

Newington

Housing Association

BUILDING COMMUNITIES

Annual Report 2017/2018



Big Enough to Deliver & Small Enough to Care



Chairman's Review

Sean McKenna

As I look back on the past year, my first as Chair of Newington Housing, I can feel proud that Newington Housing has continued to invest in new homes, improving our existing homes and importantly investing in communities and people throughout North Belfast.

The regeneration of the Limestone/Parkside area was concluded with the last 16 homes handed over in March. I would like to thank Choice Housing for providing their support to us during the entire regeneration process stretching back over 8 years. This work has transformed the area and has been recognised in Northern Ireland & the UK as an exemplary regeneration and residential construction project, winning many awards.

Through our partnership with Apex HA and our membership of the Apex Housing Group, 40 new homes were completed in 2017/18 contributing to meet the acute housing need in North Belfast. I also look forward to the completion of all 88 new homes in the New Lodge Upper Long Street redevelopment during our 2018/19 financial year.

I would like to thank my fellow board members who have supported me over the past year. During the year the Board undertook a fundamental review of

its governance structures, appraised the effectiveness of the Board and recruited a new Chief Executive. This work involved additional commitment from our voluntary board members. I would also like to thank the four members who stood down during the year for their commitment over many years.

I would like to congratulate our staff for continuing to deliver excellent services to our tenants and who have made a real difference to the communities where we work.

I also want to pay a special tribute to Gary Dugan, our former Chief Executive, who retired during the year. Gary worked for Newington for over 30 years and gave exceptional leadership and dedication throughout his time with us. His legacy is evidenced in the transformation of this part of North Belfast and we wish him a happy and long retirement.

Finally, I am delighted that Anthony Kerr has been appointed our new Chief Executive. Anthony has worked for Newington for over 20 years and I have no doubt he will provide great leadership in the years to come.

Sean McKenna
Chair

Chief Executive Report

Anthony Kerr



This is my first annual report as Newington HA Chief Executive and I would like to start off by paying tribute to my predecessor Gary Dugan. Gary and I worked together for over 20 years and he was not only a colleague and a friend; but a mentor to me throughout my career. Gary cared deeply about our tenants, the communities in which we work and his colleagues. Throughout his career, he focused on improving opportunities for all. Over the last few years of his tenure as CEO, Newington doubled in size, transformed various parts of North Belfast and picked up numerous awards for our work. I would like to wish him a very long and happy retirement.

It has once again been a successful year for Newington. We delivered another 56 much needed homes and invested £492K in planned, cyclical and response maintenance to our existing homes. We continue to deliver a very sound financial performance and as evidenced through our Internal Audit and Regulatory Inspection process, provided a high level of assurance to our stakeholders.

We successfully introduced our Community Investment Fund, which saw some of our tenants involved in distributing £10,000 of funding to voluntary and community organisations delivering

projects throughout North Belfast. With the introduction of our Tenant Participation Strategy, we continued to develop our Tenants Forum which has already become involved in the decision making processes within Newington HA. This year we will also be developing our next Corporate Plan to set out Newington's objectives up to 2022 and we will begin the construction of our new office accommodation.

Whilst all this is very positive, there are still real challenges ahead. The lack of political leadership and no Executive or Assembly has delayed decisions on the reclassification of Housing Associations and added to the uncertainty around Brexit. The rollout of Welfare Reform will continue and the introduction of Universal Credit will commence in North Belfast in November. Although there is mitigation in place at present, these could potentially end in March 2020 and therefore over the coming year our staff will be engaging with all tenants who are likely to be affected.

I would also like to thank the Board of Newington and all the staff who have supported me over the past year and I look forward to working with you all for many years to come.

Anthony Kerr
Chief Executive



A Special Thank you to Gary

This year has seen the retirement of our long serving Chief Executive Officer, Gary Dugan, who worked tirelessly over the past 30 years, via his various roles within Newington Housing, to deliver a high quality, professional service to our tenants and to the wider community within North Belfast.

From day one, Gary approached his employment within Newington Housing with vigour and purpose. He had vision, strong and effective leadership skills and had time for everyone he met.

Gary was selfless, sincere, humble, and continually inspired his peers. His actions were always meaningful and with purpose. He led from the front and was a leader and servant to the Association and the local community in general.

He was a man of strong character and was extremely well thought of by his close peers and those within the H.A. sector in general. Gary was a highly motivated man with strong community ethos. He worked passionately to ensure the provision of essential housing and community services for all. He did so with integrity and sincerity.

He inspired others to take an interest in their communities and was at the forefront in incorporating measures and services which aimed to improve the quality of life for all residents. He encouraged his peers to see their employment within Newington Housing as a vocation rather than just a job.

For many years, with the direction and guidance from Newington's Board, Gary was at the forefront in making the Association locally accountable and establishing this culture into the Association. Through his vast management experience and knowledge of the N.I. housing sector in general, he sought about implemented measures to ensure current and future tenants received homes that are built and maintained to the highest standards.



He continually challenged his team to deliver a first class service and was instrumental in our approach to partnership working and investment in local communities and individual tenants.

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 which he gave to Newington.

Housing Management Report

NHA Stock Levels

NUMBER OF PROPERTIES



(In 2017/18 - 38 new homes were constructed at Dunmore/Alexandra Park Avenue, 16 at Parkside Gardens & 2 at Newington Street.)
 (Total of 56 New Homes delivered in North Belfast in 2017/18).
 (2 homes sold under 'Right to Buy House Sales Scheme' in 2017/18).

Housing Stock & Average Rent Charges for 2017/18

The Associations' stock level has increased from 583 to 637 in this reporting year. We took ownership of 56 new build dwellings within 2017/2018 and completed the sale of 2 properties under the 'Right to Buy House Sale Scheme'

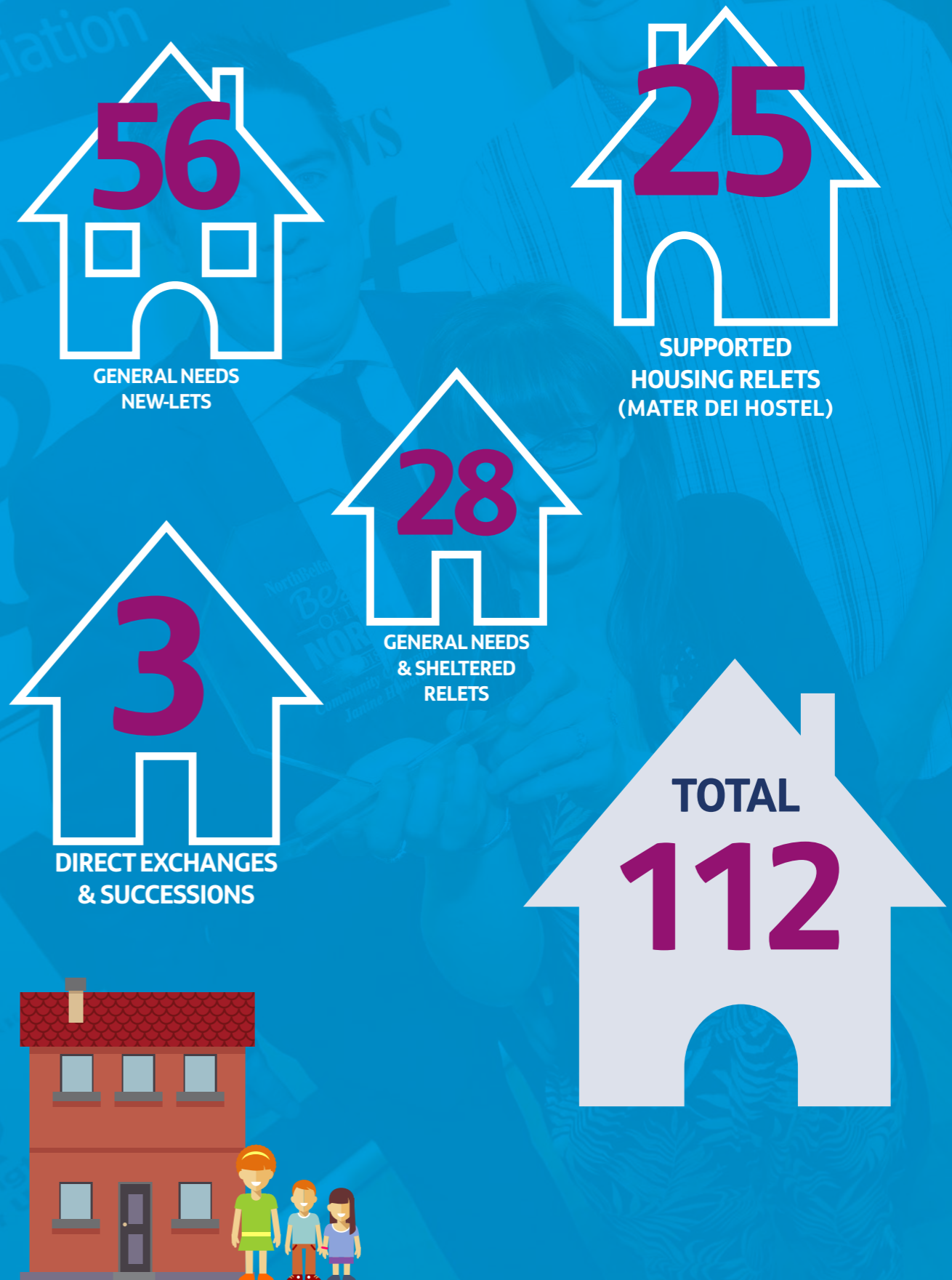
Breakdown of our Stock	General Needs	Sheltered Cat. 1 & 2	Supported	Total
1 Beds	43	66	7	116
2 Beds	158	11	6	175
3 Beds	235	-	-	235
4 Beds	94	-	-	94
5 or more Beds	17	-	-	17
Total No. of Units @ 31/03/2018	547	77	13	637

Average Rent Charge per property type



Allocations & Lettings 2017/18

The Association completed the following lettings from 1st April 17 – 31st March 2018.



Breakdown of General Needs & Sheltered Lettings in 2017/18

No. of General Needs Lettings	73
No. of Sheltered Lettings	11
Total General Needs & Sheltered Letting in 2017/18	84

Of these 84 lettings, the application types held by applicants were as follows:



The previous living circumstance/tenure of the 84 lettings was as follows:



Arrears Performance 2017/18



Yearly Void Loss Breakdown – April 2017 to March 2018

Total Void Loss from properties which were lettable or required C.O.T works: **£17,112**

Total Void Loss from properties which were undergoing major Improvement works or held for future redevelopment works: **£30,021**

Total Yearly Void Loss in 2017/18: **£47,133**

Write Off

During the Financial year, the association wrote off the sum of **£365** in relation to past tenant debt that was no longer likely to be recoverable.



Rent Collection & Performance

Key Performance Indicators



£3,129,521
Rent and other charges to be collected (Income Receivable)

£3,124,307
Rent and other charges collected

99.83%
Percentage of Income Receivable collected

£2,202,324 (70.49%)
Total Technical Income collected in 2017/18

£921,983 (29.51%)
Total Non-Technical Income collected

	DfC Target	NHA Target	Performance
Non-Technical Arrears as a % of Non Tech Income Received.			
(Current)	<5%	<5%	3.67%
(Current & Former)		<5%	4.49%
Rent Collection	>98%	>98%	99.83%
Rent loss due to void properties	<4%	<4%	1.48%



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 programme

Response Maintenance Performance April 17 – March 18

Type	Jobs Raised	Completed on time	% Jobs Completed on Time
ICO	667	664	99.55 %
Emergency	456	450	98.68 %
Urgent	653	629	96.32 %
Routine	961	915	95.21 %

Voids

The Association had **13 no.** voids at 31st March 2018; however **10** of these properties were either receiving major improvement works or were being held to allow us to temporarily decant tenants from their existing accommodation. By decanting these tenants, it will allow us to commenced major improvement works to their homes.

Of the **3** remaining properties, **2** were undergoing Change of Tenancy works, whilst the remaining **1** property was under offer as it was available and ready for letting.

Re-letting of NHA Properties in 2017/18

Total Relets:	28
Average Re-let times (General Needs):	6.64 wks
Average Re-let times (Sheltered):	7.7 wks
Total Void Loss (weeks) relating to re-lettable properties in 2017/18: (properties which were lettable or undergoing C.O.T. works)	186

Disabled Adaptations

The Association completed **22** disabled adaptations within 2017/18 at a cost of £9,099.

Repairs Inspection Performance

Total Repair Requests Pre Inspected (%)	15%
Completed Repairs Post Inspected (%)	21%
Percentage of Properties with Gas fired Central Heating	100%



Planned Maintenance 2017/2018



Over the past year we have successfully delivered our Planned & Cyclical Maintenance Programmes, which is designed to maintenance and improve the standard of our homes. In total we spent £254,000 on our Planned & Cyclical Maintenance programmes.

In 2017/18, via our Stock Investment Strategy, we anticipate spending a further £518,00 in the following areas:

PLANNED MAINTENANCE SCHEMES IN 2018/19

Nature of Works	Location	Anticipated Cost
Kitchen Replacement Scheme	Deerpark Mews (9 properties) Meadow Place (9 properties) North Queen Street (10 properties) Spamount Street (9 properties) Victoria Parade (11 properties)	£132,000
Gas Boiler Replacement Scheme	Deerpark Mews (9 properties) Kansas Avenue (3 properties) Lisieux House Sheltered Scheme (18 properties and communal windows)	£40,000
Double Glazing Replacement Scheme	Lisieux House Sheltered Scheme	£50,000
Major Improvement and Thermal Insulation works	8 NHA properties-	£200,000
Total Expenditure		£422,000

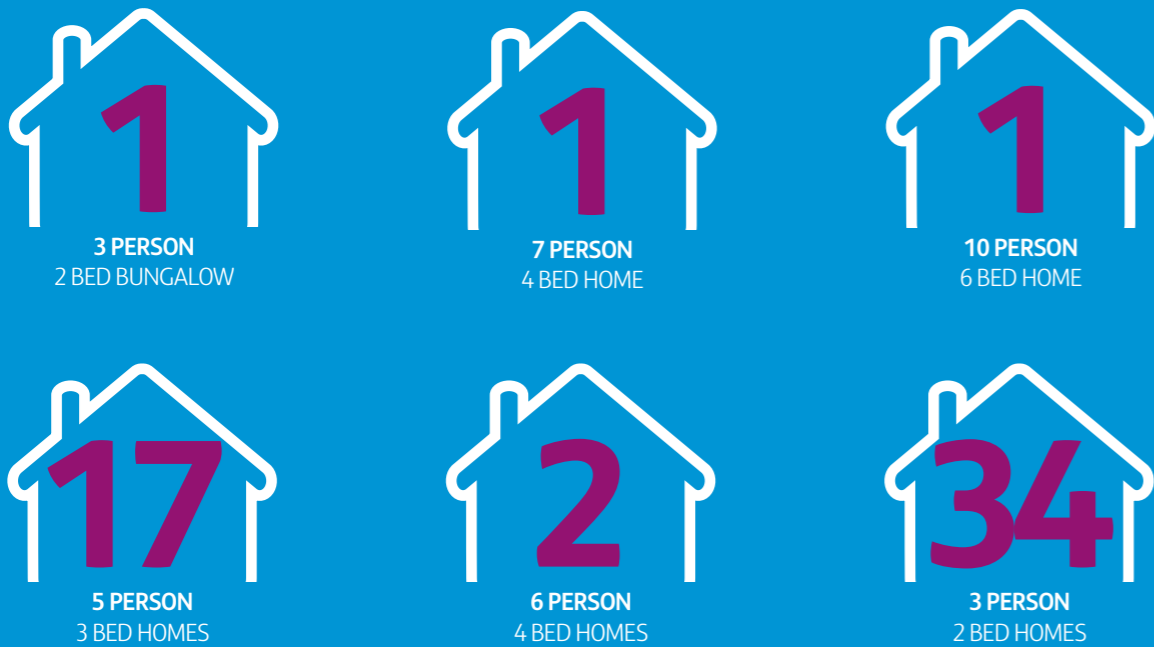
CYCLICAL MAINTENANCE SCHEMES IN 2018/19

Nature of Works	Location	Anticipated Cost
NICEIC Electrical Tests	100 general needs and sheltered units.	£10,000
External Cyclical Painting	Approx. 50 no. properties throughout North Belfast	£46,000
Annual Gas Servicing	627 properties owned by NHA.	£40,000
Total Expenditure		£96,000

Development Report

DELIVERY OF NEW BUILD PROPERTIES IN 2017/18

The Association acquired handover of **56** new homes in 2017/18. The breakdown of these properties is as follows:



NEW BUILD HANDOVERS SINCE APRIL 2018

NEWLODGE PHASE 1 (COMPLETED IN JUNE 2018)

The Association is set to acquire an additional **88** new homes in 2018/19. Below is a breakdown of phase 1 which was acquired in June 2018.



PROPERTIES CURRENTLY UNDER CONSTRUCTION

NEWLODGE PHASE 2 - 5 (PENDING)



The remaining **57** new homes currently under construction are in the Newlodge area of North Belfast. Phase 2-5, which are due for handover in the coming months, will mean the Association has delivered in excess of **300** new build properties in North Belfast over the past 5 years.

The breakdown of the **57** properties are as follows



Proposed Future Developments

Looking ahead, the Association are currently consulting with local stakeholders regarding the potential construction of an additional new build development in Ligoniel area of North Belfast.

This project, if approved, will deliver a further 30 essential new homes to North Belfast within the next 2 – 3 years. Also as part of the project, we intend to construct a much needed community facility, which can accommodate the expansion of a current service provider or a future service provider seeking to establish themselves locally.

We are also working in partnership with Cliftonville Community Regeneration Forum (CCRF) to identify unoccupied or derelict properties in the Cliftonville area of North Belfast.

Once identified and if successfully acquired by us, we aim to invest in these properties and bring them back into use, which will result in additional new homes and the revitalisation of the local community in general.

Below is the site plan for the proposed development in Ligoniel.

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Development of lands West of The Wolfhill Centre, Belfast for Apex HA & Newington HA

Community Engagement & Service Delivery

As a local community based housing provider, we recognise the importance of not just developing homes and delivering services for our tenants, but also ensuring we invest in and support local projects whose objectives are to benefit the local community we serve.

Within the last 12 months, we have supported and participated in local events which are aimed at empowering communities and improving local residents' lives.

Moving forward, we recognise that the Association must continue to play a key role in ensuring that when we

build new homes, we continue to promote and actively encourage the development of local partnerships and that we also continue to invest in local amenities and service, which will support new tenants and others residing locally. In view of this, we are committed to ensuring we continue to invest further over the coming months and years ahead.

Finally, we welcome anyone with suggestions on how we can promote, develop and support new or existing projects, to contact us on directly on 028 9074 4055.



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Complaints

The Association received **43** complaints within the period from 1st April 2017 to 31st March 2018 in respect of Anti-Social Behaviour/Nuisance. The table opposite outlines the type of complaints received and the amount per category.

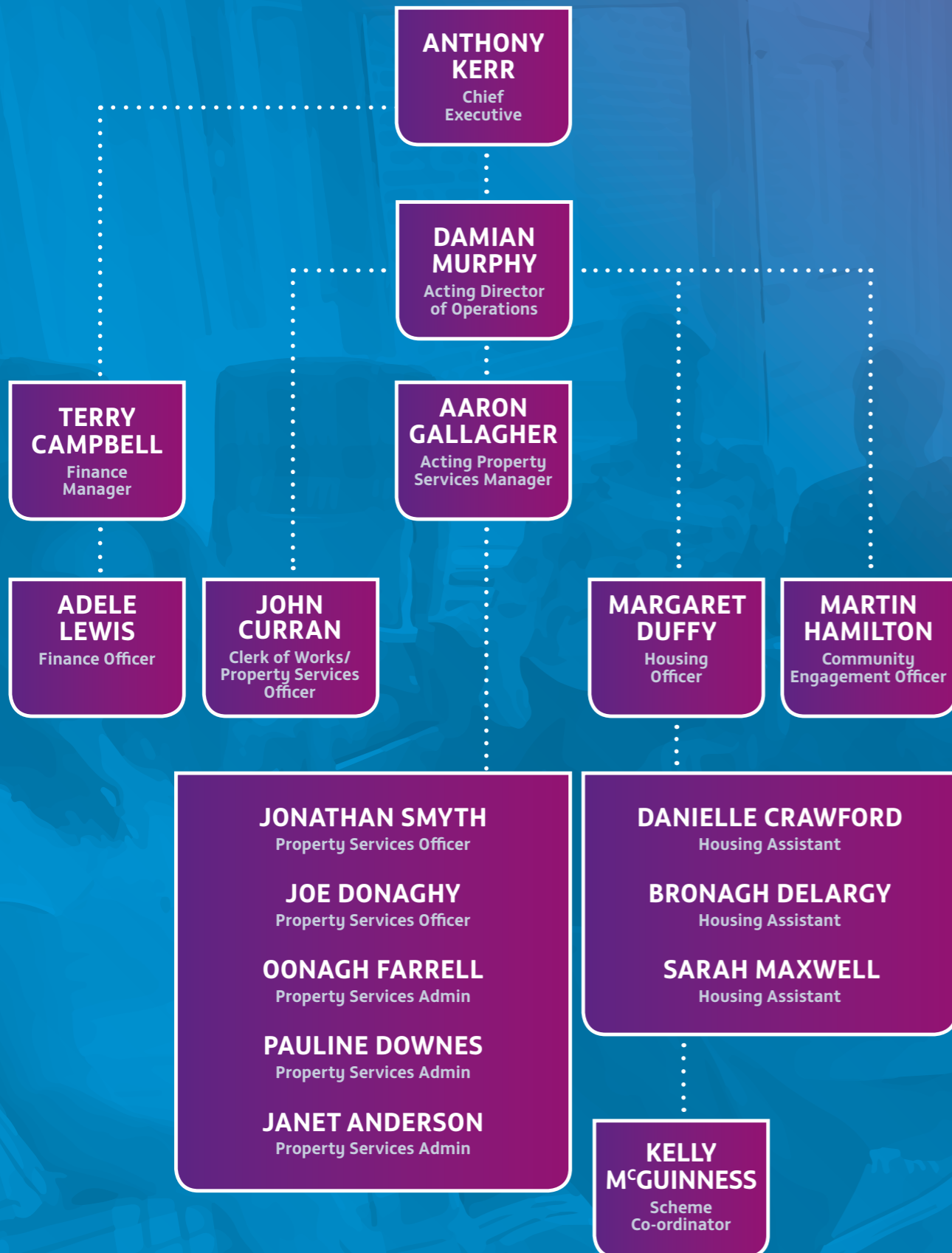
At 31st March 2018, **5** of the above cases were still live and being processed by the Association.

Complaints in respect of the services we deliver

The Association received **2** complaints regarding our service delivery which was fully address at stage one of our complaints procedures.

Complaints by Category from 01/04/17 - 31/03/18	No. of Cases
Noise Nuisance	17
Pets	4
Neighbour Nuisance	4
Neighbour Dispute	8
ASB/Children	8
Criminal Behaviour	2
Total	43

Newington H.A. Organisational Chart August 2018



Our Board of Management

- Mr Sean McKenna (*Chair*)
- Mr Niall Kelly (*Vice Chair*)
- Mr Chris McCarroll (*Secretary*)
- Mrs Rosaleen Bradley (*Treasurer*)
- Mrs Carmel McGuinness
- Mr Peter Privilege MBE
- Mr George Walsh MBE
- Mr Johnny McErlean
- Mr Brian Boyle
- Mr Michael Bright
- Mr Ciaran Shannon
- Mr Frank Dunne

Board Meetings Attendance 2017 - 2018

Name of Board Member/Position	No. of Full Board Meetings that required attendance
Mr S McKenna (<i>Chair</i>)	8 out of a possible 8
Mr N Kelly (<i>Vice Chair</i>)	8 out of a possible 8
Mrs R Bradley (<i>Treasurer</i>)	6 out of a possible 8
Mr C McCarroll (<i>Secretary</i>)	7 out of a possible 8
Mr G Walsh	7 out of a possible 8
Mr J McErlean	8 out of a possible 8
Mrs C Maginness	6 out of a possible 8
Mr P Privilege	7 out of a possible 8
Mr B Boyle	8 out of a possible 8
Mr M Bright	7 out of a possible 8
Mr C Shannon	4 out of a possible 8
Mr F Dunne	2 out of a possible 8
*Mr K Dempsey	3 out of a possible 3
*Mr A Doyle	3 out of a possible 3
*Mrs L Harvey	1 out of a possible 1
*Mrs C Long	1 out of a possible 2

*Mr K Dempsey (resigned 26th July 2017) *Mr A Doyle (resigned 26th July 2017)
*Mrs L Harvey (resigned 19th June 2017) *Mrs C Long (resigned 21st July 2017)

Newington's Board of Management members were reimbursed for travel and reasonable expenses totalling £324 during the year.

Our Sub-Committees and Members

Operations Committee Members

Sean McKenna (*Chair*), Michael Bright, Peter Privilege, Brian Boyle & Ciaran Shannon

Finance Committee Members

Rosaleen Bradley (*Chair*), Chris McCarroll, Michael Bright & Frank Dunne

Development Committee Members

Chris McCarroll (*Chair*), Michael Bright, Ciaran Shannon, Johnny McErlean & Carmel McGuinness

Audit & Risk Committee Members

Niall Kelly (*Chair*), Peter Privilege & George Walsh

Human Resources & Remuneration Committee Members

Johnny McErlean (*Chair*), Sean McKenna, Chris McCarroll, Carmel McGuinness & Niall Kelly

Statement of comprehensive Income for the year ended 31st March 2018

	Note	2018 £	2017 £
Turnover	5	3,672,642	3,386,292
Operating costs	6	(2,285,168)	(2,008,567)
Operating Surplus	7	1,387,474	1,377,725
Interest receivable and similar income	10	1,401	2,795
Interest payable and similar charges	11	(428,656)	(358,182)
Other finance income		(71,000)	(12,008)
Surplus on ordinary activities		889,219	1,010,330
Actuarial gain/(loss) in respect of Pension schemes	24	98,000	(532,000)
Total comprehensive income		987,219	478,330

All amounts above relate to continuing operations of the Association.

Statement of changes in reserves for the year ended 31st March 2018

	Note	2018 £	2017 £
Surplus for the financial year		889,219	67,508
Movement in share capital	18	(60)	-
Movement in capital reserves	19	60	-
Actuarial gain/(loss) in respect of pension schemes	24	98,000	(532,000)
Net addition to capital and reserves		987,219	478,330
Opening total capital and reserves		9,859,349	9,381,019
Closing total capital and reserves		10,846,568	9,859,349

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 2018

	Note	2018 £	2017 £
Fixed assets			
Housing properties	12	57,651,529	51,962,468
Other tangible fixed assets	13	116,854	126,540
Investments		1	1
		57,768,384	52,089,009
Current assets			
Debtors	14	153,215	209,975
Cash in bank and in hand		431,620	1,145,159
		584,835	1,355,134
Creditors: amounts falling due within one year	15	(807,883)	(738,193)
Net current (liabilities)/assets		(223,048)	616,941
Total assets less current liabilities		57,545,336	52,705,950
Creditors: amounts falling due after more than one year	16	45,987,768	42,148,280
Pension liability	24	711,000	738,000
Net assets		10,846,568	9,859,349
Capital and reserves			
Called up share capital	18	80	140
Capital reserves	19	122	62
Revenue reserves		10,846,366	427,598
Designated reserves	20	-	9,431,549
Total funds		10,846,568	9,859,349

The financial statements on pages 10 to 29 were approved by the Board of Management on 18th June 2018 and were signed on its behalf by:

Mr S McKenna - Chairman

Mr C McCarroll - Sec

Some of the projects and local initiatives we have support over the past 12 months are as follows:



We distributed over £15,000 to local projects, whose aims are to develop people's social, economic and employability skills, improve the local environment, strengthening and establish safer neighbourhoods and ensuring the deliver of initiatives aimed at improving people's physical and mental health and well-being.



Facilitated and participated in local community **clean ups and fun-days.**

Awarded student bursaries to 3 tenants/ households members to support further education and learning.



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In partnership with Newington Credit Union, we have assisted our tenants to join our **Match Savings Scheme initiative**, which has provided those who have joined to accumulate savings and the opportunity to avail of affordable credit via a reputable lender.



In partnership with **Grow NI**, we are continuing to expand our gardening project located within Camberwell Court.

For the 2nd year, we were the lead sponsor of the **'Best of the North Awards'**; which is an imitative recently established to acknowledge and recognise the valuable work of local individuals, organisations, businesses and entrepreneurs who provide employment and services locally.



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Newington Housing Association

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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

Recognised as a charity by the Inland Revenue.

Ref. No. XR29285

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Reg. No. Z7623596

