

BUILDING COMMUNITIES

Annual Report **2019/2020**



Big Enough to Deliver & Small Enough to Care

A Word from the Chair and CEO



Sean McKenna
Chairman

As Chair and Chief Executive, we wish to reflect on what began as a very exciting year for Newington and ended in uncertainty and unprecedented challenges for every organisation and individual in society.

In April 2019 NHA implemented a new staffing structure, including creating a new Senior Management Team to support the Chief Executive and the Board in setting and implementing strategy. This gave stability and opportunities to our existing staff and enabled NHA to recruit some very dedicated and talented people into the organisation. In December 2019 we temporarily moved offices to demolish our old office and



Anthony Kerr
CEO

commenced construction of new offices on the Limestone Road. In February and March the impact of the Covid-19 pandemic and subsequent lockdown resulted in us quickly re-assessing how we operate and more importantly, how we continued to engage with our tenants, statutory agencies and community partners, to ensure the effective delivery of our services.

We wish to take this opportunity to thank all our tenants, staff and partners, who have understood the challenges we as an organisation faced over the past few months as service delivery was reshaped to protect the health, safety and wellbeing of our tenants, staff and contractors and the wider public

throughout this very challenging period. Along with our colleagues on the Board we are delighted with the work carried out by the Association over the past year and more importantly, during the recent pandemic; in supporting those most in need through what has been a strange and surreal time for us all.

Our Board continues to provide leadership and direction to our staff team to ensure the effective delivery of our key strategic objectives. We are pleased to report that the Association has again performed to a high standard and achieved many positive outcomes. During the last twelve months we have again seen continued growth in the number of homes we provide as our partnership with Apex Housing continues to help us deliver more new homes and achieve value for money in reinvesting and maintaining our existing homes. We continued to invest in our local communities through our Community Investment Strategy, working with key partners to increase opportunities for NHA tenants as well as residents in North Belfast. Throughout the year we have provided funding to organisations working in mental health, community safety, youth provision, training and employment, community development and social inclusion as well as working with our local foodbanks, welfare advice providers and charities providing crisis interventions to those in most need. In January we entered into a new partnership arrangement with the North Belfast Advice Partnership and along with the Nationwide Building Society we began funding a Welfare Advisor, who will be in post for 2 years, to help residents throughout North Belfast have access to fast, reliable and independent welfare advice. These

activities underpin the values, culture, and ethos of Newington. Although Housing Associations operate in an increasingly commercial and complex business environment, we are at heart a community organisation and will continue to put our tenants and the residents of North Belfast at the centre of everything we do.

Beyond Covid-19 there are other challenges to be faced. We welcome the return of the Executive and Northern Ireland Assembly and are pleased to be engaging and working with the Communities Minister and MLAs once again. The return to local governance is important to protect the most vulnerable and we eagerly anticipate legislation which will mitigate the bedroom tax. We are grateful that legislation was swiftly passed to reverse the reclassification of Housing Associations from independent organisations to public bodies which would have had a significant impact on social housing supply and our ability to invest in new and existing homes. We also believe a functioning NI Executive and Assembly are better placed to face the economic uncertainty and challenges resulting from the Covid-19 pandemic and Brexit than direct rule.

Looking ahead, although there will be inevitable challenges in the short term as a result of Covid-19, we are confident that Newington will continue to face our challenges head on and deliver our main strategic objectives of providing safe and secure homes in confident and vibrant communities.

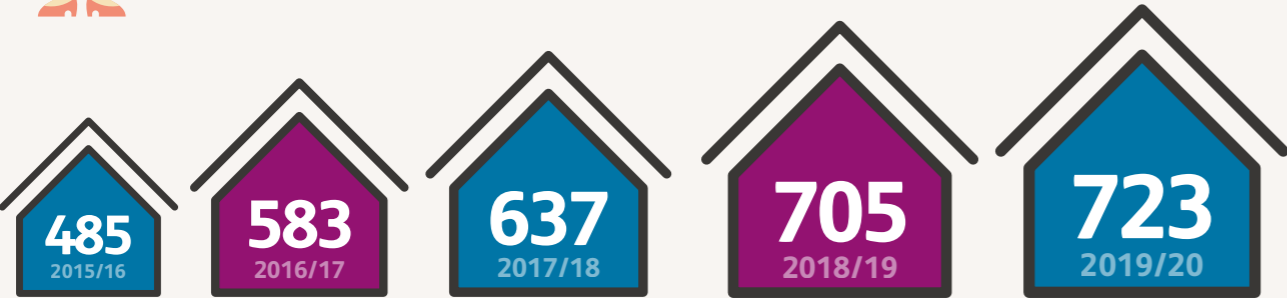
Sean McKenna *Chairman*
Anthony Kerr *CEO*

Our Housing Management, Tenant Participation & Community Engagement Performance Report 2019 - 2020



Housing Management

NHA Stock Levels/Number of Properties in each reporting year



Housing Stock, Average Rent & Service Charges for 2019/20

The Associations' stock level has increased from 705 to **723** within this reporting year. We took ownership of **19** new homes within 2019/2020, eighteen located within the New Lodge area and one located within the Cliftonville area of North Belfast. We completed the sale of **one** property under the 'Right to Buy House Sale Scheme'.

Size of Homes in NHA ownership	Total Homes owned by NHA
One bedroom	115
Two bedrooms	232
Three bedrooms	261
Four bedrooms	98
Five bedrooms	17
Totals	723

General Needs (Size of Home)	Total stock owned	Average Weekly Rent & Service Charge combined
One bedroom	43	£67.68
Two bedrooms	214	£95.87
Three bedrooms	261	£105.13
Four bedrooms	98	£100.11
Five bedrooms	17	£102.38
Totals	633	

Supported Housing (Size of Home)	Total stock owned	Average Weekly Rent & Service Charge combined
One bedroom	7	£47.97
Two bedrooms	6	£47.97
Totals	13	

Supported Housing (Size of Home)	Total stock owned	Average weekly rent & Service Charge combined
One bedroom	65	£85.56
Two bedrooms	12	£91.70
Totals	77	



Allocations & Lettings 2019/20

The Association completed the following lettings from **1st April 2019 – 31st March 2020**:



The Association also processed **5** Direct Exchanges, **1** Succession of Tenancy and **26** temporary allocations (i.e. Mater Dei Hostel) within the reporting period.

Breakdown of General Needs & Sheltered Lettings in 2019/20:



Arrears Performance 2019/2020

Type	Non-Technical	Technical	Total
Current	£60,052	£149,089	£209,141
Past	£15,075	£00.00	£15,075
Total	£75,127	£149,089	£224,216

Non-Technical Arrears as a % of Non-Tech Income Receivable	DfC Target	NHA Target	Performance
Current & Former	<5%	<5%	6.95%
Rent Collection	>98%	>98%	99.7%
Rent loss due to void properties	<4%	<4%	1.07%





Rent Collection & Performance 2019/20

Key Performance Indicators

Rent and other charges to be collected (Income Receivable) during 2019/20

£4,081,382

Rent and other charges collected during 2019/20

£4,068,684

Percentage of Income collected during 2019/20

99.7%

Total Technical Income Receivable in 2019/20

£3,000,602

73.75% of Rent and other charges collected during 2019/20

Total Non-Technical Income Receivable

£1,080,780

Total Non-Technical Income collected

£1,068,081

26.25% of Rent and other charges collected during 2019/20

Write Off:

During the financial year, the association wrote off the sum of £4,438.55 in relation to past tenant debt that was no longer likely to be recoverable.



Complaints

The Association received 45 complaints within the period from 1st April 2019 to 31st March 2020 in respect of Anti-Social Behaviour/ Nuisance. All complaints received within the year were actioned and closed by the Association.

Complaints in respect of the services we deliver

The Association did not receive any complaints regarding our service delivery within the reporting year.

Tenant Participation & Community Engagement

Newington HA Community Capacity Building Review 2019/2020

Local Investment

In total, the Association directly spent £60,000 on community investment initiatives during 2019/2020, to promote and encourage the following:

- Sports & recreational activities
- Community 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
- Supported an Intergenerational Project
- 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.
- Youth projects
- Local charity donations

£60,000
community
investment
2019/20



Tenant Forum & Training Opportunities

In partnerships with Supporting Communities, our Tenant Forum developed an Action Plan to help them achieve the delivery of their current priorities and objectives up to the end of March 2020.

Over recent months, our Tenant Forum have achieved the following:

- Met with our Senior Management Team who provided an overview of the workings of all NHA departments.
- Helped redesign an online Tenant Satisfaction Survey and completed sample home visits where the Association provides homes.
- Completed a training needs analysis to support them in their roles as Tenant Forum members.

Over the coming months, they intend to complete the following:

- Carry out a policy review and scrutiny/service improvement exercise.
- Set up a working group to organise a tenant conference for tenants and staff to attend.
- In conjunction with the Association, they intend to develop a Tenant Forum Action Plan for 2020/2021.
- Aim to participate in Communities in Transition (Community Capacity Building & Urban Regeneration Projects) being led by Ashton Community Trust.
- Carry out further Home visits to complete TSS digitally via Survey Monkey



Match Savings Scheme

Over the past year, NHA made **12** tenant referrals for new membership of Newington Credit Union.

New Lodge Youth Centre & Holy Family Youth Centre Intergenerational Projects

Newington H.A. staff and youth workers from both New Lodge Youth Centre & Holy Family Youth Centre worked in partnership to deliver two intergenerational projects with our sheltered housing residents within Camberwell Court, within the past year.

The initial eight-week project, comprising of young people from New Lodge Youth Centre and residents from Camberwell ended with the young people holding a thank you party for the residents. All participants involved indicated that the project was extremely beneficial and very rewarding to those who took part. The Association also wishes to extend our appreciation to New Lodge Arts, who assisted in delivering many of the group session.

A follow up programme of events comprising of young people from Holy Family Youth Centre and Camberwell residents commenced in February 2020, however the project was unable to full see completion, due to the outbreak of Covid-19.

Newington HA & Newington Credit Union

Annual Student Bursaries Scheme

Our Student Bursary Scheme, which coincides with the commencement of the academic year, has been successfully delivered in partnership by both organisations for several years. This year the Association awarded the **£400** bursaries to a further three new full-time students, on top of the three awards from previous awards, as these bursaries are automatically awarded to the successful candidate on an annual basis, whilst they remain in education.

The purpose of these awards is to support those entering higher or third level education. **A total of £2,400 was paid to the 6 students in 2019/2020 by the Association.**



Our Brian Mullan Community Fund

In September 2019, the Association was delighted to again welcome applications from community or voluntary sector organisations' seeking to avail of essential funding to deliver projects and services within North Belfast.

A funding pot of **£10,544.64** was again set aside this year by the Association's Board of Management to ensure the successful delivery of the scheme.

The scheme closed on Friday, 18th October 2019 and a total of 20 applications were received from various organisations throughout North Belfast.

All qualifying applications were then assessed and scored by our 'Tenant Panel', and funding of up to £1,000 per project, was distributed to the successful applicants. The Association wishes to express our appreciation to the Tenant Panel members who give up their time annually, on a voluntary basis, to develop, promote and deliver such a successful initiative.

Partnership Working & Supporting Local Resident's Groups

The Association currently attends **14** community-led initiatives throughout North Belfast. At many of these community safety meetings there are representatives from various statutory agencies, community and voluntary sector organisations and residents. These partnership working groups offer a joined-up approach to tackling local issues facing various areas throughout North Belfast.



Staff attended

137
community meetings



The Association attended **137** community meetings out of a possible **162** meetings during 2019/2020.

Partnership working relating to our new Welfare Advice Post

During 2019, the Association, in conjunction with the North Belfast Advice Partnership (NBAP) explored the potential of a acquiring an additional dedicated advice worker to support the delivery of a new and innovative project (i.e. North Belfast Connected Homes Project). Initially, the Association's Board of Management approved funding of £34,000 to support the delivery of this pilot project for one year. Subsequently, an application was lodged with Nationwide Building Society's Grant Fund, which is managed by the Community Foundation for NI. In November 2019, we were notified that the application was successful in acquiring additional match funding, on top of that which was already committed

by the Association, meaning the project can be sustained and delivered for a minimum two years. The new Advice Post position was filled in January 2020 and has added an additional source of advice and support, locally. As a local housing provider, we believe that this project will not only directly benefit Newington's tenants; but the whole of North Belfast as it is envisaged the successful applicant will be utilised in all NBAP's local offices.



Our Grow NI Project at Camberwell Court

Newington continues to fund our partner Grow NI to ensure successful delivery of our community gardening project at our Sheltered Scheme, Camberwell Court. This project encourages social interaction and improves resident's mental health and well-being and helps them to develop new skills, through involvement in gardening, cooking, etc. This project has been developed to ensure that all our sheltered tenants have full access to a range of activities provided.

- Our active involvement with the Upper & Lower North Belfast Family Support Hubs
- 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.



Our New Tenant Participation & Community Involvement Strategy 2020 – 2023

Our new Tenant Participation & Community Involvement Strategy 2020 – 2023 and Action Plan has been recently developed by us. Consultation with our Tenants Forum occurred on 04/03/2020 and follow up

consultation took place with several key stakeholders throughout April 2020. Below are the main strategic objectives we hope to achieve during the lifetime of our new Strategy:

Our Strategic Objectives over the next few years



Our People
We will develop staff to make a difference, whilst also ensuring good organisational governance.



Our Homes

We will support tenants and community partners to develop initiatives and partnerships which enhance and strengthen new and existing communities.



Our Finances

We are committed to funding our community engagement activities either directly or by working in partnership, whilst ensuring value for money and financial scrutiny.



Our Tenants & Communities

We will deliver all aspects of the Tenant Participation & Community Investment Strategy 2020 – 2023, which will support us to engage with and invest in our communities.



Our Services

We will provide opportunities for tenants to review and scrutinise existing services and to further develop the services that are provided by us.

Why not become an Active Tenant



The Association has various ways to encourage and support active participation. Why not take a look at our new Tenant Participation & Community Involvement Strategy:

<http://newingtonha.co.uk/wp-content/uploads/2020/06/tenant-participation-and-community-involvement-strategy-20-23.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.

How do I contact the Association or keep up to date with the information they share?

Main Office:
Out of Hours: (Repairs/other emergencies)
Email:
Website:
Facebook:
Twitter:

Tel: 028 9074 4055
Tel: 0800 731 3081
admin@newingtonha.co.uk
www.newingtonha.co.uk
Newington Housing Association
@NewingtonHA

Property Services & Development Performance Report 2019 - 2020

Over the past 12 months, we have worked closely with our current measured term contractor, Omega. Our Property Services Team issued a total of 3,829 works orders, of which 2,955 related to the delivery of our response repairs service and change of tenancies (see table below). The remaining 874 relate to the carrying out of our annual cyclical maintenance programme, for example the completion of our annual gas servicing programme, along with the delivery of our disabled adaptations service.

We continue to analyse all our repair completion dates as this information helps us to assess the performance of our contractors and to make sure we are providing the highest standards of service to our tenants.

Year on year, via our Asset Management Strategy, we continue to invest in our homes, to ensure we adhere to our regulatory requirements and to maintain our own standards.

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.



Re-letting of NHA Properties in 2019/2020

Total Relets	24
Average Re-let times (General Needs)	66 days
Average Re-let times (Sheltered)	49 days
Average Re-let times (Combined)	54 days
Total Void Loss	£43,631

Repairs Inspection Performance

	Total Post Inspection	% of all jobs raised
No. of Repair Requests Pre-Inspected	276	7.2
No. of Repairs Post Inspected	430	11.23



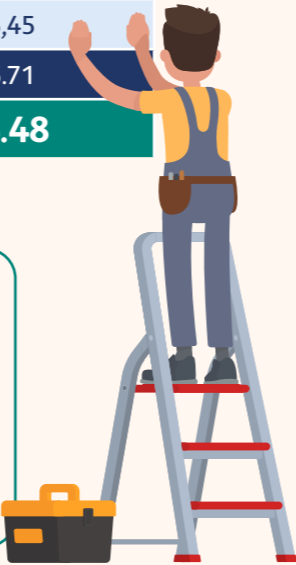
Response Maintenance Performance from 1st April 2019 – 31st March 2020

Type	Jobs Raised	% Jobs completed on time	Performance (%)
ICO (to be completed within 4 hours)	916	896	97.82
Emergency	587	578	98.46
Urgent	758	697	91.95
Routine	593	528	89.04
COT (Health & Safety)	66	63	95.45
COT (General)	35	30	85.71
Total Jobs Raised	2955	2792	94.48

Voids

The Association had **20** no. voids as of 31st March 2020. **Five** of these properties were available and ready for letting and **three** were undergoing Change of Tenancy works.

A further **six** properties were in the process of receiving major thermal improvement works, **three** were being held for demolition/redevelopment and the remaining **three** were held to be used for decanting existing NHA tenants.



Disabled Adaptations

The Association completed **26** disabled adaptations within 2019/2020 at a cost of **£24,596.70**.

Successful completion of our Planned Maintenance Programme for 2019/2020

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

The below information outlines what works were undertaken by us and the approximate spend:



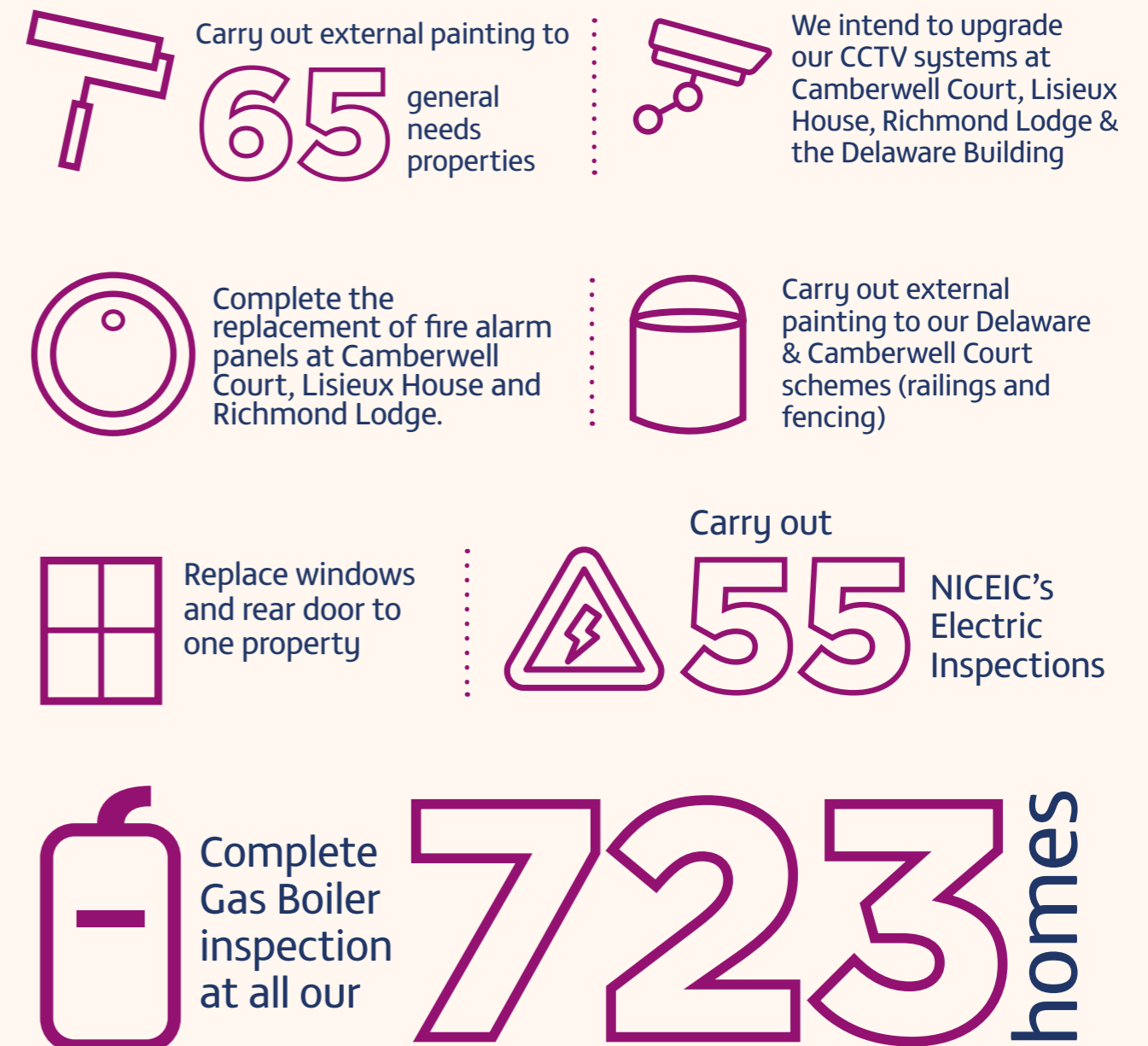
In total, the Association spent **£725K** on planned and cyclical maintenance projects on works completed during 2019/2020.

As a result of the outbreak of COVID-19, the Association was unable to complete the following planned and cyclical works that were programmed for Q.4 - 2019/2020. It is our intentions to complete these once it is feasible to do so.

- ✓ Upgrade of Lisieux House flat roofs and eaves
- ✓ Replacement of Richmond House Door Entry System
- ✓ External painting of 86 general needs properties
- ✓ NIEIEC Electrical Inspections

Our Planned & Cyclical Maintenance Programme for 2020/2021

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 our stock. Via our Stock Investment Programme, we are committed to investing a further **£165,453** in our stock during 2020/2021, on the following projects:





Full Board Meetings Attendance & Performance during 2019 - 2020

Name of Board Member/Position	No. of Full Board Meetings that required attendance
Mr S McKenna (Chair)	4 out of 4
Mr Niall Kelly (Vice Chair)	1 out of 4
Ms Louise Harvey (Secretary)	3 out of 4
Mrs Rosaleen Bradley (Treasurer)	4 out of 4
Mr Chris McCarroll	1 out of 1
Mrs Carmel Maginness	2 out of 4
Mr Peter Privilege	4 out of 4
Mr George Walsh	3 out of 4
Mr Michael Bright	3 out of 4
Mr Larry Mooney	0 out of 4
Ms Sarah Walsh	2 out of 4
Mrs Jane Loughran	2 out of 3
Ms Bernadette Hassan	3 out of 4
Mr Frank Dunne	2 out of 3
Miss Lisa Privilege	2 out of 2

Recent changes to our Board of Management (from April 2020 to date)

- **Ms Louise Harvey** (Secretary) stepped down from our Board of Management on 21/04/2020.
- **Mr Anthony Kerr** was appointed Secretary.
- **Mr Chris McCarroll** was re-elected to our Board of Management on 22/06/2020.

BOARD EXPENSES IN 2019/2020

Newington's Board of Management members were reimbursed for travel and reasonable expenses totalling £47.30 during the year.

Our Current Committees and Members

Audit & Risk Committee Members

Niall Kelly (Chair), Peter Privilege, George Walsh, Bernadette Hassan & Philip O'Flaherty.

Finance Committee Members

Rosaleen Bradley (Chair), Michael Bright, Larry Mooney, Niall Kelly & Chris McCarroll.

Development & Property Services Committee Members

Michael Bright (Chair), Carmel McGuinness, Sean McKenna, Lisa Privilege & Chris McCarroll.

Housing & Communities Committee Members

Sean McKenna (Chair), Peter Privilege, Michael Bright, Philip O'Flaherty & Sarah Walsh.

Human Resources & Remuneration Committee Members

Sean McKenna (Chair), Niall Kelly, Carmel McGuinness & Larry Mooney.

Our Development activities during 2019/2020

The Association acquired **19** new homes in 2019/2020.
The breakdown of these properties is as follows:



Our Future Developments Plans

Looking ahead, the Association, in partnership with Apex Housing Association, are continuing to explore the potential delivery of 27 new homes in Ligoniel, North Belfast. As part of the project, we also 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.

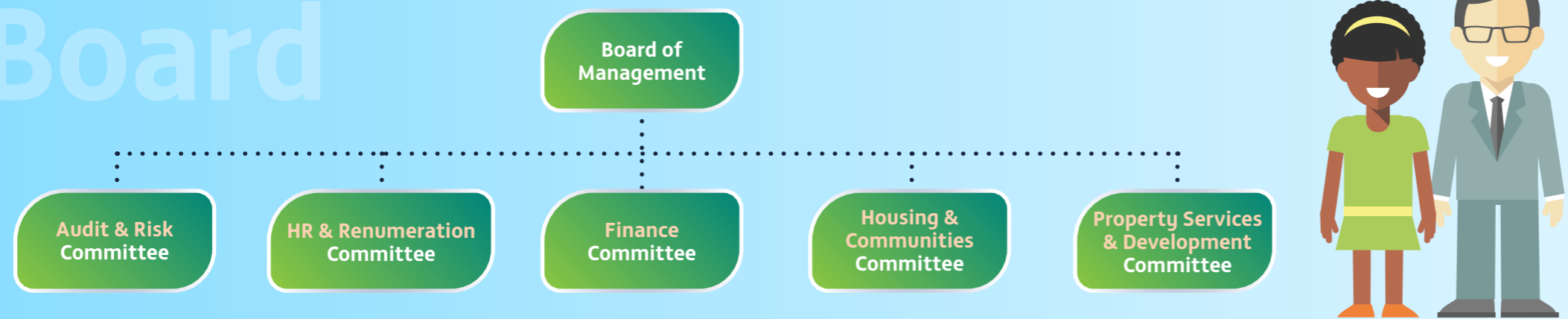
We continue to work in partnership with Cliftonville Community Regeneration Forum (CCRF) to identify unoccupied or derelict properties in the Cliftonville

area of North Belfast. We aim to invest in these properties and bring them back into use, which will result in additional new homes and the revitalisation of the local community in general.

Through our Group Structure Agreement with Apex Housing, we are continuing to identify and potentially develop other sites located throughout North Belfast.

Organisational Chart

Board

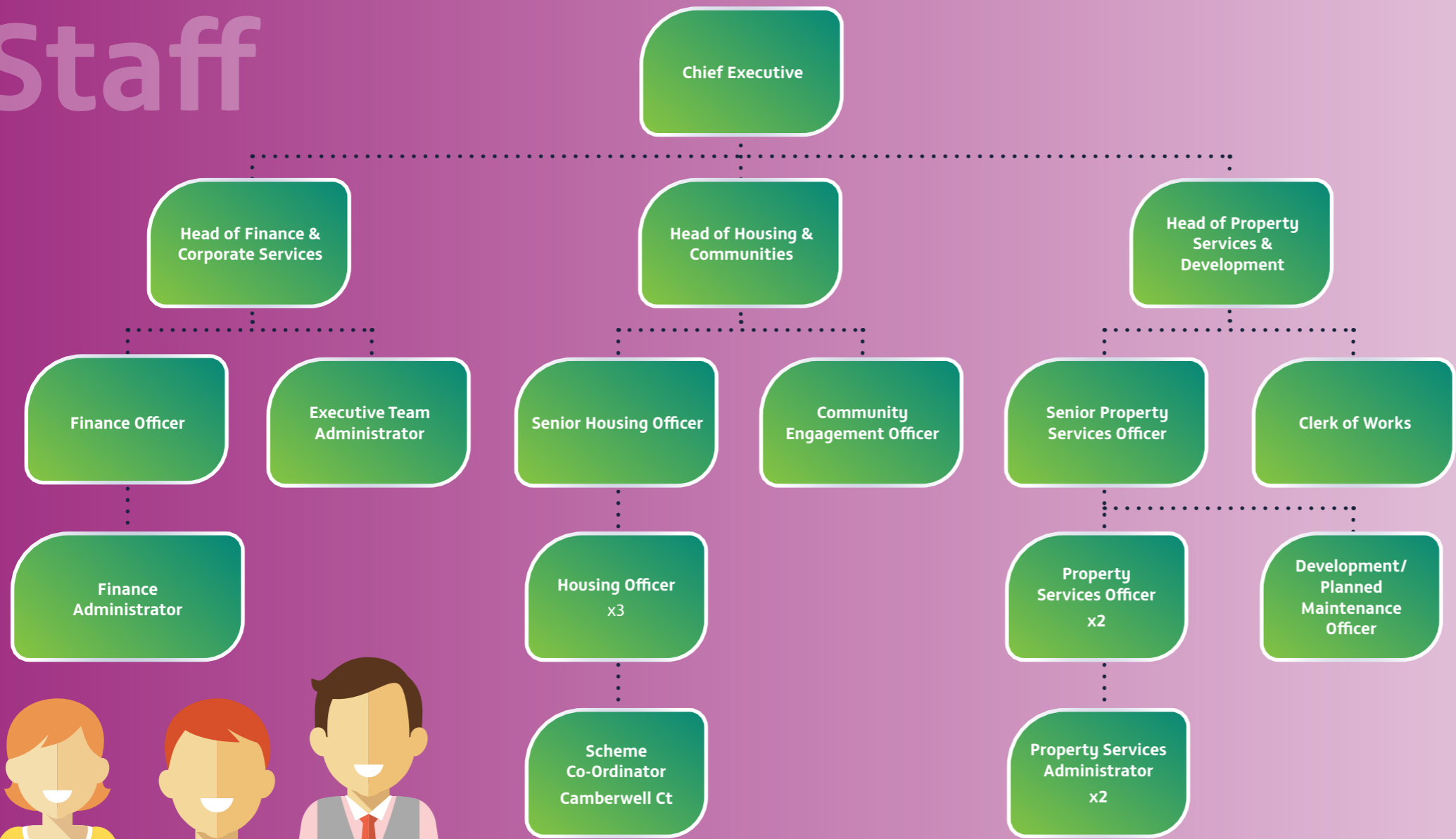


Our Board of Management members during 2019/2020

In total, the Association had **16** different Board members during 2019/2020. They were as follows:

- Mr Sean McKenna (*Chair*)
- Mr Niall Kelly (*Vice Chair*)
- Miss Louise Harvey (*Secretary*)
- Mrs Rosaleen Bradley (*Treasurer*)
- Mr Chris McCarroll (*stepped down on 17/06/2019*)
- Mrs Carmel Maginness
- Mr Peter Privilege (MBE)
- Mr George Walsh (MBE)
- Mr Michael Bright
- Mr Larry Mooney
- Ms Sarah Walsh
- Mrs Jayne Loughran (*stepped down on 25/02/2020*)
- Ms Bernadette Hassan
- Mr Frank Dunne (*stepped down on 25/02/2020*)
- Miss Lisa Privilege (*appointed 26/11/2019*)
- Mr Philip O’Flaherty (*appointed 25/02/2020*)

Staff



Statement of comprehensive Income for the year ended 31st March 2020

	Note	2020 £	2019 £
Turnover	5	4,812,967	4,088,992
Operating costs	6	(3,493,171)	(2,757,783)
Operating Surplus	7	1,319,796	1,331,209
Interest receivable and similar income	10	3,288	1,665
Interest payable and similar charges	11	(536,735)	(576,344)
Other finance costs		(17,000)	(16,000)
Surplus on ordinary activities		769,349	740,530
Actuarial (loss)/gain in respect of pension schemes	25	(66,000)	57,000
Total comprehensive income		703,349	797,530

All amounts above relate to continuing operations of the Association.

Statement of changes in reserves for the year ended 31st March 2020

	Note	2020 £	2019 £
Surplus on ordinary activities for the financial year		769,349	740,530
Movement in share capital	19	5	-
Movement in capital reserves	20	-	3
Actuarial gain in respect of pension schemes	25	(66,000)	57,000
Net addition to capital and reserves		703,354	797,533
Opening total capital and reserves		11,644,101	10,846,568
Closing total capital and reserves		12,347,455	11,644,101

Newington Housing Association (1975) Limited Statement of financial position as at 31st March 2020

	Note	2020 £	2019 £
Fixed assets			
Housing properties	12	67,118,145	66,495,965
Other tangible fixed assets	13	353,652	112,479
Investments	14	1	1
		67,471,798	66,608,445
Current assets			
Debtors	15	197,556	195,055
Cash in bank and in hand		1,414,978	494,362
		1,612,534	689,417
Creditors: amounts falling due within one year	16	(1,364,632)	(1,083,974)
Net current assets /(liabilities)		247,902	(394,557)
Total assets less current liabilities		67,719,700	66,213,888
Creditors: amounts falling due after more than one year	17	(54,459,245)	(53,858,787)
Pension liability	25	(913,000)	(711,000)
Net assets		12,347,455	11,644,101
Capital and reserves			
Called up share capital	19	85	80
Capital reserve	20	125	125
Revenue reserve		12,347,245	11,643,896
Designated reserve	21	-	-
Total funds		12,347,455	11,644,101

The financial statements on pages 16 to 37 were approved by the Board of Management on 22nd June 2020 and were signed on its behalf by:

Mr S McKenna - Chairman
Mr A Kerr - Secretary
Mrs R Bradley - Treasurer

Newington

Housing Association

Newington Housing Association

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Belfast
BT15 2GB

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