

**BUILDING COMMUNITIES**



# Foreword from our Chair and CEO

Looking back at the previous year it is evident that Covid presented significant challenges for Newington in delivering services to our tenants and the wider community. It was particularly difficult for our maintenance service, as they faced the increasing price of construction materials at unprecedented levels and labour shortages resulting from Covid.

2 During the year we procured a new Measured Term Contract for the delivery of our response maintenance service. We are confident that our new contractor Nicor will repeat the excellent service levels that we enjoyed, prior to Covid.

It is also heartening to see society emerge from the Covid restrictions and we are now returning to a semblance of normality. The relaxation of restrictions coincided with Newington completing its new offices on the Limestone Road and staff returned to the building in January 2022. The offices have been open to our tenants and the wider community since February and unrestricted face to face engagement has resumed. The new office has also quickly established itself as a community asset and many community organisations and groups have already used the facilities for meetings and events.

During the year Newington updated its Rules, appointed new Auditors and

along with Apex Housing Association reviewed our Intra Group Agreement. This strategic partnership with Apex HA continues to benefit both associations and enables Newington to achieve added value for money that would be difficult to achieve alone.

A recruitment exercise for new Board members was completed recently and work has already begun to develop a new Strategic Plan for 2023/26. We would like to thank the board for providing strategic leadership through these difficult times and in particular thank Rosaleen Bradley who has retired from the board after giving almost nine years of service.

In March 2022, Newington were selected by the Northern Ireland Housing Executive to deliver a minimum of 123 new homes in the New Lodge Upper Long Streets Redevelopment. We look forward to working with the NIHE and the local community in commencing work on this project this year.

Throughout 2021/22 there were a series of significant increases in fuel and energy costs which were a precursor to the current cost of living crisis and the highest inflation levels in over 40 years. There is no doubt this will lead to real hardship for our tenants and the wider community. We are currently working with our statutory, community and voluntary partners to provide support to those who will need it most in the difficult days to come.

We have also renewed the match-funded Welfare Advice post, which commenced in January 2020, for a

further two-year period. This will ensure our tenants and other service users throughout North Belfast have access to crucial advice and support services during these challenging times.

Facing the challenges ahead would be hard at the best of times. Facing it without a functioning Executive or Assembly will make it much more difficult. We call on our elected representative and political parties to form an Executive to provide the political and economic leadership that will no doubt help at this time.



**Niall Kelly**  
Chairman



**Anthony Kerr**  
CEO



# Newington's General Needs Tenant Experience Survey – Key Findings 2022

During February and March 2022, the Association carried out a Tenant Experience Survey. Below are the percentage of respondents who indicated they were either satisfied or very satisfied to each question asked:



An average of **9** out of **10** tenants would recommend **NHA** as a landlord to their Family & Friends

# Our Housing Management, Tenant Participation & Community Engagement Performance Report 2021 - 2022

During most of the year Newington Housing Association operated from a temporary office and staff worked primarily on a remote basis with limited office working. When the new office was completed in late December 2021, staff returned to office working on a hybrid basis.

Contact with tenants changed during the year in line with public health advice, it moved on from contact by telephone, email or letter to face-to-face contact as well as home visits and office appointments.

Our Allocations resumed in line with the post-pandemic process. During the year there were 31 relets of existing stock, three new lets, seven direct exchanges and three tenancy successions.

During the year 78% of the Association's rental income was received directly from Housing Benefit or Universal Credit.

The impact of the Coronavirus pandemic on rent arrears at the end of the financial year was negligible in 2021/22; however, non-technical rent arrears increased from 2.34% at end of Quarter 1 to 2.85% at year end.

Finally, during February 2022, the Association undertook an annual review of our rental charges, which resulted in a 3.1% increase in most of our rents from 4th April 2022 (i.e., a 3.1% increase was applied to all properties which are currently held under a de-controlled tenancy). There was no increase applied to controlled rents this year.



Note: The Association also partially owns one shared ownership dwelling.

# Housing Stock and Average Rent & Service Charges for 2021/22

The Association currently owns and manages **719** homes and partially owns one shared ownership dwelling, which we do not receive an income for. During 2021/22, we acquired **three** additional new homes into direct management and completed the sale of **five** property under the 'Right to Buy House Sale Scheme'.

## NHA Owned Homes

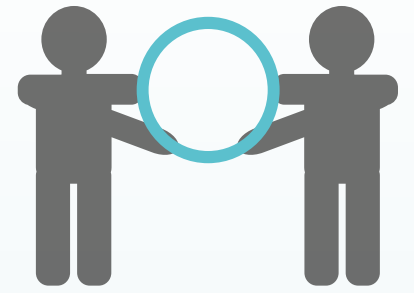


GENERAL NEEDS (SIZE OF HOME)	TOTAL STOCK OWNED	AVERAGE WEEKLY RENT & SERVICE CHARGE (COMBINED)
One bedroom	43	£70.56
Two bedrooms	214	£97.45
Three bedrooms	258	£106.73
Four bedrooms	98	£104.01
Five bedrooms	15	£107.15
Six bedrooms	1	£130.43
<b>Totals</b>	<b>629</b>	

SUPPORTING HOUSING (SIZE OF HOME)	TOTAL STOCK OWNED	AVERAGE WEEKLY RENT & SERVICE CHARGE (COMBINED)
One bedroom	7	£65.31
Two bedrooms	6	£65.31
<b>Totals</b>	<b>13</b>	

SHELTERED HOUSING (SIZE OF HOME)	TOTAL STOCK OWNED	AVERAGE WEEKLY RENT & SERVICE CHARGE (COMBINED)
One bedroom	65	£87.27
Two bedrooms	12	£90.86
<b>Totals</b>	<b>77</b>	

# Allocations & Lettings 2021/22



The Association completed the following lettings from 1st April 2021 - 31st March 2022



Breakdown of General Needs & Sheltered Lettings in 2021/22:



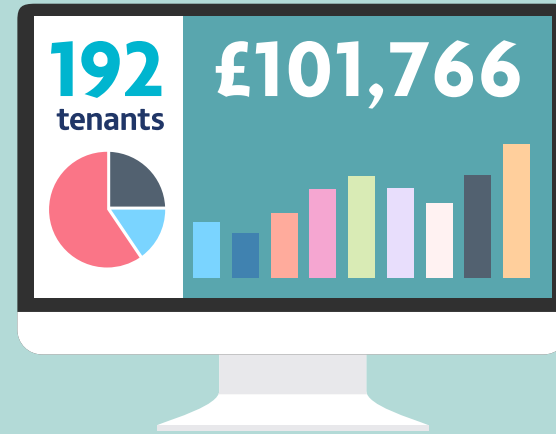
The Association also processed seven Direct Exchanges, three Successions of Tenancy and 29 temporary allocations (i.e., at Mater Dei Hostel) within the reporting period.



# Arrears Performance 2021/22

## Breakdown of Current Tenant (Non-Technical) Arrears at the end of March 2022.

There were **192** current tenants in arrears with the Association at the end of March 2022, who between them owed the Association a total of **£101,766**.



NO. OF TENANTS IN ARREARS	LEVEL OF ARREARS DUE FROM TENANTS	TOTAL AMOUNT DUE FROM TENANTS
95	Owing up to £199	£6,979
50	Owing between £200-£499	£15,574
47	Owing £500 and over	£79,213
192		£101,766

NON-TECHNICAL ARREARS AS A % OF TOTAL INCOME RECEIVABLE	NHA TARGET	PERFORMANCE
Current & Former	<5%	2.85%
Rent Collection	>98%	99.89%
Rent Loss due to void properties	<4%	1.03%

The Association had Current and Past Tenant arrears totalling **£270,034** at the end of the reporting year. Below is a breakdown of all technical and non-technical arrears due.

TYPE	NON-TECHNICAL	TECHNICAL	TOTAL
Current	£101,766	£153,101	£254,867
Past	£15,167	£00.00	£15,167
Total	£116,933	£153,101	£270,034

# Rent Collection & Performance 2021 - 2022

## Key Performance Indicators

Rent and other charges to be collected (Income Receivable) during 2021/22

**£4,085,411**

Percentage of Income collected during 2021/22

**99.9%**

Rent and other charges collected during 2021/22

**£4,080,977**

## Write Off:

During the reporting period, the Association processed the write off of bad debts totalling the sum of **£12,135**, in relation to past tenant debt that was no longer likely to be recoverable by the Association.

## ASB



The Association received **63** reports within the period from 1st April 2021 to 31st March 2022 in respect of Anti-Social Behaviour/Nuisance. The majority of complaints received within the year were actioned and closed by the Association. **One** case remained active and under investigation at 31st March 2022.

## Complaints in respect of the services we deliver

The Association received **one** complaint regarding our service delivery within the reporting year.

# Social Value, Tenant Participation, Community Engagement & Investment

In the early part of the year Newington continued to work with and support the community and voluntary sector in response to the pandemic. A meeting was arranged with St Vincent de Paul, North Belfast Advice Partnership, senior staff and board members to discuss how Newington could support residents emerging from the pandemic. It was clear that immediate intervention was required to help with living costs, food, electricity and gas costs. Through Newington's community investment fund, board members agreed to provide financial assistance of £10,000, which would be distributed throughout the year to local residents by St Vincent de Paul.

Our Community Engagement Officer, Head of Housing & Communities and other key staff within our departments continued to keep in regular contact with the organisation's residents and

particularly our Tenant Forum members, who were provided with regular updates on key decisions on funding and service delivery. Tenant Forum members while reluctant to meet via zoom during the initial days of the pandemic indicated they were again willing to engage with the association and other forum members. When restrictions were eased a six-week face-to-face training programme was delivered by Supporting Communities, funded by Newington. The programme covered key areas for the Forum including chairing meetings, how to get your voice heard, positive engagement and the benefits to having a Tenant Forum. The final week concluded with a celebration event, award of certificates, and was attended by Tenant Forum members and Board and Chief Executive. Tenant Forum meetings have now resumed with a refocus on the key objectives for Forum members.

The independent Welfare Advice post was in its second year, match funded by Newington HA and Nationwide Building Society. The role delivered working in partnership with North Belfast Advice Partnership (NBAP) and was key in supporting our tenants and other service users within North Belfast throughout the year. The Welfare Advice Officer provided support to 372 clients in Year 2 and generated additional benefits and income for those claimants in excess of £1 million. Newington have continued to support this valuable role and have committed to a further two years of funding to March 2024. The post is now funded with Belfast City Council and the Welfare Advice post is based in Ballysillan Community Forum. From January 2022 the Welfare Advice Officer works out of the Newington HA Office on the Limestone Road two half days per week.

The Community Investment Fund, which is set by the Board as 2% of rent receivable is used to support a range of strategic and community activities. Strategic priorities include the Welfare Advice post to initially support tenants with the introduction of Welfare Reform, this role has continued to be supported because of Covid-19 and the increase in Universal Credit applications. Another strategic priority is delivering the Association's Tenant Participation & Community Involvement Strategy 2020-2023. The Community Engagement Officer's role is part funded from the Community Investment Fund and is extremely important to local community and voluntary groups within North Belfast. Newington continued to invest and support local communities through direct requests for funding, as well as funding to support a range of community activities for young people, families and our older tenants.



# Main Highlights During 2021/22



**Digital Inclusion project (six weeks) with residents at Camberwell Court which was a Belfast City Council funded project with training supplied by Supporting Communities. Residents supported at training events by NHA**



**TDK Residents Group delivered 'Colour the Area' initiative. Support was given with the funding application, acquisition of quotations for goods and services, the delivery of event, plus funding of £250 towards the event**



**Camberwell Golden Club secured funding of £400 from Volunteer Now to deliver projects and activities for residents, with support given to residents to complete the application**



**NHA staff distributed three course Christmas Lunches to 70 sheltered housing residents in December 2022, which was funded by NHA**



**£5,000 funding provided to North Belfast Advice Partnership Foodbank**



**£10,000 funding provided to St Vincent de Paul for Covid19 response**



**Grow NI funding of £7,000 provided for gardening project for Camberwell Court sheltered housing scheme**



**Student Bursaries of £4,000 awarded to eight Newington tenants and family members**



**17 grants awarded to community groups under Newington's Brian Mullan Community Fund, totalling the sum of £15,283**



Staff attended

**109**  
community meetings

The Association attended **109** community meetings out of a possible **120** meeting during 2021/2022 (i.e., overall attendance rate of 91%).

## Our Community Investment during 2021/22

Newington's Board is committed to investing in our tenants and residents within the wider community and has a range of community investment programmes. For several years NHA's Board of Management has annually committed 2% of our rent receivable to deliver targeted strategic investment initiatives. The Association is committed to working in partnership with our key stakeholders and partners to enhance the lives of those currently residing within existing well-established communities and to strengthen and support any future new build developments we deliver. Between April 2021 and March 2022, the Association has financially supported the following:

Q1 (April - June 2021)	Q2 (July - Sept 2021)	Q3 (Oct - Dec 2021)	Q4 (Jan - March 2022)
Retention of the UC Advice Post	Support with the publication of a local community magazine	Awarded 17 grants via our Brian Mullan Community Fund	To delivery of a programme of activities at our Grow NI Garden (Camberwell Court)
Assistance with running costs at a local advice office	Funding to support the delivery of a local community festival	Support with the publication of a local community magazine	Funding to retain the UC Advice Post holder
Help to support a community clean up	Funding to assist Northside Family Support to deliver local summer street parties	Financial support to Duncairn Community Partnership towards their annual Christmas event.	Financial support to local SVP conferences
Delivery of summer activities at Camberwell Court	Provided financial support to SVP conferences	Financial support to local SVP conferences	Tenant Forum training which was delivered by Supporting Communities
Assistance with the delivery of a summer event	Awarded 8 no. Student Bursaries		
	Acquired Welcome Home Packs for new tenants		
	Awarded sponsorship for a TAMHI fundraising event		
	Awarded financial support to Limestone Utd to deliver an event during Good Relations Week.		
<b>Total Spend = £15,420</b>	<b>Total Spend = £9,800</b>	<b>Total Spend = £20,182</b>	<b>Total Spend = £17,608</b>

# Property Services & Development Performance Report 2021/22

## Repairs and Maintenance

During the year the number of homes in management decreased from 722 to 719.

The Association continued our role out of programmed major repairs and improvements to our homes and the total expenditure capitalised in the financial year was £217,805. The level of expenditure of this nature will fluctuate from year-to-year dependent on the age and condition of our homes.

The procurement of our contractors is the most efficient in terms of the balance between competitive pricing and quality of service. The procurement of a new MTC contract for reactive maintenance is now completed and

our new contractor Nicor Construction is now carrying out our response maintenance works on our behalf. Our approach to how we maintain our assets and tenants' homes is set out in our Asset Management Strategy (AMS). The AMS emphasises the need to achieve Value for Money by identifying planned maintenance programmes therefore improving the quality of homes, increasing tenant satisfaction and reducing the cost of reactive repairs.

The Association expects to maintain its level of operations and performance, we are committed to investing £593k on planned and cyclical maintenance works to our homes during 2022/2023.

## Repairs Maintenance Performance

In total, the Association raised 3,425 response maintenance repair orders between 1st April 2021 and 31st March 2022, of which 3,414 had to be completed within the reporting period. A total of 3,033 (88.84%) were completed within the reporting period, a breakdown of which is detailed below.

## Response Maintenance Performance 1st April 21 – 31st March 22

**3,425**

Total No. of jobs raised

**3,414**

Total No. of jobs due to be completed

**3,033**

Jobs completed

*88.84% overall maintenance response*



## Annual KPI - Response Maintenance Performance

Type	Jobs Raised	% Jobs Completed on time	Performance%
ICO	1070	1058	98.88%
Emergency	751	732	97.47%
Urgent	877	721	82.21%
Routine	607	417	68.70%
COT H&S	73	73	100%
COT General	36	32	88.88%
Overall %	3414	3033	88.84%



The Association had 15 no. void properties on the 31st of March 2022. Eight of these properties were undergoing general Change of Tenancy works, a further three properties were in the process of receiving major improvement/thermal improvement works and the remaining four properties at 214 Limestone Road were being held for possible demolition and redevelopment of the apartment complex.

## Re-letting of NHA Properties in 2021/2022

Total Relets	31
Average Re-let times (days)	46
Total Void Loss	£42,113

## Repairs Inspection Performance

During 2021/22, the Association carried out the following Pre and Post Inspections:

	Total Post Inspection	% of all jobs raised
No. of Repair Request Pre-Inspected	474	13.88%
No. of Repairs Post Inspected	457	13.88%

## Disabled Adaptations

The Association completed **11** disabled adaptations within 2021/2022 at a cost of **£14,827**.





# Our Planned Maintenance Works Programme for 2021 - 2022

The below information outlines what works were planned and undertaken by us during 2021 - 2022.

- » Upgrade our existing CCTV systems at Camberwell Court, Lisieux House, Richmond Lodge and our Delaware Building - **completed**
- » Install new CCTV systems at 232 Limestone Road, 124 and 126 Antrim Road - **completed**
- » Install a new door entry system at Lisieux House - **completed**
- » Replace 5 no. existing gas boilers that are due for renewal - **completed**
- » External works to two properties at Meadow Place & Fortfield Place to compliment the recent interface re-imaging work carried out by the Department of Justice - **completed.**
- » Upgrade existing CCTV systems at Mater Dei Hostel - **completed**
- » Upgrade of Lisieux House flat roofs and eaves - **completed**
- » Replace existing windows and rear doors at 6 of our general need's properties - **Onsite- (works ongoing as one property still to be completed)**
- » Servicing of our Mechanical Ventilation Heat Recovery systems fitted within some of our homes - **Onsite- (works ongoing as one property still to be completed)**
- » Planned Maintenance works at Mater Dei Hostel - **Works deferred and to be carried out during 22/23**
- » Carry out the replacement of 52 Kitchens - **Works deferred and to be carried out during 22/23**
- » Internal redecoration and replacement of flooring within Lisieux House and 232 Limestone Road - **Works deferred and to be carried out during 22/23**

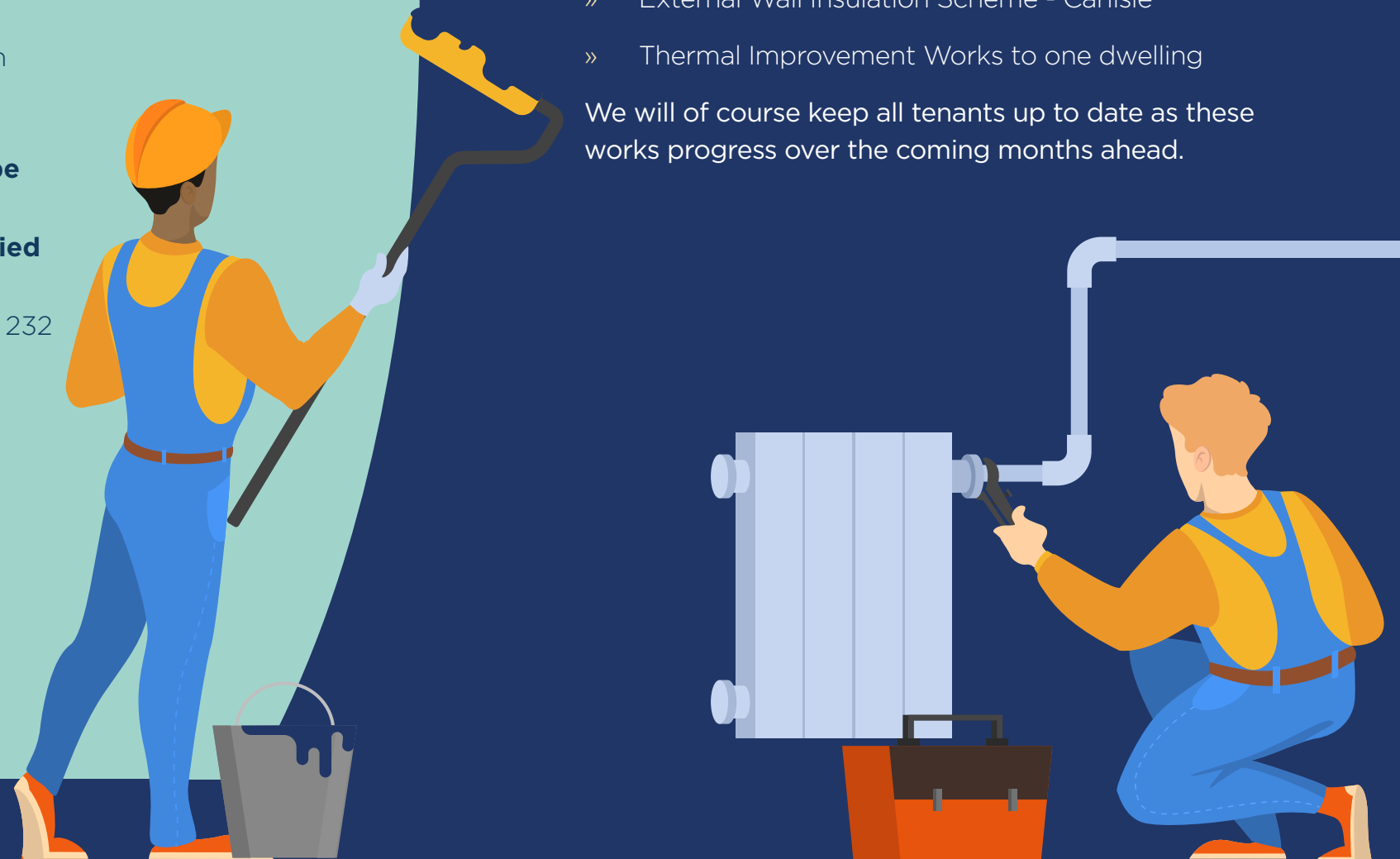
# Our Upcoming Planned & Cyclical Works in 2022 - 2023

The Association has commenced the rollout of our Planned & Cyclical Maintenance programmes for the year ahead. Some of the works that were not undertaken by us in 2021/2022, such as the kitchen replacement scheme, planned works at Mater Dei and improvements to communal areas at Lisieux House and 232 Limestone Road will now be completed during 2022/2023.

Via our Asset Management Strategy, we are committed to investing **£593k** on planned and cyclical maintenance works to our homes during 2022/2023 on the works outlined above and the following projects:

- » Replacement of Smoke Vent windows at Camberwell Court
- » Lift refurbishment works at Camberwell Court and Richmond Lodge
- » External Wall Insulation Scheme - Carlisle
- » Thermal Improvement Works to one dwelling

We will of course keep all tenants up to date as these works progress over the coming months ahead.



# Our development activities during 2021/22

During the continued Coronavirus pandemic restrictions, the Association successfully completed our New Offices at 300 Limestone Road with handover in December 2021.

One further development scheme was completed with a phased handover of four properties with the final allocations completing in April 2022.

In addition, the Association has acquired a further seven properties and we are working with our consultants to bring these into management.

We are working with our Development Agent Apex Housing and Developers to support Design & Build schemes within North Belfast through the planning process, for the provision of new social housing Schemes within North Belfast.

In conjunction with our Development Agent Apex Housing, we are completing feasibility studies on other development opportunities in North and West Belfast.

We continue to work with Ligoniel Improvement Association and agents

to deliver social Housing to land at Wolfhill, Ligoniel.

Finally, with regards to the proposed Redevelopment of the Upper Long Streets, Belfast, the NIHE contacted the Association on 18th March confirming that NHA had been nominated to progress the further, which will involve the construction of a minimum of **123 new units of social housing** accommodation in the designated area.

**The delivery timeframe** for this proposal, **has yet to be confirmed.**

# Our Board of Management and their Board meetings attendance record during 2021/22

In total, the Association had **12** Board members during 2021/2022. They are as follows:

Name of Board Member / Position	No. of Full Board Meetings that required attendance
Mr. Niall Kelly (Chair)	7 out of a possible 7
Mr Chris McCarroll (Vice Chair)	6 out of a possible 7
Mr Larry Mooney (Treasurer)	6 out of a possible 7
Mr Sean McKenna	7 out of a possible 7
Mrs Rosaleen Bradley	6 out of a possible 7
Mrs Carmel Maginness	6 out of a possible 7
Mr Peter Privilege - MBE	5 out of a possible 7
Mr George Walsh - MBE	3 out of a possible 7
Ms Sara Walsh	5 out of a possible 7
Ms Bernadette Hassan	7 out of a possible 7
Miss Laura Privilege	7 out of a possible 7
Mr Philip O'Flaherty	7 out of a possible 7

## Board Expenses in 2021/2022

Newington's Board of Management members did not claim any expenses during the reporting period.



### Audit & Risk Committee Members

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

### Finance & Human Resources Members

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

### Development & Property Services Committee Members

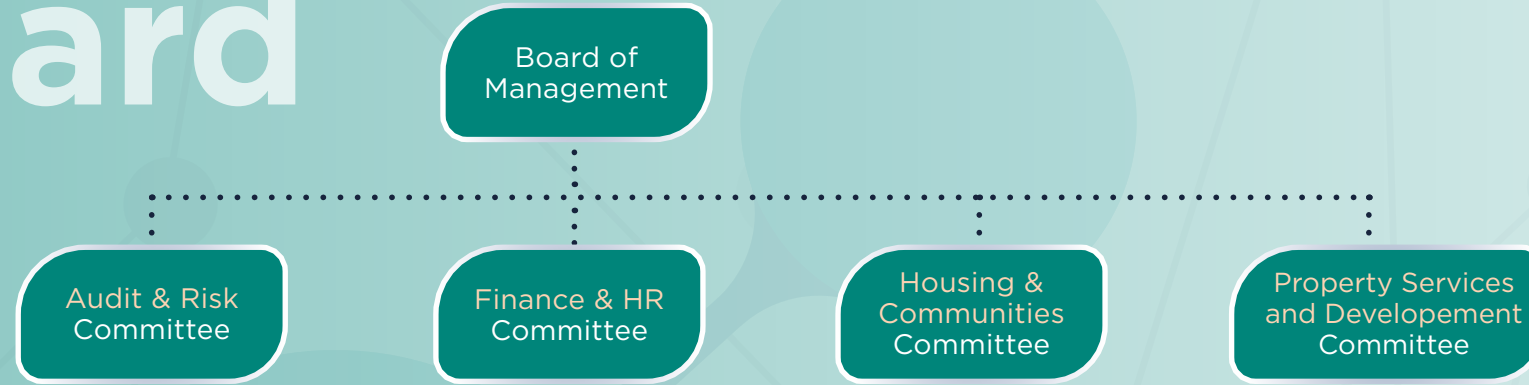
Chris McCarroll (Chair), Carmel Maginness, Sean McKenna & Laura Privilege.

### Housing & Communities Committee Members

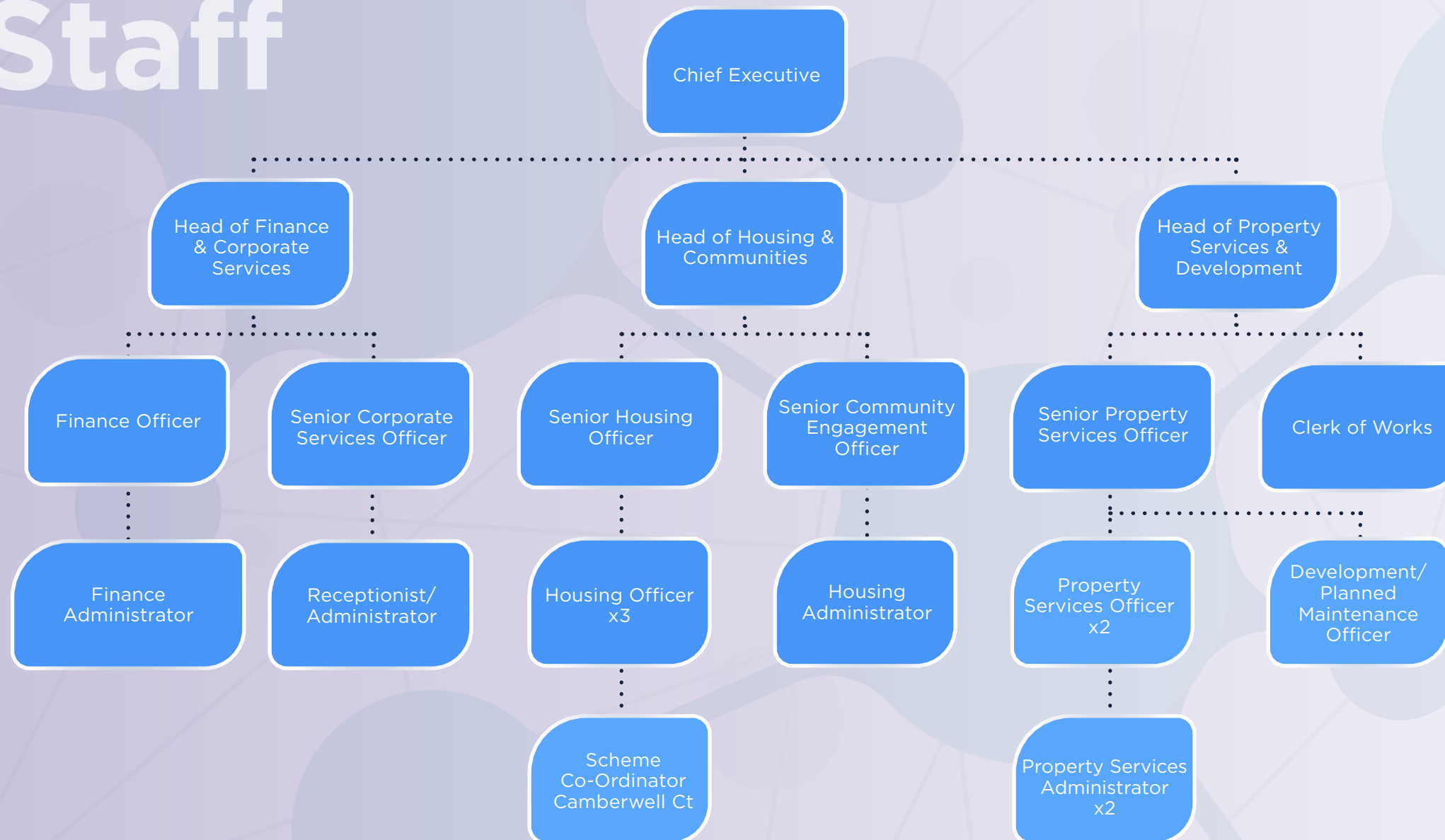
Sara Walsh (Chair), Sean McKenna, Peter Privilege, Philip O'Flaherty.

# NHA Organisational Chart and current staffing structure

## Board



## Staff



## State of Comprehensive Income for the year end 31 March 2022

	Note	2022 £	2021 £
Turnover	5	4,766,486	4,756,916
Operating costs	6	(3,629,629)	(3,407,677)
Operating surplus	7	1,136,794	1,349,239
Surplus arising from the sale of housing property		334,610	109,636
Transfer to Disposal Proceeds Fund	17	(334,610)	(109,636)
Interest receivable and similar income	10	4,449	3,215
Interest payable and similar charges	11	(440,087)	(453,713)
Other finance costs		(26,000)	(20,000)
Surplus on ordinary activities		675,156	878,741
Actuarial gain/(loss) in respect of pension schemes	24	363,000	(284,000)
Total comprehensive income		1,038,156	594,741

All amounts above relate to continuing operations of the Association.

## Statement of changes in reserves for the year ended 31 March 2022

	Note	2022 £	2021 £
Surplus on ordinary activities for the financial year		675,156	878,741
Movement in share capital and capital reserve	19	1	-
Actuarial gain/(loss) in respect of pension schemes	24	363,000	(284,000)
Net addition to capital and reserves		1,038,157	594,741
Opening total capital and reserves		12,942,196	12,347,455
Closing total capital and reserves		13,980,353	12,942,196

## Statement of financial position as of 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Housing properties	12	66,742,127	66,774,025
Other tangible fixed assets	13	2,127,840	781,330
		68,869,967	67,555,355
Current assets			
Debtors	14	198,041	202,016
Cash at bank and in hand		1,187,087	2,386,328
		1,385,128	2,588,344
Creditors: amounts falling due within one year	15	(1,855,568)	(1,772,232)
Net current (liabilities)/ assets		(470,440)	816,112
Total assets less current liabilities		68,399,527	68,371,467
Creditors: amounts falling due after more than one year	16	(53,202,174)	(54,100,271)
Pension Liability	24	(1,217,000)	(1,329,000)
Net assets		13,980,353	12,942,196
Capital and reserves			
Called up share capital	19	19	85
Capital reserve	20	192	125
Revenue reserve		13,980,142	12,941,986
<b>Total funds</b>		13,980,353	12,942,196

The financial statements on pages 17 to 39 were approved by the Board of Management on 20 September 2022 and were signed on its behalf by:



**Mr N Kelly**  
Chairman



**Mr C McCarrol**  
Member of Board  
of Management



**Mr A Kerr**  
Secretary





**Newington**  
Housing Association  
(1975) Ltd.

**Newington Housing Association (1975) Ltd.**

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**Opening Hours:** 9:00 am – 5:00 pm on weekdays  
**(Closed at weekends and on Public Holidays)**

Out of Hours Emergency Number:

**0800 731 3081**

Newington Housing Association (1975) Limited is registered under the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and is a Registered Housing Association.

Newington Housing Association (1975) Limited is a registered charity **(Charity No. IP158)**.

Newington Housing Association (1975) Limited is registered with the Charity Commission for Northern Ireland **(Registration No. NIC102477)**.

Newington Housing Association (1975) Limited is registered with the ICO **(Registration. No. Z7623596)**