

Newington

Housing Association

BUILDING COMMUNITIES

Annual Report **2018/2019**



Big Enough to Deliver & Small Enough to Care



Chairman's *Review*

Sean McKenna

At Newington we care passionately about communities and continually strive to provide homes and create places where people want to live. We believe that everyone should have a safe, secure, comfortable and affordable home within communities which are supported to flourish. I am therefore delighted that during the reporting year 2018/19, Newington was able to deliver its 300th new home in North Belfast in a little over a five-year period, taking the total number of homes we now own and manage to 721.

These new homes will undoubtedly have a major impact on the lives of those allocated them and I would like to congratulate my colleagues on the Board, our dedicated staff team and local community partners.

Many of these new homes have been delivered in partnership with Apex Housing Association, as a continuing benefit of Newington being a member of the Apex Housing Group.

As a result of this significant growth, the Board commissioned a review of Newington's current and future staffing needs. We are currently in the process of implementing the recommendations that were made. I am therefore confident we will continue to

put our tenants and local communities' best interests at the heart of everything we do and that our staff team, led by our Chief Executive, Anthony Kerr, will continue to provide a high-level service and support to all who seek the services we offer.

I am pleased to advise that Newington has received a successful Regulatory Judgment from our Regulator the Department for Communities and this demonstrates our strong culture of good governance, sound financial management and our commitment to investing in our tenants, communities and our homes.

I would like to thank my colleagues on the Board for their support and commitment over the past year. I would also like to welcome our four new Board members who joined throughout the year and I am sure their skills and expertise will add to the success of Newington. I would like to thank the four members, Ciaran Shannon, Brian Boyle, Johnny McErlean and Chris McCarroll, who have stepped down from the Board after many years of service and commitment and who contributed so much our success.

Sean McKenna
Chairman



Chief Executive *Report*

Anthony Kerr

While 2018/19 has been another successful year for Newington Housing Association with delivery of 71 new homes and our continuing investment in existing homes and communities, there are significant challenges that face the organisation, our tenants and communities.

The continuing roll out of Welfare Reform and the introduction of Universal Credit to North Belfast in November 2018 has placed additional stress on many of our tenants who already find themselves in precarious financial situations. This situation will only get worse if the current measures of welfare mitigations, which are due to end in March 2020, come into effect and the full brunt of the Bedroom Tax and the Benefit Cap will hit; therefore over the coming months staff will be engaging with all tenants who are likely to be affected.

The political uncertainty and lack of a functioning Assembly has led decisions such as the reform of the Housing Selection Scheme, our system of allocating homes, and the status of Housing Associations being mothballed.

This has required us to spend time assessing the potential effects on our day to day activities and how best we can protect current services we provide to our tenants and communities as well as developing new ones. We have invested in our own staff and began implementing a new staff structure which will best meet the strategic and operational objectives of Newington in the coming years. I am delighted to welcome Jacqui Gilmore, our Head of Housing and Communities and Caroline Long, our Head of Finance and Corporate Service to Newington. We will also increase staff resources in housing and finance during 2019/20 to meet some of the challenges ahead.

I would also like to thank and renew our commitment to our Tenants Forum and wider community partners who engage with on a regular basis to shape new and improve existing services. Finally, I would like to thank the Board of Newington and all the staff who have supported me throughout my first full year as Chief Executive and I look forward to working with you all for many years to come.

Anthony Kerr
Chief Executive Officer

Our Commitment to the Communities We Serve



COMMUNITY WALKABOUTS

We want you to be able to feel proud about where you live, and we need your help to achieve this. Please be sure to report any issues you notice in your communal or local areas that need repairing, as well as any issues associated with litter, graffiti, abandoned vehicles or vandalism, without delay.

Moving forward, we plan to complete regular walkabouts in your area and would love to see more of you getting involved.

Please contact us if you would like to take part. You only need to commit to one inspection every few months. Please contact your Housing Officer or Community Engagement Officer, if you would like to take part in estate inspections.



OUR BRIAN MULLAN COMMUNITY FUND AWARDS

In Dec. 2018, the Association distributed over **£10,000** to **11** local organisations throughout North Belfast. Through these awards, the financial assistance provided helped support local voluntary and community organisations to deliver projects which aimed to:

- Promote community cohesion
- Strengthen community relations
- Improve health and well-being
- Empower local residents and
- Help enhance individual's lives

It is evident from our recent post project evaluations, that all were extremely successful and supported various communities throughout North Belfast.

In excess of **2,100** participants and **124** additional volunteers participated or helped support delivery of the various projects, which assisted to reduced social isolation, strengthen community relations and had a positive impact on people's lives and the communities in which they live.

The Association wishes to express our gratitude to our tenants on the 'Tenant Panel', who gave their time, on a voluntary basis, to administer and deliver this initiative.

SHOWCASING & CELEBRATING LOCAL SUCCESS



For many years the Association has been working in partnership with local residents, other housing associations, statutory agencies and representation from the community and voluntary sector to not only deliver substantial regeneration within the New Lodge, Newington/ Limestone Road, Dunmore/ Alexandra Park Avenue and Girdwood areas of North Belfast; but also to support communities to become vibrant and safe, where people want to live and enjoy.

As a community-based Housing Association, Newington is fully aware of the fantastic work being undertaken by all of those who work tirelessly to not only strengthen the communities they serve, but also how they strive to enhance the lives of those residing throughout North Belfast. It was an honour for us to again be the Premier Sponsor of the Best of The North awards.

At Newington, we see these awards as a celebration of all things that make a resilient, vibrant and sustainable community. Over the past few years, these awards have now become a phenomenal success.

The **30** separate categories acknowledge the contribution of individuals and organisations in the public and voluntary sector, as well as recognising the achievement of local businesses and entrepreneurs who provide services and employment to local people. An astounding **300,000** votes were cast in the four weeks leading up to the awards ceremony in Belfast City Hall.

As a locally based housing provider, we will continue to sponsor activities or events which positively promotes North Belfast and 'The Best of the North Awards' is a great example of this.

Finally, on behalf of everyone at Newington, we wish to extend our thanks to the North Belfast News for the opportunity to be part of such a successful initiative and to express our congratulations to all those who were successful on the night.

Community Investment

LOCAL INVESTMENT

In total, the Association spent **£57,181** on community investment initiatives during 2018/19, to promote and encourage the following:

- ✓ Sports & recreational activities
- ✓ Fun Days
- ✓ Community Clean Ups
- ✓ Resident trips/excursion
- ✓ Support to sustain local advice services
- ✓ Our Student Bursaries Scheme
- ✓ Promotion and uptake in Credit Union membership (Match Savings Scheme)
- ✓ Cross Community/Good Relations events
- ✓ Christmas activities for pensioners to reduce social isolation
- ✓ Mental Health & Well-being campaigns
- ✓ Encourage local participation & community empowerment
- ✓ Supported a local Food Bank
- ✓ Facilitated a Shared Reading Group
- ✓ Supporting young people in building their confidence, knowledge & experience of different cultures



Through this targeted strategic investment, we aim to enhance the lives of those currently residing in existing, well established communities and support and strengthen new build developments to quickly embed themselves into the local surroundings.



NEWINGTON HOUSING ANNUAL STUDENT BURSARY SCHEME

In October 2018, via our Student Bursary Scheme, we provided financial support to five members of NHA households who are undertaking educational courses up to Degree level. These bursaries (£400 per applicant per annum.) are designed to support and assist the successful applicants throughout the duration of their course. An additional £400 per annum will be awarded to each of the five students on an annual basis, whilst they remain in further education, up to a maximum of three years.

SUPPORTING OUR TENANTS TO ACCESS REGULATED FINANCIAL INSTITUTIONS

In partnership with Newington Credit Union, we continue to promote our Match Savings Scheme, which provides new and existing tenants with the opportunity to access a registered banking/lending institution and to avail of affordable credit. NHA provides an incentive to new applicants who meet the terms of the scheme after a period of six months. This is to encourage tenants, who may in some cases have no access to other banking institutions, to commence regular saving and implement personal financial planning measures.



STRIVING TO HELP DEVELOP AND STRENGTHEN COMMUNITIES

The Association currently attends **13** community-led partnership working group initiatives throughout North Belfast and attended over **160** community partnership meetings during 2018/19. As a member of these working groups, we feel we are well positioned to influence and support the delivery of essential services to our tenants and other families throughout North Belfast.

We have sustained all our existing partnerships, whilst continuing to forge new ones with various community, voluntary and statutory organisations. This is to ensure our tenants receive the support to help them to sustain their tenancies and/or fully integrate well within their new surroundings.

NHA continues to work through various Multi Agency Community Safety Forums to address any instances of Anti-Social Behaviour and/or hate crime in all areas where NHA provides homes.

The Association is also currently working in partnership with DoJ, DFI, NIHE, DCP and other local organisations and residents to support and facilitate the removal/re-imaging of a peace wall/interface, located along Duncairn Gardens.

The Association completes Estate Walkabouts, in conjunction with representatives from statutory agencies, other HA's and the community and voluntary sector.

STRENGTHENING FAMILIES AND REDUCING SOCIAL ISOLATION

Via our membership with both the Upper & Lower North Belfast Family Support Hubs, we provide referrals for tenants and families with children and/or tenants with disabilities, who require additional support and access to various specialised groups and activities. These may be in areas such as accessing Autism support groups, parental and child support groups whilst their child is awaiting diagnosis for an ASD, etc.

PARTICIPATORY BUDGETING

Newington Housing has held discussions with a local community partner to explore the potential of jointly delivering a local Participatory Budgeting (PB) event in which local individual residents, groups, community and voluntary sector organisations, etc. can apply for financial support from a new formed Community Fund.

Participatory Budgeting (PB) is an innovative process which enables residents and others to have direct decision-making powers over the allocation of resources in their communities, in a way that is fair and transparent.

It is based on a simple concept: when the whole community has a say how money is spent, it leads to better decision making and to more people getting involved.

We view the allocation of funds within local communities as one of our core functions; but that does not mean because we hold the funds, we should have all the power. Local people know their community best.

Our Board of Management has approved the setting aside of **£20,000** to financially support this initiative.

It is envisaged that the process will commence in October 2019, with the showcase event being held in a locally accessible venue, by March 2020.





OUR GROW PROJECT AT CAMBERWELL COURT

NHA continues to fund our partner Grow NI to ensure delivery of a community gardening project at our Sheltered Scheme, Camberwell Court. This project encourages social interaction and improves resident's mental health and wellbeing, through involvement in gardening. This project has been developed to ensure that all sheltered tenants have full access to the range of activities provided.



Ability of staff to deal with an enquiry quickly and effectively

89%

Satisfaction with outcome of enquiry

93%

Satisfaction with Maintenance/ Repairs Service

85%

Time taken before work commenced

86%

Being told when workers would call

89%

Satisfaction with Speed of Work

89%

Attitude of workers

96%

Listens to views and acted on feedback

88%

Rating of Repair Service received

93%

Satisfaction with Quality of Work

92%

Keeping me informed

93%

95% Keeping dirt to a minimum

The top 3 preferred ways which tenant would like to be contacted were:



Home Visits



Telephone



Letter

Newington HA General Needs Tenant Satisfaction

Key Findings
Nov. 2018

Satisfaction with Services

94%

Represents Value for Money

92%

How NHA deals with ASB

91%

Service Charge is Value for Money

92%

Satisfaction with Neighbourhood

97%

Satisfaction with Quality of Home

92%

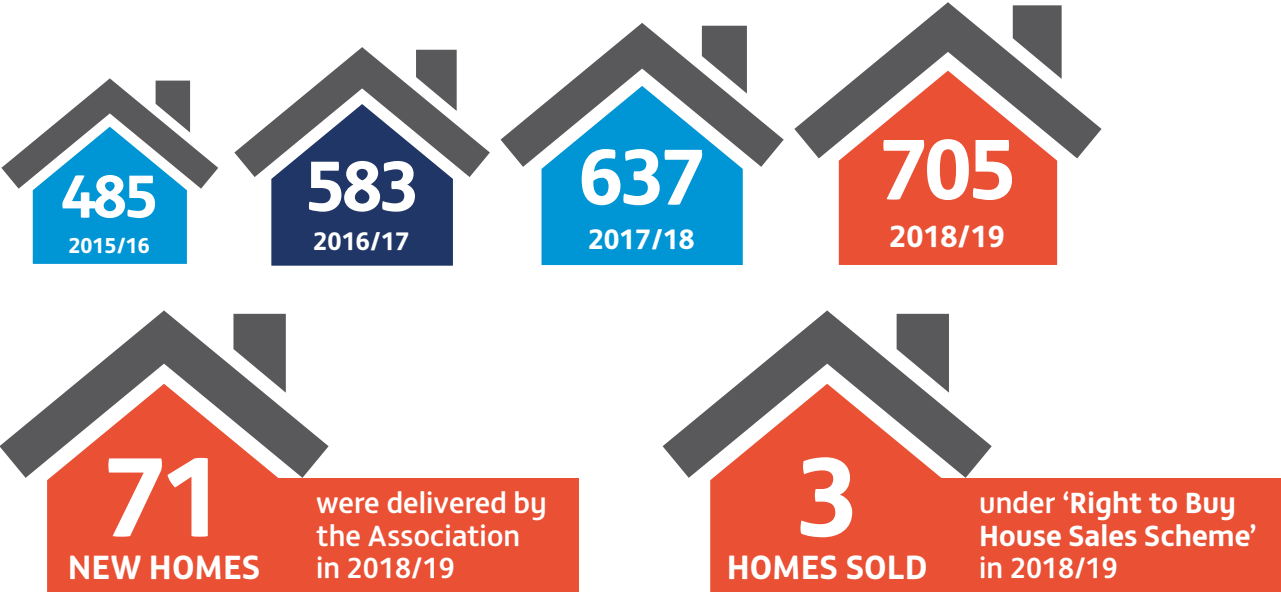
How NHA deals with complaints

92%

8.6 out of 10
Would recommend NHA as a landlord

Housing Management Report

NHA Stock Levels/Number of Properties in each reporting year



General Needs (Size of Home)	Total Stock Owned	Average Weekly Rent
One bedroom	43	£59.10
Two bedrooms	199	£94.41
Three bedrooms	259	£102.24
Four bedrooms	97	£95.21
Five or more bedrooms	17	£95.14
Totals	615	

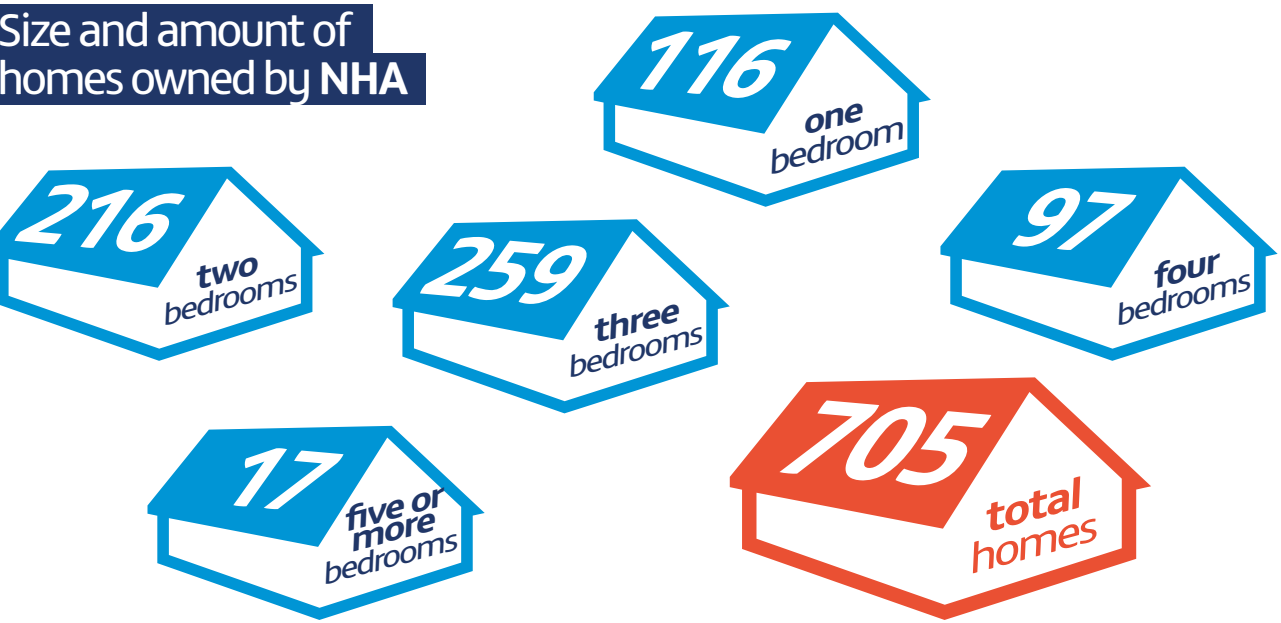
Supported Housing (Size of Home)	Total Stock Owned	Average Weekly Rent
One bedroom	7	£46.53
Two bedrooms	6	£46.53
Totals	13	

Sheltered Housing (Size of Home)	Total Stock Owned	Average Weekly Rent
One bedroom	66	£67.87
Two bedrooms	11	£73.32
Totals	77	

Stock & Average Rent Charges for 2018/19

The Associations' stock level has increased from **637** to **705** within this reporting year. We took ownership of **71** new build homes within 2018/2019, all located within the New Lodge area of North Belfast and completed the sale of **3** properties under the 'Right to Buy House Sale Scheme'.

Size and amount of homes owned by NHA



Allocations & Lettings 2018/19

The Association completed the following lettings from 1st April 2018 – 31st March 2019:

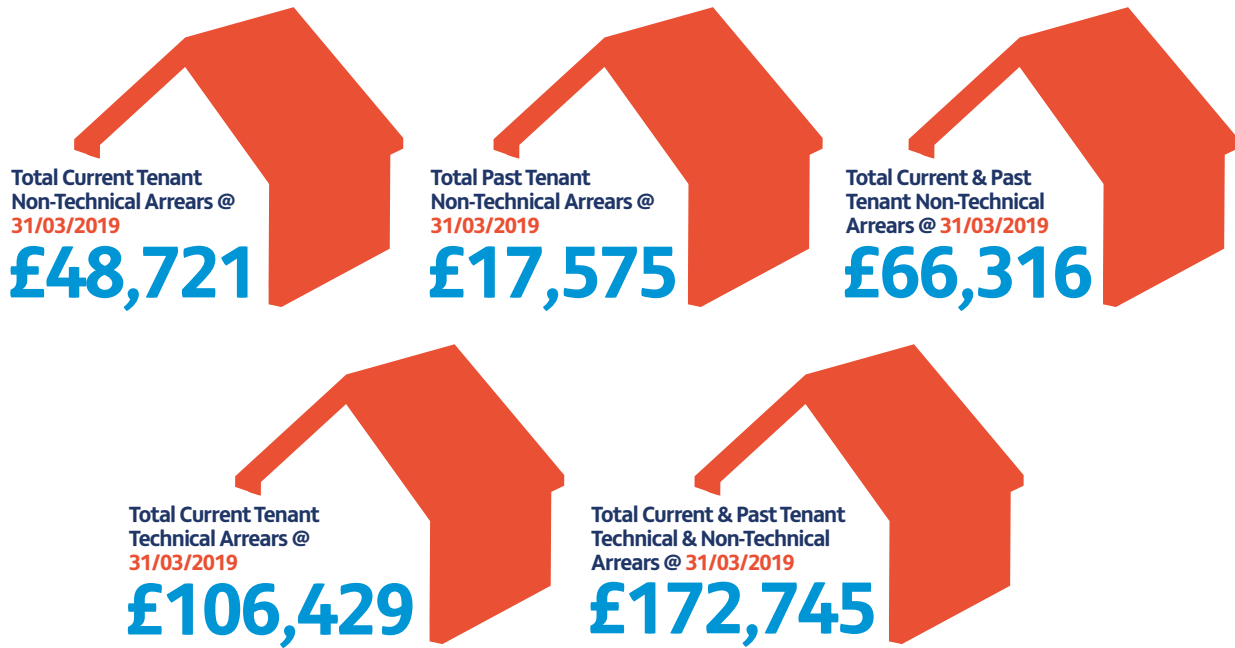


The Association also processed 8 Direct Exchanges, 2 Successions of Tenancy and 19 temporary allocations (i.e. Mater Dei Hostel) within the reporting period.

Breakdown of General Needs & Sheltered Lettings in 2018/19

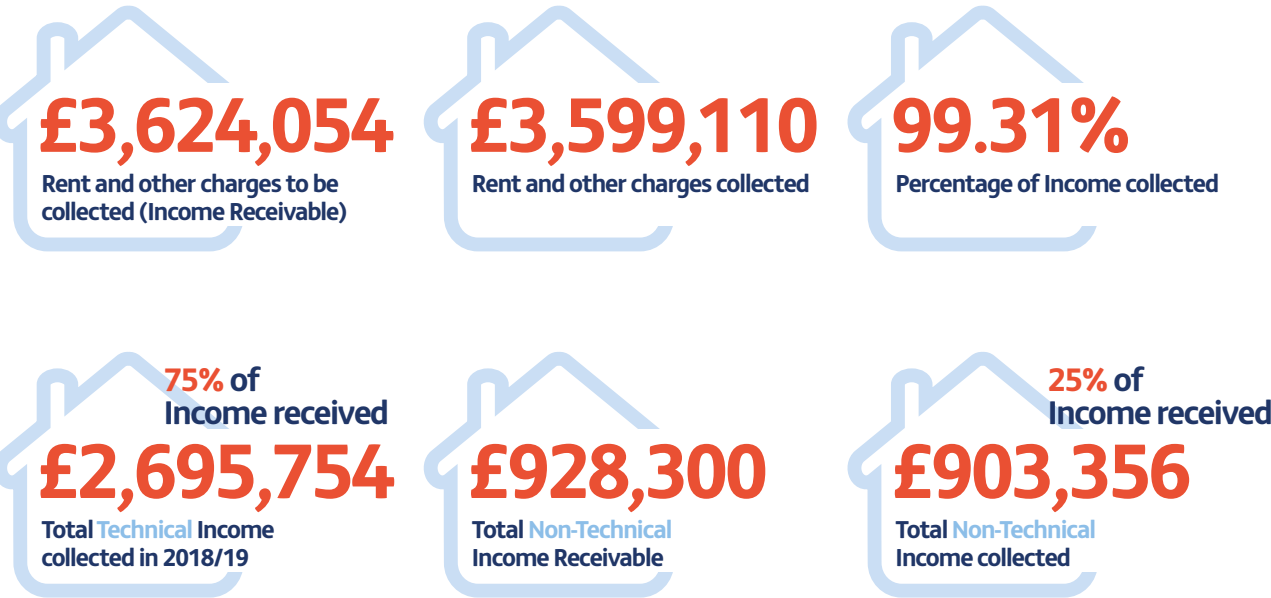


Arrears Performance 2018/19



Rent Collection & Performance 2018/19

Key Performance Indicators





Voids

The Association had **13** no. voids at 31st March 2019; however, **10** of these properties were in the process of receiving either major thermal improvement or sound proofing works. The **3** remaining properties were undergoing general Change of Tenancy works, prior to re-letting by the Association.

Re-letting of NHA Properties in 2018/19

Total Relets	27
Average Re-let times (General Needs)	32 days
Average Re-let times (Sheltered)	52 days
Average Re-let times (Combined)	37 days
Total Void Loss	£23,114

Non-Technical Arrears as a % of Non Tech Income Received.	DfC Target	NHA Target	Performance
(Current & Former)	<5%	<5%	7.14%
Rent Collection	>98%	>98%	99.31%
Rent loss due to void properties	<4%	<4%	0.64%

Write Off

During the financial year, the association wrote off the sum of **£3,728.70** in relation to past tenant debt that was no longer likely to be recoverable.



ASB Complaints

The Association received **46** complaints within the period from 1st April 2018 to 31st March 2019 in respect of Anti-Social Behaviour/Nuisance.

At 31st March 2019, all complaints received in Quarter 1 – 3 were actioned and closed by the Association. The **6** complaints received in Quarter 4 were still live and being monitored by the Association.



Complaints in respect of the services we deliver

The Association did not receive any complaint associated with issues relating to our service delivery during the reporting year.

Why not become an Active Tenant

The Association has various ways to encourage and support active participation.

Why not take a look at our current Tenant Participation Strategy
<http://newingtonha.co.uk/wp-content/uploads/2018/11/ten-partstat-2017-2021.pdf>

If you are interested in participating at any level, please contact our Community Engagement Officer, Martin Hamilton, on **028 9074 4055**, for further information.



Property Services Report

Over the past 12 months, we have continued to work closely with our current measured term contractor, Omega, with the aim of continually monitoring and improving the maintenance services we provide.

Evidence from our most recent Tenant Satisfaction Survey (Nov. 2018) would indicate satisfaction levels remain high and that our contractor is delivering a high-quality service to our tenants. The survey results showed that 85% of respondents were satisfied with our repairs and maintenance service this year.

We regularly monitor KPI's to make sure we are providing a high standard of service to our tenants.

We have significantly invested in our homes, to ensure we adhere to DfC's regulatory requirements and maintain our own standards. During the reporting year, the Association spent **£313,000** on our response maintenance activities.

£333,330
spent on our response maintenance activities





Response Maintenance Performance April 2018 – March 2019

Type	Jobs Raised	% Jobs completed on time	Performance (%)
ICO (to be completed within 4 hours)	801	799	99.75
Emergency	484	482	99.59
Urgent	749	712	95.06
Routine	750	699	93.20
Total Jobs Raised	2784	2692	96.7

Repairs Inspection Performance

	Total Post Inspection	% of all jobs raised
No. of Repair Requests Pre-Inspected	387	14%
No. of Repairs Post Inspected	701	19%



Disabled Adaptations

The Association completed **26** disabled adaptations within 2018/19 at a cost of **£20,379**

Planned & Cyclical Maintenance 2018/2019

Over the past year we have successfully delivered our Planned & Cyclical Maintenance Programmes, which are designed to maintain and improve the standard of our homes.

These works included the following expenditure:



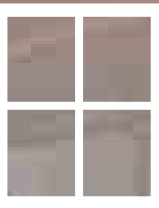
Kitchen Replacement Scheme

48 of our homes acquired new kitchen replacements at a cost of £134,000



Gas Boiler Replacement Scheme

New gas boilers were installed in 30 of our homes during the year at a cost of £46,700



Secondary Glazing Scheme Lisieux House Sheltered Scheme

The Association upgraded the current glazing within Lisieux House Sheltered Scheme at a cost of £53,126



Major Improvement and Thermal Insulation works NHA properties

The Association is in the process of completing thermal improvement works to 6 of our homes with expenditure to date of £54,472

The Association completed a further phased programme of cyclical painting, 100 Niceic Inspections and gas servicing totalling £88,770.

In total, the Association spent **£377,068** on planned and cyclical maintenance during 2018/2019.



Planned & Cyclical Maintenance 2019/2020

The Association is in the process of rolling out our Planned Maintenance Programme for the year ahead. This significant investment by us will result in the improvement of our stock. Via our Stock Investment Programme, we are committed to investing a further **£375,000** in our stock during 2019/2020 on the following projects:

Gas Boiler Replacement Scheme

Location	Number of Homes
Antrim Road	10
Brookhill Avenue	6
Cranburn Street	2
Fortfield Place	13
Lepper Street	6
Spamount Street	1
St James Street	3
St James Mews	17
Wyndham Street	1

Major Works

Lisieux House flat roofs and eaves upgrade
Camberwell Court and Richmond Lodge (Replacement of Door Entry Systems)
Thermal Works to 2 Homes
Improve Sound Insulation & Thermal Works at 232 Limestone Road
Incorporate additional heating source to 17 homes

Cyclical Painting

Location	Number of Homes
Carlisle Parade & Carlisle Road	4
Clanchattan Street	22
The Glen & Lakeview	32
Limestone Road	2
Newington Avenue	6
Newington Street	9
Orient Gardens	1
Parkend Street	11
Ponsonby Avenue	4

Cyclical NICEIC Inspections

100

NICEIC's to be completed

Cyclical Gas Boiler Servicing

721

Gas boilers to be serviced

Development Report

Over the past 5 years the Association has seen significant growth in the number of homes we now own and managed. Since Nov. 2013, the Association has delivered **328** essential new homes throughout North Belfast and invested in the region of **£45 million**, which was acquired through Housing Association Grants and private finance.

Year	Development	No. of Properties Acquired
2013/14	Lakeview, The Glen & Atlantic Ave	34
2014/15	Clanchattan Street & Parkend Street	40
2015/16	St James Mews & Existing Satisfactory Purchases (ESP's)	11
2016/17	Girdwood, North Queen Park/ Street, Antrim Road & ESP's	99
2017/18	Dunmore, Parkside Gardens & Newington Street	56
2018/19	New Lodge Phase 1- 4	71
Acquired July 2019	New Lodge Phase 5	17
Total		328



DELIVERY OF NEW BUILD PROPERTIES IN 2018/19

The Association delivered **71** new homes in 2018/19. The breakdown of these properties is as follows:



A further **17** new homes have recently been delivered by us in July 2019. They consisted of the following:



Our Plans & Development Ambitions

The Association has recently consulted with key stakeholders and residents regarding the potential construction of an additional 28 new homes within Ligoniel, North Belfast. As part of the project, we intend to construct a much-needed community facility, which will accommodate the expansion of a local service provider already established within the area.

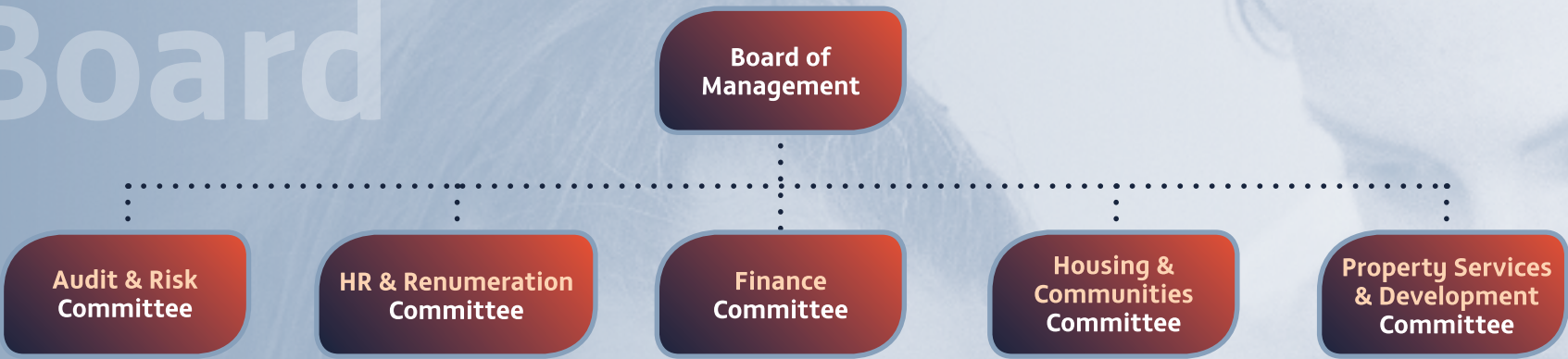
We are continuing to work in partnership with Cliftonville Community Regeneration Forum (CCRF) to identify unoccupied or derelict properties in the Cliftonville area of North Belfast. We aim to invest in these properties and bring them back into use, which will result in the delivery of essential new homes and the revitalisation of the local community in general.

Finally, through our Group Structure Agreement with Apex Housing, we also intend to identify further development opportunities, moving forward.

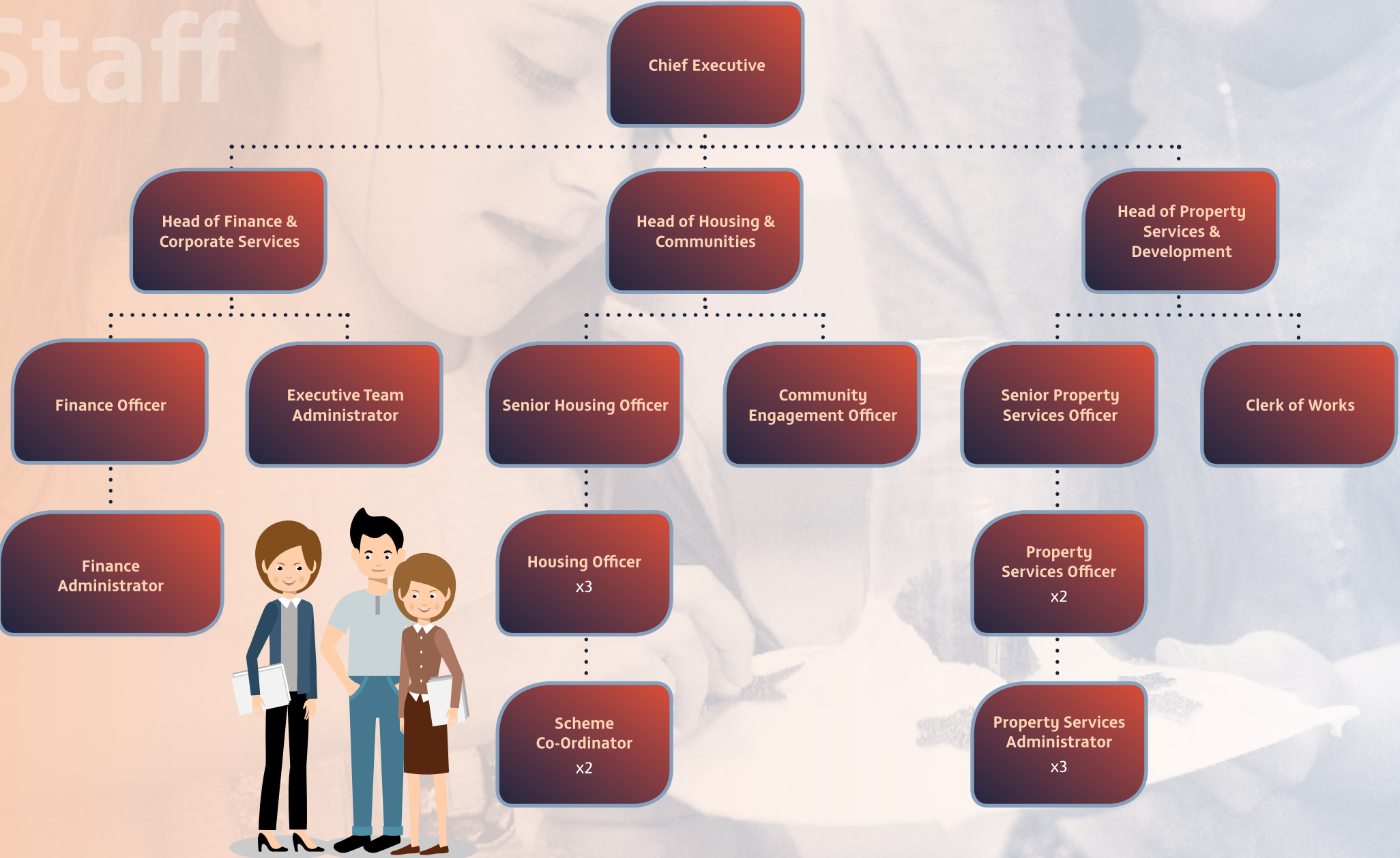


Organisational Chart 2019

Board



Staff



Our Board of Management

- Mr Sean McKenna (*Chair*)
- Mr Niall Kelly (*Vice Chair*)
- Mrs Rosaleen Bradley (*Treasurer*)
- Ms Louise Harvey (*Secretary*)
- Mr Peter Privilege (*MBE*)
- Mr George Walsh (*MBE*)
- Mr Michael Bright
- Mr Frank Dunne
- Mr Lawrence Mooney
- Ms Sarah Walsh
- Mrs Jayne Loughran
- Mrs Carmel Maginness
- Ms Bernadette Hassan

Board Meetings Attendance 2018 - 2019

Name of Board Member/Position	No. of Full Board Meetings that required attendance
Mr S McKenna (Chair)	4 out of a possible 5
Mr N Kelly (Vice Chair)	5 out of a possible 5
Mrs R Bradley (Treasurer)	4 out of a possible 5
Mrs C Maginness	3 out of a possible 5
Mr P Privilege	4 out of a possible 5
Mr G Walsh	3 out of a possible 5
Mr M Bright	3 out of a possible 5
Mr F Dunne	3 out of a possible 5
*Mr L Mooney	1 out of a possible 3
*Ms S Walsh	3 out of a possible 4
*Mrs J Loughran	1 out of a possible 1
*Mr C McCarroll	5 out of a possible 5
*Mr B Boyle	5 out of a possible 5
*Mr J McElean	4 out of a possible 5
*Mr C Shannon	0 out of a possible 2

*Ms S Walsh (joined June 2018)
*Ms L Mooney (joined Sept. 2018)
*Ms J Loughran (joined Feb. 2019)
*Mr C Shannon (retired Sept. 2018)

*Mr J McElean (stepped down in March 2019)
*Mr B Doyle (stepped down in March 2019)
*Mr C McCarroll (stepped down in June 2019)

BOARD EXPENSES IN 2018/2019

Newington's Board of Management members were reimbursed for travel and reasonable expenses totalling £119.08 during the year.

Our Committees and Members

Audit & Risk Committee Members

Niall Kelly, Peter Privilege, George Walsh, Louise Harvey & Bernadette Hassan

Finance Committee Members

Rosaleen Bradley, Michael Bright, Frank Dunne & Larry Mooney

Development & Property Services Committee Members

Carmel Maginness, Michael Bright & Sean McKenna

Housing & Communities Committee Members

Sean McKenna, Peter Privilege, Michael Bright, Jayne Loughran, Bernadette Hassan

Human Resources & Remuneration Committee Members

Sean McKenna, Niall Kelly, Carmel Maginness & Larry Mooney



Statement of comprehensive Income for the year ended 31st March 2019

	Note	2019 £	2018 £
Turnover	5	4,088,992	3,672,642
Operating costs	6	(2,757,783)	(2,285,168)
Operating Surplus	7	1,331,209	1,387,474
Interest receivable and similar income	10	1,665	1,401
Interest payable and similar charges	11	(576,344)	(428,656)
Other finance costs		(16,000)	(71,000)
Surplus on ordinary activities		740,530	889,219
Actuarial gain in respect of Pension schemes	25	57,000	98,000
Total comprehensive income		797,530	987,219

All amounts above relate to continuing operations of the Association.

Statement of changes in reserves for the year ended 31st March 2019

	Note	2019 £	2018 £
Surplus on ordinary activities for the financial year		740,530	889,219
Movement in share capital	18	-	(60)
Movement in capital reserves	19	3	60
Actuarial gain in respect of pension schemes	24	57,000	98,000
Net addition to capital and reserves		797,533	987,219
Opening total capital and reserves		10,846,568	9,859,349
Closing total capital and reserves		11,644,101	10,846,568

Newington Housing Association (1975) Limited Statement of financial position as at 31st March 2019

	Note	2019 £	2018 £
Fixed assets			
Housing properties	12	66,495,965	57,651,529
Other tangible fixed assets	13	112,479	116,854
Investments	14	1	1
		66,608,445	57,768,384
Current assets			
Debtors	15	195,055	164,478
Cash in bank and in hand		494,362	431,620
Creditors: amounts falling due within one year	15	(1,083,974)	(819,146)
Net current liabilities		(394,557)	(223,048)
Total assets less current liabilities		66,213,888	57,545,336
Creditors: amounts falling due after more than one year	17	(53,858,787)	(45,987,768)
Pension liability	25	(711,000)	(711,000)
Net assets		11,644,101	10,846,568
Capital and reserves			
Called up share capital	19	80	80
Capital reserve	20	125	122
Revenue reserve		11,643,896	10,846,366
Designated reserve	21	-	-
Total funds		11,644,101	10,846,568

The financial statements on pages 12 to 31 were approved by the Board of Management on 17th June 2019 and were signed on its behalf by:

Mr S McKenna - Chairman
Mr C McCarroll - Sec



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

Recognised as a charity by the Inland Revenue.

Ref. No. XR29285

Registered under the Data Protection Act 1984

Reg. No. Z7623596