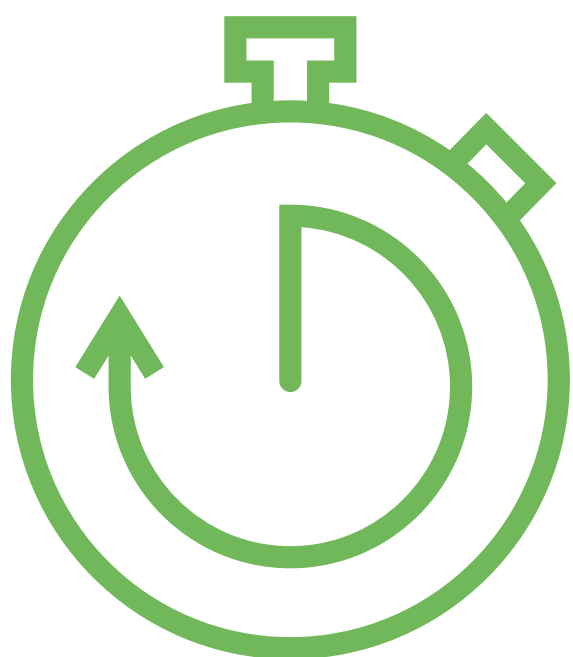


94% 

94% of Respondents indicated that they would highly recommend Newington H.A., as a landlord to a family member or friend

94% 

94% of Respondents were satisfied with how Newington H.A. are keeping them informed



 
90%

90% of Respondents were satisfied with how Newington H.A. listens to their views and has acted upon them



Camberwell Court & Newlodge Youth Centre Initiative

Over recent months, Newington H.A. staff and Youth Workers from Newlodge Youth Centre have worked in partnership, along with residents from within Camberwell Court and young people from the Youth Centre, to develop a programme of events to promote inter-generational relationships.

Since then, over recent weeks, several events have taken place within Camberwell Court, ranging from a “Get to Know You” session, a Cooking Class, a Crocheting and Knitting Class, delivered by residents to the young people.

The six week programme ended with the young people from Newlodge Youth Centre holding a thank you party for the residents, for all their help, guidance and support during the programme. Participants indicated that the project was extremely beneficial and rewarding to all those involved.

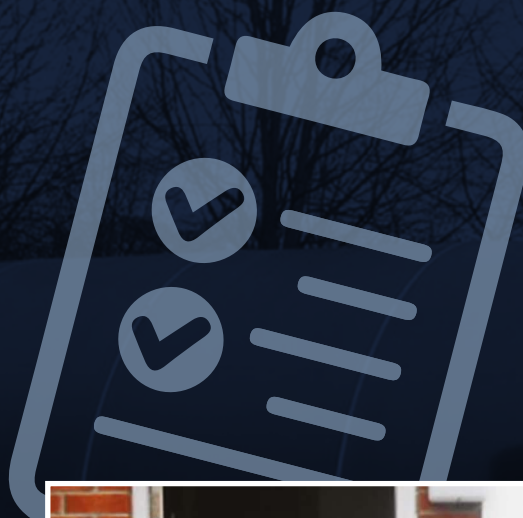
Camberwell Grow Projects shows continued success

The Association is continuing to work in partnership with our residents within Camberwell Court Sheltered Scheme and Grow N.I., to further develop and expand the existing facilities within the scheme.

This project provides residents with the opportunity to further develop their skills, form friendships and relationships with others and successfully maintain their independence



- **Be available to complete telephone questionnaires/surveys**
- **Assist in reviewing N.H.A policies manually or electronically, via emails.**
- **Participate in Mystery Shopping exercises.**
- **Reviewing Maintenance performance standards by our Contractors.**
- **Reviewing Housing Management processes you may have availed of.**
- **Review/Verify findings of Annual Satisfaction Surveys.**



Tenant Involvement in the delivery of services and practices

The Association is reviewing how we engage with our tenants to ensure your views are at the heart of how we operate. As a locally based housing provider, Newington believes that resident involvement and partnership working is central to the delivery of good and effective housing services.

Although we have been working very successfully for many years with various community and statutory organisations, we are looking to increase opportunities for engagement with our own tenants.

After analysing the responses from our Annual Tenant Satisfaction Survey for 2015/2016, it was evident that you, our tenants, would like to see more opportunities to become involved in our decision making processes.

We are looking to develop a variety of approaches for tenants to participate, which we have highlighted above, and we will be looking to establish a Tenants Forum, which along with these other methods, will assist us in shaping future services as well as providing valuable feedback on our current services and practices.

We would therefore welcome any tenant interested in engaging with us through any of the engagement methods.



For example, you may be unable to attend a tenants' forum but may be happy to contribute in other ways.

Above are some of the additional ways you can participate in developing our services to you and again, if you would like to participate, please feel free to call us.

We would also encourage any tenant who has any ideas on how we can develop other opportunities for tenants to participate, to please let us know. We will of course keep all tenants informed of progress in this area moving forward.

Tenancy Fraud

Newington H.A. is committed to tackling tenancy fraud as it has a major impact on all those currently awaiting a new home. The Association has recently completed visits of a sample of our tenants, on request of the Department for Social Development. It is our intention to carry out further sample tenant visits.

To report any instances of suspected Tenancy Fraud, please contact our Housing Team on 02890 744055. All information we received will be held in the strictest of confidence.

Maintenance & Property Services Report

Disabled Adaptations

The Association completed 22 adaptations at a cost of £16,005 within the financial year.

Any tenant or member of their household who has a disability can apply for an adaptation. For further information and advice, please contact the Association.

Your G.P can also refer you to a local community occupational therapist, who will liaise with us directly, to ensure your home is fit for purpose and meets your specific needs.

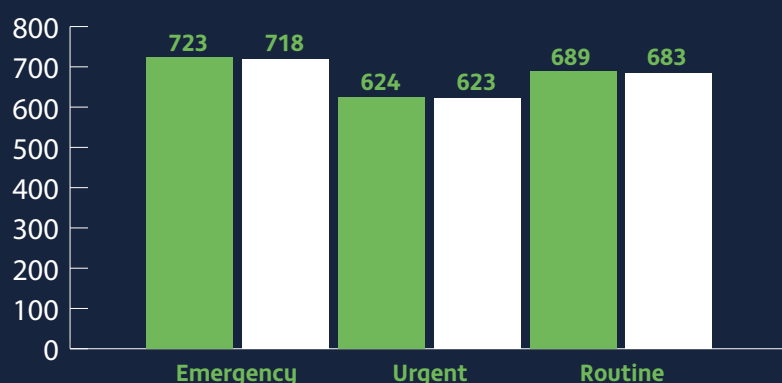
Repairs Inspection Performance

Repairs Pre Inspected (%)	32.5%
Completed Repairs Post Inspected (%)	22.0%

Certificates & Ratings

Average EPC rating	75.0
Percentage of our properties with gas central heating	100%

Maintenance




Maintenance

	DSD Target	NHA Targets	Performance
Completion of Emergency Repairs (within 24 hours)	85%	90%	99.31%
Completion of Urgent Repairs (within 4 working days)	80%	90%	99.84%
Completion of Routine Repairs (within 20 working days)	80%	90%	99.13%





£282,000
Spent on Response Maintenance
in 2015/2016



£508,000
Spent on Planned Maintenance
in 2015/2016

Stock Investment Programme

The Association has recently completed its planned maintenance programme for 2015/16. Significant investment by us has resulted in the improvement of our stock and further works are planned for 2016/17.

Camberwell Court - £246,000

- New kitchens
- Communal area refurbishment
- New floor finished
- New communal kitchen

Richmond Lodge - £60,000

- New triple glazed windows
- Communal area improvements

Newlodge – Meadow Place & Meadow Close - £30,000

- Replacement of existing external front and rear door to 25 properties

Cyclical Maintenance- £49,000

- External painting programme

Replacement of Gas Boilers - £33,000

- Installation of new gas boilers to 23 homes

Electrical Inspections & Testing - £10,000

- Electrical inspection and testing of 100 homes.

Delaware Building, Parkend Street, Belfast - £5,000

- Upgrading of CCTV system & Door entry system

The refurbish of NHA homes - £75,000

- Major improvement works to improve the thermal efficiency of 5 properties



Completed Developments

The Association continually strives to deliver essential new build housing within North Belfast. In February 2016, the Association acquired the first nine new build homes located within our Girdwood development.

Stage 1 of Girdwood New Build delivered in February 2016: 9 x New Homes comprising of two and three bed houses.

The Association also acquired 3 new properties from the open market.

Onsite Developments @ 31st March 2016



By working in conjunction with Apex Housing, the Association aims to increase its current stock levels by delivering another 146 no. new build homes over the next 2 years.

These developments will ultimately inject additional income and employment into the local economy and provide high quality properties for those in housing need.

Girdwood, Belfast - 66 x New Homes

North Queen Street, Belfast - 26 x New Homes

Alexander Park/Dunmore, Belfast - 38 x New Homes

Parkside Gardens Phase 2, Belfast - 16 x New Homes

Statement of comprehensive Income for the year ended 31st March 2016

		2016	2015 (as restated)
	Note	£	£
Turnover	5	2,548,796	2,424,467
Operating costs	6	(1,493,506)	(1,326,342)
Operating Surplus	7	1,055,290	1,098,125
Interest receivable and similar income	10	19,396	15,845
Interest payable and similar charges	11	(289,431)	(274,220)
Other finance income			3,000
Surplus on ordinary activities		785,255	842,750
Transfer to designated reserves	20	(8,385,487)	(473)
Actuarial gain/(loss) in respect of Pension scheme	24	54,000	(105,000)
Retained (deficit)/surplus for the financial year		(7,546,323)	737,277
Retained surplus brought forward		7,906,322	7,169,045
Retained surplus carried forward		360,000	7,906,322

All amounts above relate to continuing operations of the Association.

Statement of changes in reserves for the year ended 31st March 2016		2016	2015 (as restated)
	Note	£	£
Deficit/Surplus for the financial year		(7,546,322)	737,277
Movement in share capital	18	115	2
Transfer to designated reserves	20	8,385,487	-
Net addition to capital and reserves		839,370	737,279
Opening total capital and reserves		8,541,649	7,804,370
Closing total capital and reserves		9,381,019	8,541,649

NEWINGTON HOUSING ASSOCIATION (1975) LIMITED

Statement of financial position as at 31st March 2016

		2016	2015
	Note	£	£
Fixed assets			
Housing properties	12	38,691,473	37,342,422
Other tangible fixed assets	13	136,965	149,428
Investments		1	1
		38,828,439	37,491,851
Current assets			
Debtors	14	225,680	82,201
Cash in bank in hand		1,748,245	2,194,097
		1,973,925	2,276,298
Creditors: amounts falling due within one year	15	(1,415,551)	(1,529,885)
Net current assets		558,374	746,413
Total assets less current liabilities		39,386,813	38,238,264
Creditors: amounts falling due after more than one year	16	29,799,794	29,436,615
Pension liability	24	206,000	260,000
Capital and reserves			
Called up share capital	18	140	25
Capital reserves	19	62	62
Revenue reserves		360,000	7,906,322
Designated reserves	20	9,020,727	635,240
Total funds		9,381,019	8,541,649
		39,386,813	38,238,264

The financial statements on pages 11 to 32 were approved by the Board of Management on 27th June 2016 and were signed on its behalf by:

Mr Kieran Dempsey - Chairman
Mr C McCarroll - Sec

Board Meetings 2015 - 2016

Board Members	Position	No. of Full Board Meetings that required attendance	Meetings Attended
Mr G Walsh*	-	2	2
Mr J McErlean*	-	2	1
Mrs C Maginness*	-	2	2
Mr P Privilege*	-	2	1
Mr K Dempsey	Chairman	5	5
Mr T Doyle	Vice Chairman	5	5
Mr C McCarroll	Secretary	5	5
Mrs R Bradley	Treasurer	5	4
Mr B Mullan	Board Member	5	4
Mr B Boyle	Board Member	5	4
Mr M Bright	Board Member	5	4
Mr C Shannon	Board Member	5	4
Miss L Harvey	Board Member	5	4
Mr N Kelly	Board Member	5	2
Miss S Walsh	Board Member	2	2
Mr S McKenna**	Board Member	2	2
Mrs C Long**	Board Member	2	2
Mr F Dunne**	Board Member	2	2

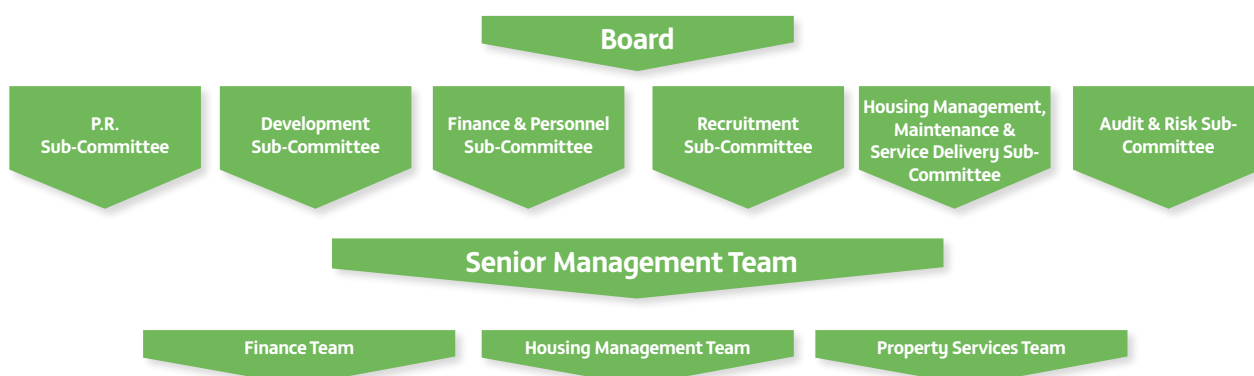
* Resigned in June 2015 - ** Joined the Board in November 2015

Newington HA is required to publish information about its Board of Management such as the number of meetings each member attended and how much expenses were claimed. The reporting period for the information detailed above is from April 2015 to March 2016 and there were 5 Full Board Meetings. Board Members claimed £703 during the period for Travel and Reasonable expenses.

Key Statistic at a glance

Assets:	£39 million	No. of Voids @ 31/03/16	8
Turnover:	£2.5 million (Up 25%)	Occupancy Level @ 31/03/2016:	98.35%
Total Income Collected:	99.95%	Complaints resolved at Stage 1:	100%
Current Stock:	485 Homes	Homes under construction:	144
Void Loss:	0.9% of rent receivable	No. of House Sales:	2
Operating Surplus:	£785K		

Newington H.A. Organisational Chart





DePaul Ireland & Newington Housing Association celebrate 10 years of Working in Partnership at Mater Dei

On the 7th November 2016, our Chief Executive, Mr Gary Dugan, attended Mater Dei Hostel, Antrim Road, Belfast to celebrate ten years of a successful joint partnership between Newington and DePaul Ireland.

The delivery of this initiative within North Belfast has seen many of its service users receive vital short term support, prior to them moving onto more permanent accommodation.

The Association wishes to acknowledge all the hard work and dedication of the management and staff within both organisations, throughout the past ten years, which has undoubtedly made the scheme such a success.

We look forward to continue to work alongside DePaul Ireland to ensure this scheme enhances the lives of its service users and brings benefits to the local community of North Belfast



Acknowledgement

Newington HA is committed to continually strengthen our existing relationships, whilst always embracing opportunities to forge new ones. We recognise the need for partnership working to ensure the successful redevelopment and regeneration of the local community and also how essential key joint working initiatives are when it comes to tackling community safety issues.

We will promote good relations within the community and will assist, when possible, in funding any initiatives which encourages local people to make a difference in their area.

NHA wish to acknowledge our numerous partners whom have contributed to our business over the past year. We would like to offer a special thank you for the continual support we have received from various Statutory and Community organisations.

Newington Housing Association

Newington Housing Association,
300 – 302 Limestone Road,
Belfast, BT15 3AR

Email: admin@newingtonha.co.uk
Phone: 02890 744 055
Fax: 02890 747 624

(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

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