

Newington

Housing Association



Annual Report 2024/2025
BUILDING COMMUNITY
Big Enough to Deliver & Small Enough to Care

A WORD FROM OUR CHAIR & CEO



Leeann Vincent
Chairperson



Anthony Kerr
Chief Executive Officer

Despite many challenges, including a difficult economic environment with significantly rising costs for both organisation and individuals, 2024/25 has been another successful year at Newington. Our Board and Staff are committed delivering for our tenants and the wider community and have achieved many of our Business Plan Objectives set by our Board. In total 36 out of the 38 objectives set were met within the reporting period.

We continued to work in partnership with members of our Tenants Forum and wider community partners, who engage with us on a regular basis to help shape new and improve our existing services. During the reporting period, we carried out a Tenant Experience Survey to evaluate satisfaction with our key services. This survey was co-designed with our Tenant's Forum and we are extremely grateful for their assistance in this area. In general, most of the responses were positive, with satisfaction in many areas either remaining on par with our 2022 findings or showing improvement.

We continued to work in partnership with Apex Housing Association and remain an integral part of the Apex Housing Group.

Throughout the year we continued to invest in our staff and believe we now have a staffing structure in place which will best meet the strategic and operational objectives of Newington and any new challenges ahead.

We continued to deliver a very sound financial performance as evidenced through our Internal and External Audit and this provides a high level of assurance to our stakeholders.

We remain mindful of the challenges facing our tenants and the community we serve and were committed assisting where we can. We have invested in £105k during 2024/25 on activities and programmes within North Belfast Communities including direct support to those facing ongoing daily financial pressures.

We are particularly proud to fund our partners Tar Isteach and Ligoneil Improvement Association to provide a Welfare Advice post, which operates from Newington's Office.

Our measured term contractor Nicor, like many operating within the local maintenance and construction sector, continued to face ongoing

challenges with difficulties recruiting skilled operatives and rising material cost.

Despite this, our partnership with Nicor has been strengthened and they now have a dedicated team working within Belfast. This team and our staff have now exceeded the targets set by the Department for Communities for the completion of our emergency, urgent and routine response maintenance repairs after falling below the target for routine repairs in the previous year.

It is particularly pleasing to report that throughout the year our team have delivered a record level of adaptation to your homes. This year 37 adaptations were completed at an investment of £213k. This supports our tenants to remain in their home and maintain their independence.

We wish to extend a warm welcome to seven new Board members, Carmel Grant, Susan Russam, John Reid, Aisling Anderson, Christine Sheridan, Danny McQuillan

and Feargal McGuinness who joined during the year. We are delighted to report that Carmel and Aisling are both tenants of Newington.

We wish to express our appreciation to our current colleagues on the Board, our dedicated staff team and all our partners for all their hard work and dedication throughout the year.

Finally, we also wish to extend our sincere gratitude to three Board members, Sean McKenna, Carmel Magennis and Micheal Bright, who have all stepped down from our Board during the year, after several years of service. Their commitment, dedication, skills and knowledge were invaluable to the Association, and they all contributed so much our success over recent years. It goes without saying, they will be sadly missed by us all.

OUR TENANT EXPERIENCE SURVEY FINDING FOR 2024/25

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An average of 8 out of 10 tenants would recommend the Association as a landlord to their Family & Friends

OUR COMMUNITIES PERFORMANCE REPORT 2024 - 2025

Housing Management

During the year there were **23** allocations carried out by the Association (all relets) at our general needs and sheltered accommodation.

13 temporary allocations were also carried out at our supported accommodation at Mater Dei Hostel, which is jointly managed with our partner, Depaul Ireland

An additional **five** direct exchanges and **four** tenancy successions were also carried out by the Association.

During the reporting period, approximately 79% of the Association's rental income was received directly from Housing Benefit or Universal Credit.

Total non-technical rent arrears increased from 3.95% at end of Quarter 4 (2023/24) to 4.5% at year-end (i.e., at the end of Q.4 - 2024/25)

Via our Community Investment Fund, the Association spent **£105k** on various initiatives and projects.

The Association had an occupancy level of **97.6%** at the end of March 2025.

Finally, during February 2025, the Association undertook an annual review of our rental charges, which resulted in a **3.3%** increase in most of our rents from 1st April 2025 (i.e., 3.3% increase was applied to all properties which are currently held under a de-controlled tenancy).

There was also a **2.7%** increase applied to controlled rents this year.



HOUSING STOCK AND AVERAGE RENT & SERVICE CHARGES FOR 2024/25

The Association currently owns and manages **720** homes and partially owns one shared ownership dwelling, which we do not receive an income for.

During 2024/25, we did not acquire any new homes into direct management, which saw our stock remain at 720 homes.



NHA Owned Homes

115 | **230** | **260** | **98** | **16** | **1** | **720**
one | two | three | four | five | six | total
bedroom | bedroom | bedroom | bedroom | bedroom | bedroom

General Needs (Size of Home)	Total stock owned	Average Weekly Rent & Service Charge (combined)
One bedroom	43	£84.83
Two bedrooms	212	£116.09
Three bedrooms	260	£126.82
Four bedrooms	98	£123.72
Five bedrooms	16	£126.32
Six bedrooms	1	£154.96
Totals	630	

Supported Housing (Size of Home)	Total stock owned	Average weekly Rent & Service Charge (combined)
One bedroom	7	£75.08
Two bedrooms	6	£75.08
Totals	13	

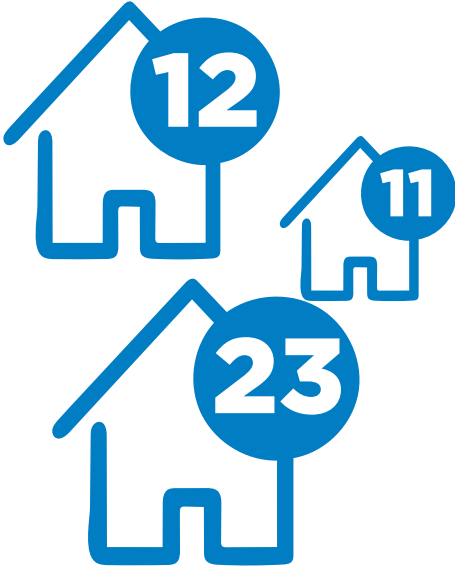
Sheltered Housing (Size of Home)	Total stock owned	Average Weekly Rent & Service Charge (combined)
One bedroom	65	£110.85
Two bedrooms	12	£113.21
Totals	77	

Note: The Association also partially owns one shared ownership dwelling, which we do not receive an income for.

ALLOCATIONS & LETTINGS 2024/2025

The Association completed the following lettings from 1st April 2024 – 31st March 2025:

General Needs Relets:	12
Sheltered Relets:	11
Total:	23



OUR ARREARS PERFORMANCE DURING 2024/2025

No. of Tenants in Arrears	Level of Arrears due from Tenants	Total Amount Due from Tenants
109	Owing up to £199	£8,485
52	Owing between £200 - £499	£17,778
81	Owing between £500 - £1,499	£67,468
27	Owing £1,500 and over	£79,431
269		£173,162

Non-Technical Arrears as a % of Total Income Receivable	NHA Target	Performance
Current & Former	<5%	4.5%
Rent Collection	>98%	99.72%
Rent loss due to void properties	<4%	0.6%

The Association had Current and Past Tenant arrears totalling **£426,751** 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	£173,162	£206,347	£379,509
Past	£47,242	£00.00	£47,242
Total	£220,404	£206,347	£426,751

RENT COLLECTION & PERFORMANCE 2024/25

Key Performance Indicators

Rent, Rates and Service Charge to be collected **£4,903,032**
(Total Income Receivable) during 2024/25

Rent, Rates and Service Charge collected during 2024/25 **£4,889 175**

Percentage of Income collected during 2024/25 **99.72%**

Write Off:

During the reporting period, the Association processed the write off of bad debts for totalling the sum of **£9,885**, in relation to past tenant debt that was no longer likely to be recoverable by the Association.

REGISTERED REPORTS OF ANTI-SOCIAL BEHAVIOUR

The Association received **46** complaints within the period from 1st April 2024 to 31st March 2025 in respect of Anti-Social Behaviour/Nuisance.

Most complaints received within the year were actioned and closed by the Association, however **two** cases remained active and under investigation on 31st March 2025.

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SOCIAL VALUE, TENANT PARTICIPATION, COMMUNITY ENGAGEMENT & INVESTMENT

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OUR TENANT PARTICIPATION & COMMUNITY INVOLVEMENT STRATEGY 2023/26 - WHAT WE HAVE DELIVERED SO FAR!

Via our current Tenant Participation & Community Involvement Strategy 2023/26, we have delivered several new initiatives such as:

Development of a Newington Youth Forum

This group was set up to get the local youth and youth providers to become more involved in Newington's Community Engagement and investment programme.

The group met to look at the issues around housing and community in their area. We held various sessions where we discussed what was the major issues facing young people and how they can become involved in the future of Newington housing. The young people met to discuss their knowledge on housing and the role of Newington within the community. The group who are from two local youth clubs have engaged in various initiatives and events these included:

- **Skills conference in University of Ulster** this was an idea from the young people who also applied for funding to pay to host this event which consisted of

various organisations setting up their area to enable young people to see the local services they can avail of as well as gaining skills and knowledge from practical workshops. The event was a very well attended and a great success. We received amazing feedback from groups across the city saying this was a very productive and engaging event. The event had around 300 participants attending.

- **Homeless support:** The youth forum also arranged a homeless support programme they attended the people's kitchen to help with homeless food packs, and they raised money and made-up kettle packs n these were distributed across north Belfast hostels.

Establishment of 'NEWS' Women's Group

This group comprises of local women who initially meet to discuss the local issues and to enhance their personal skills. .

The name 'NEWS' is an abbreviation for 'Newington Empowering Women's Skills' and was developed to try and encourage local women to strengthen community relations and look towards the future. The group have recently developed some new life skills, including DIY, home crafts and managing stress.

The women have been meeting almost weekly to take part in programmes and activities, which have helped build their confidence and self-esteem. Newington plan for the upcoming year is to provide training in community leadership.



MAUREEN'S JOURNEY SO FAR AS A MEMBER OF NEWS

Initially, when Maureen joined the NEWS group, she was extremely nervous and felt very anxious about coming along; but within minutes of arriving for the first time, she immediately felt comfortable and started to get excited about her new challenge.

After a few weeks, Maureen became a very active member of the group, helping and supporting others during classes.

Newington registered the group with Women's Tech for women's DIY classes, which included woodwork, plumbing, electric, etc.

At her first class at Womens Tech, she found a new passion for woodwork and after finishing the 10-week course, the group received a tool kit and were given an opportunity to further enhance their skills.

Maureen decided to continue her personal development and learning and has now completed a two-year course in DIY.

Maureen also continued to actively participate in the NEWS group classes, as well as attending other local classes and has been creating beautiful craft items including, jewellery, wreaths and much more.



As a result of the skills she has gained, Maureen is now going to be sharing her skills and knowledge with the Women's Groups, by delivering our new craft programmes for 2025/26.

Maureen has expressed her sincere thanks to Newington for encouraging her to get out and join the group, as she believes it has been life changing for her and would encourage other women to do the same.



OUR MAIN HIGHLIGHTS DURING 2024 – 2025

Via our Community Investment Fund budget, which is set by our Board each year, we have supported a range of strategic and community activities to allow us to provide greater financial support and to make more positive differences, locally.

Between April 2024 and March 2025, the Association has delivered or financially supported projects and initiatives that support our residents and the wider community. The following is a breakdown of our Community Investment expenditure during 2024/2025:



Welfare Advice Post

We retained the provision of an independent Welfare Advice post during 2024/25. The post is now fully funded by Newington HA through a Service Level Agreement with Ligoneil Improvement Association and Tar Isteach.

The Welfare Advice worker is based in Newington's office two days per week. The advice and support delivered is for Newington's Tenant and other residents of North Belfast referred to the service.



This service resumed in November 2024 following difficulties recruiting the post. The total income generated during 2024/25 as result of support provided from our Welfare advisor was more than £778k.

Newington Bursary

Newington helped and supported nine tenants or members of their families into higher or further education, by providing a bursary of £500. This bursary scheme is carried out in partnership with Newington Credit Union and the bursary recipients are awarded the bursary through a credit union account. We hope this will encourage recipients to avail of the services of their local credit union and is aimed at promoting the credit union sector more generally.

Brain Mullan Fund

This is a ringfenced fund within our Community Investment Budget and is a small grants programme for organisations delivering services or programmes within North Belfast. This fund is administered by Newington HA staff members; however, Newington Tenant Forum assess the applications received and are the decision makers with regards to the awarding of grants. Some of the groups and programmes support via the Brian Mullan Fund during 2024/25, where:

- **Newington's Youth Forum** - Holy Family Youth Club and New Lodge Youth Centre worked in partnership with the association to establish this Forum. Since it was established, the Forum have delivered several successful events, which have been financially supported by the Association.
- **New Lodge Youth Centre** - The funding assisted in the provision of a programme of afterschool events for 5- to 11-year-olds, within the New Lodge area of North Belfast.
- **Cliftonville Community Centre** - This funding helped enable them to provide summer activities for local children.
- **Ben Madigan Women's Group** - The funding awarded enabled the establishment of drop-in arts and craft classes and trips for people from upper North Belfast.
- **Eglantine Men's Shed** - Funding supported the delivery of woodwork, drop-in services and classes and stress management advice to local men.
- **Indian Community Centre** - Their award help deliver social activities, arts and crafts and hot meals to the local Indian community.
- **Seniors on the Shore** - The funding provided helped support the delivery of recreational activities for older seniors from the Shore Road area of North Belfast.
- **St Patricks YM FC** - Their funding award helped provide social activities, football training and mental health training to young men from the Cliftonville area of North Belfast.
- **Star Boxing Club** - Our funding award helped support the provision of fitness training and boxing skills classes to young people from lower North Belfast.
- **Star Neighbourhood Centre** - Their award provided some activities, food, and financial support, to local families within lower North Belfast.
- **Trinity Youth Club & New Lodge Youth Centre** - This partnership initiative ensured the delivery of a joint Christmas event for residents from the New Lodge and Ardoyne communities.
- **Ardoyne Youth Club** - The award supported the delivery of a Christmas event and seasonal activities for children and young people from the Ardoyne area of North Belfast.
- **Newington Day Centre** - The funding received help to partial support activities at a local a funday, for residents from the Newington/Limestone area of North Belfast.
- **Newington Residents Association** - Our funding award helped support the delivery of two seasonal events (i.e. Christmas and Easter) for the families from the Newington/Limestone area of North Belfast.
- **Belfast Blaze** - This funding award provided soccer skills training and mental health awareness training for the LGBTQIA community. This programme was to encourage better physical, mental health and wellbeing, within a suitable environment.
- **Holy Family Youth Club** - This funding assisted with the provision of evening and weekend activities for young people.
- **Greater Shankill Seniors** - This group, based in the Tenant Street area of North Belfast provided weekly activities and a hot meal to some senior citizens within the greater Shankill area.
- **Mind Skills** - This funding award helped ensure the delivery of mental health awareness training and mindfulness techniques to local community groups from across North Belfast.
- **Ligoniel Improvement Association** - The funding provided ensured the delivery of Christmas event (i.e. Christmas lunch with some fun activities) for the Ligoniel community of upper North Belfast.



Groups we supported annually

- **Grow** – This group works with our older residents in Camberwell Court in the community garden. This programme promotes social inclusion, light activities, cooking and crafts.
- **New Lodge Housing Office** – The New Lodge Housing Office provides support, advice and assistance to residents in the Greater New Lodge Area of North Belfast.
- **Community Restorative Justice Ireland – CRJNI** have been working in the New Lodge area of North Belfast and have been instrumental in reducing the levels of Anti-Social Behaviour in the area and provide other services to residents throughout North Belfast.

COMMITMENT TO WORKING WITH OTHER HOUSING ASSOCIATIONS

To further improve the Value for Money processes within NHA, there is a commitment to collaborative working with other Housing Associations and the Northern Ireland Federation of Housing Associations (NIFHA).

The Association attends the following meetings to share ideas, best practice, enhance services and to promote a positive image of individual HA's and the social housing sector in general.

- **NIFHA Governance/CEO Forum**
- **North West Housing Forum**
- **NIFHA Finance Forum**
- **NIFHA Housing Association Managers Forum**
- **NIFHA - Comms Officers Forum**
- **Supporting/Empowering Communities - Tenant Participation Practitioners Network Group**
- **NIHE, NIFHA & HA's Operational Group**
- **NIFHA Procurement Forum**
- **NIFHA Property & Maintenance Forum**

Meetings	No. of Meetings held	No. of Meetings attended	Performance (attendance %)
New Lodge Safer Streets	24	24	100
Multi-Agency Forums	24	24	100
Family Support Hubs x 2	12	12	100
Neighbourhood Partnership Themed meetings	6	6	100

REPAIRS AND ASSET MANAGEMENT PERFORMANCE REPORT 2024 - 2025

Repairs and Maintenance

During the year, Newington has invested:

- **£324K** through planned and cyclical maintenance improvements to our existing homes
- **£508K** invested in maintaining our existing homes through response maintenance
- **£781K** invested in capital improvements, enhancements and adaptations

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 £989,684.

This level of expenditure of this nature will fluctuate from year-to-year dependent on the age and condition of our homes.



Response Maintenance Performance

A Measured Term Contract (MTC) for reactive maintenance jointly procured with Apex Housing Association became operational on 1 June 2022 with NICOR being appointed. This framework, when coupled with a jointly procured Planned and Cyclical Maintenance Contractor Framework, ensures that contractors employed are the most efficient in terms of the balance between competitive pricing and quality of service.

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 VFM by identifying planned maintenance programmes therefore improving the quality of homes, increasing tenant satisfaction and reducing the cost of reactive repairs.

The annual KPI for Response Maintenance Performance for the year ended 31 March 2025 is included below:

Type	Jobs Raised	% Jobs completed on time	Performance (%)
Emergency	1,031	1,000	97%
Urgent	862	768	89%
Routine	786	647	82%
Total	2,697	2,415	90%

Voids

The Association had 17 void properties on the 31st of March 2025.

Of the 17, there were three lettable void properties (i.e., properties available for letting or undergoing minor change of tenancy works), plus a further 14 unlettable voids, eight of which were undergoing major improvement works and the remaining six at 214 Limestone Road, being held for possible demolition or redevelopment of the apartment complex.

RE-LETTING OF NHA PROPERTIES IN 2024/2025

Total Relets	23
Average Re-let times (Days)	53
Total Void Loss	£16,629

ASSETS AND PLANNED MAINTENANCE



Newington delivers Major Adaptation for our Tenant

In recent months, the Association has worked closely with a local family within the New Lodge area of North Belfast to deliver a much-needed major adaptation to the family home.

A member of the household had ongoing medical needs, which meant that their long-term home for almost 20 years was no longer fit for purpose.

By working in partnership with the Northern Ireland Housing Executive, Belfast City Council and Belfast Health and Social Care Trust; through our disabled adaptation process, the Association was able to incorporate a new extension onto the property, which included a bedroom and associated bathroom, all at ground floor level.

This new extension now enables the family to remain within their home and the local community, and the works give a young member of the household the facilities and space where their care and specific needs can be achieved, in a private and dignified manner.

Commenting on the new extension and facilities, our tenant Mairead said "I wish to express my sincere gratitude the Association. The new extension has been one of the best things that has happened in our lives. I know we as a family have had to wait for it, but it was well worth the wait as it has significantly improved the quality of our lives, especially my daughter Clodagh. I want to thank the Association and everyone else who was involved in making this possible."

The Association would like to extend a special mention to PSC Ltd, who carried out the works in a timely manner, with minimal disruption to the family.

Finally, the Association would like to wish the Saunders family many more happy years within their newly adapted home.

All Disabled Adaptations undertaken by the Association during 2024/25

In total, the Association completed 37 disabled adaptations within 2024/2025 at a cost of **£262,485**.

OUR STOCK CONDITION SURVEYS

These surveys provide vital information to us as an Association as they help provide data so we can plan for planned maintenance and major upgrade works to your home.

For example, this helps us plan for replacement kitchens, windows, doors & heating systems etc.

Our stock condition surveys programme commenced in November 2023. Since the commencement of the survey programme, we have surveyed over 475 homes. The association is delighted to confirm that we remain on target to survey all our homes over a five-year period.

INVESTMENT IN OUR HOMES DURING 2024/25

Throughout the year, we continued to invest in our homes and carried out essential works to ensure the homes we provide are safe and well maintained.

Despite the challenges within the construction and maintenance sector, the Association steadily progressed through and invested in our homes via our Component Replacement, Planned & Cyclical Maintenance Programmes during 2024/25.

In total we invested approximately **£1.25m**. Some of the highlights from the programme were:

- Delaware (£75k) - External redecoration & roof repairs.
- Camberwell (£268k) - Replacement of smoke ventilation windows, gas boiler replacements and internal redecoration
- Lisieux House (£143k) - Kitchen replacements.
- Mater Dei (£40k) - Full heating system upgrades.
- Ventilation System (£90k) - upgrades throughout our homes.



Gas Boiler Replacements



Kitchen Replacements

OUR PLANNED INVESTMENT DURING 2025/26

£1.5 MILLION

Via our Asset Management Strategy, we were committed to investing over £1.5 million on the completion of works to our homes during 2025/2026 on the following:

£1.04M in capital investments works

- Roof Covering Replacement & Insulation (4 Properties)
- Lift Replacement (1 Scheme)
- Replacement Fire Alarm Detection (1 Scheme)
- Heating Upgrade & Boiler Replacements (8 Properties)
- Ventilation System Replacements (7 Properties)
- Ad hoc Component Replacement Fund
- Kitchen Replacements (5 Properties)
- Kitchen Door Replacements (27 Properties)
- Refurbishment works to long term void properties (3 Properties)

£204K in planned maintenance works

- Fire Remedial Works (23 properties)
- Thermal Works (1 Property)
- Internal / External Redecoration to communal areas (12 schemes)
- Adhoc Works / Redecoration Fund
- Adhoc Damp & Mould Fund
- External Redecoration schemes (40 properties)

£330K in cyclical and service maintenance to ensure the safety of our residents

DEVELOPMENT PERFORMANCE REPORT 2024 - 2025 AND OUR FUTURE PLANS

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Over the course of the year the Association has purchased some additional one-off houses, which we are currently packaging together for refurbishment works.

We hope to get project approval from the NIHE in the coming months and commence works on site later this year to deliver a further 8 homes to those in need.

The Association also currently owns one development site at Parkside Gardens, which is an old derelict commercial unit and still exploring how to best utilise this site.

The Association are currently exploring the potential of some other development opportunities throughout Belfast, for example:

New Lodge Redevelopment - We continue to work with NIHE regarding the proposed redevelopment of the New Lodge Long Street Redevelopment scheme. We are excited that we are nearing a point where a design team can be appointed and commence some community engagement in due course on the proposed design of the new development.

Limestone Road - The Association is continuing to engage with stakeholders regarding the feasibility of the redevelopment of our property at 214 Limestone Road and the adjoining property owned by the NIHE. We are at very early feasibility stage, but it is our long-term goal to see a new development to regenerate these sites and bring much needed accommodation to the area.

OUR BOARD OF MANAGEMENT AND FULL BOARD MEETINGS

ATTENDANCE DURING 2024 – 2025

In total, the Association had 19 different members served on the Board of Management during 2024/2025, of which three members stepped down during the reporting period.

Everyone at Newington were extremely delighted to welcome an additional seven new members onto our Board during the reporting period.

Below are details of Board members attendance during the year.

Name of Board Member/Position	No. of Full Board Meetings that required attendance
Leeann Vincent (Chair)	3 out of a possible 4
Brenda Callaghan (Vice-Chair)	3 out of a possible 4
Chris McCarroll	4 out of a possible 4
Lawrence Mooney	3 out of a possible 4
George Walsh (MBE)	2 out of a possible 4
Laura (Lisa) Privilege	4 out of a possible 4
Philip O'Flaherty	3 out of a possible 4
Mark Glinwood	4 out of a possible 4
John Stephen Drummond	4 out of a possible 4
Carmel Grant (new member from November 2024)	2 out of a possible 2
Aisling Anderson (new member from February 2025)	1 out of a possible 1
John Reid (new member from February 2025)	1 out of a possible 1
Danny McQuillan (new member from February 2025)	1 out of a possible 1
Susan Russam (new member from February 2025)	1 out of a possible 1
Christine Sheridan (new member from February 2025)	1 out of a possible 1
Feargal McGuinness (new member from February 2025)	1 out of a possible 1
Mr Sean McKenna - (stepped down during 2024/25)	2 out of a possible 2
Mrs Carmel Maginness - (stepped down during 2024/25)	2 out of a possible 2
Mr Michael Bright - (stepped down during 2024/25)	1 out of a possible 2

Board Expenses in 2023/2024 Newington's Board of Management members claimed £283.50 in expenses during the reporting period.

Our current Committees and Members (May 2025)

Assets	Audit & Risk	Communities	Finance & HR	Remuneration
Brenda Callaghan	Philip O'Flaherty	Brenda Callaghan	Stephen Drummond	Leeann Vincent
Leeann Vincent	George Walsh	Lisa Privilege	Larry Mooney	Brenda Callaghan
Stephen Drummond	Mark Glinwood	Philip O Flaherty	Chris McCarroll	Stephen Drummond
John Reid	Stephen Drummond	Carmel Grant	Mark Glinwood	Christine Sheridan
	Susan Russam	Aisling Anderson	Christine Sheridan	
		Danny McQuillan	Feargal McGuinness	

FINANCE & CORPORATE SERVICES

PERFORMANCE 2024 – 2025

Throughout 2024/25, the Association has progressed steadily and incorporated improvements to our business.

Our management cost per unit increased from £1,099 in 2023/24 to £1,210 for 2024/25. Our maintenance cost per unit also increased from £1,441 in 2023/24 to £1.854 for 2024/25. This was mainly due to higher expenditure on response maintenance, throughout the year.

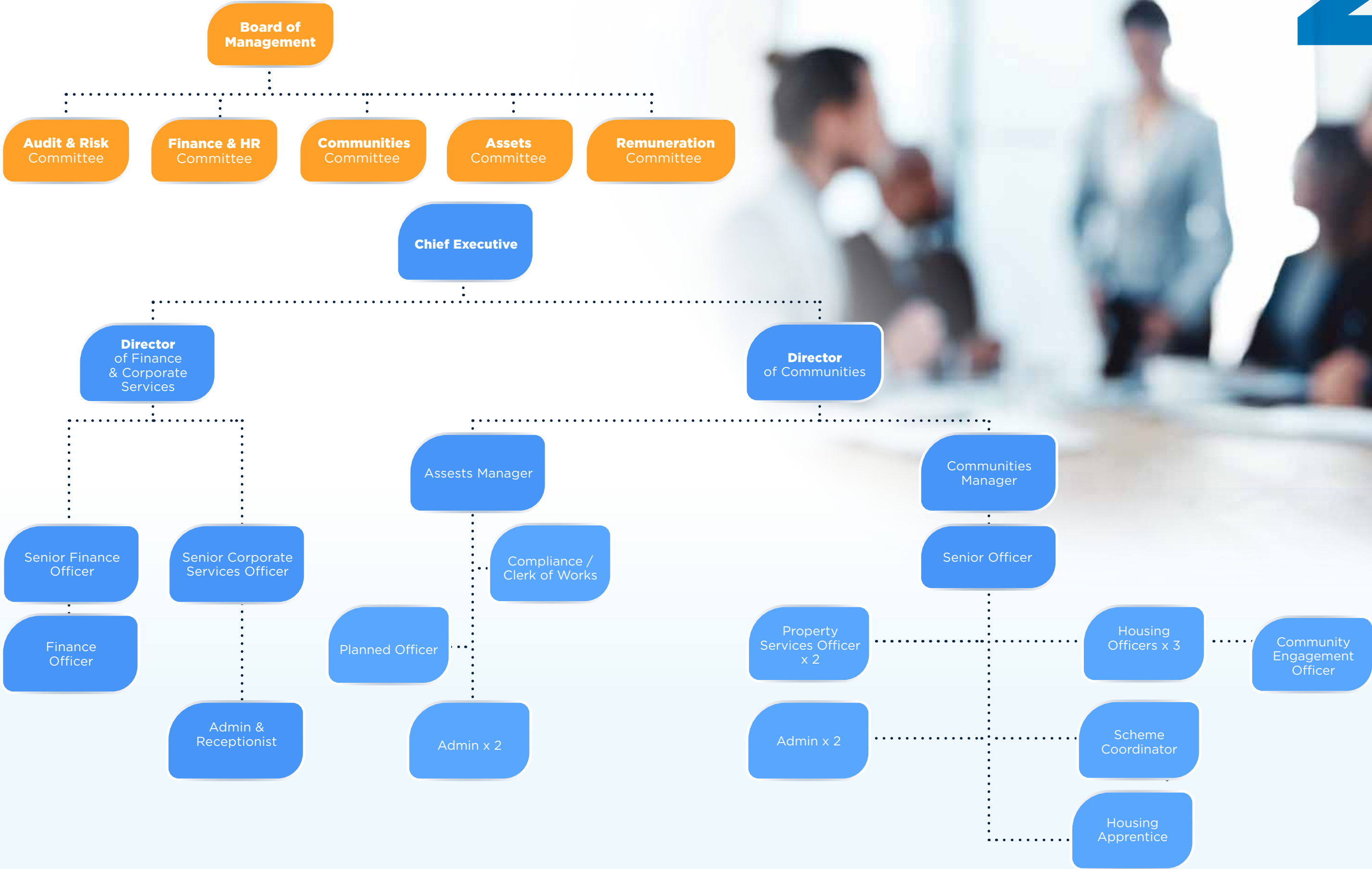
Employee turnover rates were comparable to the previous year at 16.7%. The Association recruited five new employees within the year and had four leavers during this time.

Complaints in respect of the services we deliver

The Association received **17 complaints** regarding our service delivery within the reporting year, with **six cases** still open and under investigation on 31st March 2025.



OUR CURRENT ORGANISATIONAL CHART
AND CURRENT STAFFING STRUCTURE (Sept. 2025)



STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Turnover	5	5,557,984	5,234,880
Operating costs	6	(4,603,617)	(4,083,455)
Operating surplus	7	954,367	1,151,425
Surplus arising from the sale of housing property		0	62,404
Transfer to Disposal Proceeds Fund	17	0	2,028
Interest receivable and similar income	10	34,320	14,652
Interest payable and similar charges	11	(761,361)	(807,462)
Other finance costs	11	0	0
Surplus on ordinary activities		227,326	423,047
Actuarial gain/(loss) in respect of pension schemes	24	829,000	246,000
Unrecognised Asset in respect of pension schemes	24	(829,000)	(305,000)
Total comprehensive income		227,326	364,047

All amounts above relate to continuing operations of the Association

STATEMENT OF CHANGES IN RESERVES FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Surplus on ordinary activities for the financial year		227,326	423,047
Movement in share capital and capital reserve	19	7	6
Actuarial gain/(loss) in respect of pension schemes	24	829,000	246,000
Unrecognised Asset in respect of pension schemes	24	(829,000)	(305,000)
Net addition to capital and reserves		227,333	364,047
Opening total capital and reserves		16,304,191	15,940,144
Closing total capital and reserves		16,531,524	16,304,191

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Housing properties	12	65,861,890	65,589,356
Other tangible fixed assets	13	1,948,076	2,001,875
		67,809,966	67,600,231
Current assets			
Debtors	14	319,439	311,206
Cash at bank and in hand		754,068	1,299,881
		1,073,507	1,611,087
Creditors: amounts falling due within one year	15	(6,380,358)	(3,014,158)
Net current (liabilities)		(5,306,851)	(1,403,071)
Total assets less current liabilities		62,503,115	66,197,160
Creditors: amounts falling due after more than one year	16	(45,971,591)	(49,892,968)
Pension (liability) / Asset	24	0	0
Net assets		16,531,524	16,304,191
Capital and reserves			
Called up share capital	19	32	25
Capital reserve	20	192	192
Revenue reserve		16,531,300	16,303,974
Total funds		16,531,524	16,304,191

These financial statements are from our Annual Accounts, which were approved by the Newington's Board of Management on 16th of September 2025 and were signed on the Association's behalf by:


Leeann Vincent
Chairperson


Anthony Kerr
Secretary



Newington Housing Association (1975) Ltd.

300 Limestone Road
Belfast
BT15 3AR

Phone: 02890 744 055

Email: admin@newingtonha.co.uk

Opening Hours: 9:00 am – 5:00 pm (Mon. – Thurs)
9:00 am – 4:00 pm (Fri.)

(Closed at weekends and on Public Holidays)

Out of Hours Emergency Number:

0330 123 0341

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)**