



Habinteg
Housing Association (Ulster) Ltd

CORPORATE SOCIAL RESPONSIBILITY
Annual Report for the period 2009-2010





CORPORATE SOCIAL RESPONSIBILITY



introduction

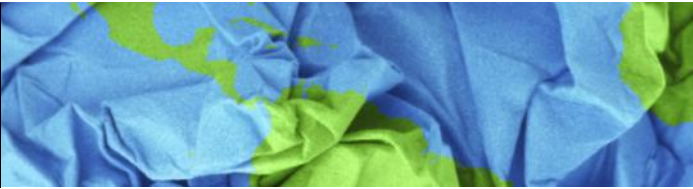
Corporate Social Responsibility (CSR) is about understanding your business impacts on the wider world and considering how you can use this impact in a positive way. It means taking a responsible attitude, going beyond the minimum legal requirements and following straightforward principles that apply whatever size your business.

CSR continues to be a natural extension of Habinteg's traditional role. We continue to seek to support less advantaged members of society by providing affordable, sustainable, high quality housing with the aim of improving the communities where we work, whilst having regard for the environment. We continue to believe that there is much mutual benefit to be drawn from working closely with others and continue to maintain a strong partnership culture.

Since the publication of our first CSR Annual Report last year, we have continued to make significant progress in managing our business processes to provoke an overall positive impact on society.

This, our second Corporate Social Responsibility Annual Report, reflects on our achievements over the last 12 months, and it is encouraging to remind ourselves of the positive impact that has been made, and continues to be made in our local communities and in the wider global community.

ANN GALLAGHER
Quality and Performance Manager



how the CSR programme operates

In ensuring that the Association fulfils its CSR commitment, three key areas are endorsed by the Board of Management, through the Chief Executive to the Senior Management Team. The three areas are:

SOCIAL IMPACT

to enrich and support the local community with a particular emphasis on social inclusion;

WORKPLACE IMPACT

to afford employment opportunities and provide work experience placements particularly to individuals from disadvantaged groups, where possible;

ENVIRONMENTAL IMPACT

to reduce the impact of our operations on the environment and to implement policies that minimise waste and maximise efficiency.

The three key areas of impact are targeted through the delivery of a range of programmes which encompass the following elements:

INVOLVEMENT IN THE COMMUNITY:

Engaging and mobilising staff to support and enrich the wider community;

WORKPLACE:

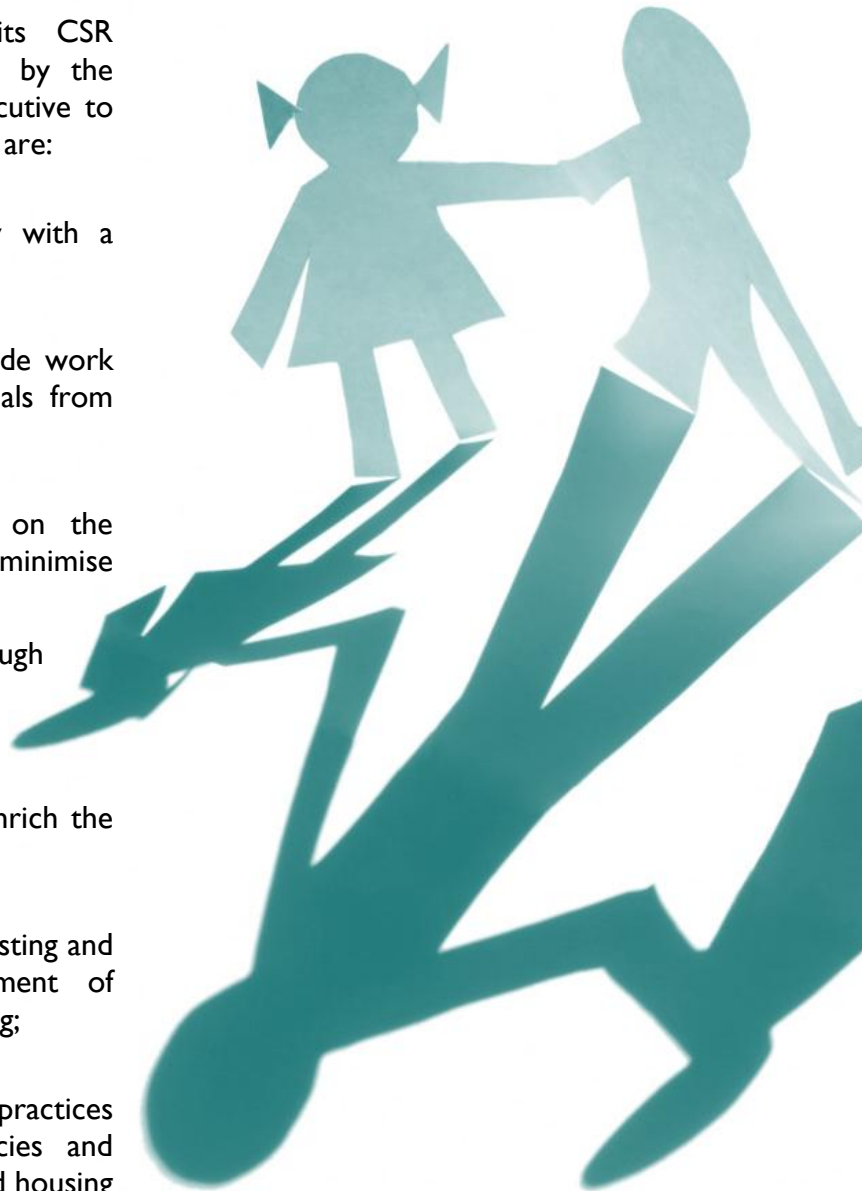
Addressing the needs and aspirations of our existing and potential employees through the development of diversity and a commitment to health a wellbeing;

ENVIRONMENT:

Developing social environmental management practices that minimise waste and maximise efficiencies and position Habinteg as a responsible employer and housing provider in this area.

Individual policies are in place targeting each of the areas, detailing:

- ❑ aims & objectives;
- ❑ guiding principles;
- ❑ ownership and reporting structure;
- ❑ budgeting information;
- ❑ examples of specific outputs.



Habinteg's progress in meeting our CSR objectives

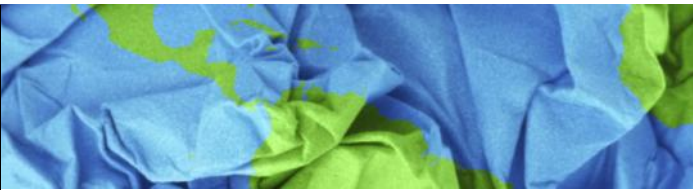
the Association has remained a member of Business in the Community, the leading CSR membership charity, since 2007. Membership of this charity is an active commitment. Business in the Community's role is to continue to inspire, engage, support and challenge member companies, like Habinteg, to improve their positive impact on society in relation to the three main objective areas, highlighted previously.

Habinteg continues to recognise the relationship between our values and responsible business practice and the role this plays in creating wealth, building trust and increasing social need.

It also reminds us that there is always room to do much more, both in terms of developing new ideas and sustaining the good work that has already been done or is ongoing.

The following underlying principles continue to be put in place to support those staff that are using this policy:

- ❑ skills utilisation – staff members using their skills for the benefit of the wider community will have the support of the Association through coaching and mentoring, where necessary;
- ❑ personal development – where possible involvement in the community will be matched to job appraisals with individual and team development needs identified;
- ❑ volunteering – staff will be encouraged and supported to participate in team and individual community projects in light of operational requirements;
- ❑ reporting – participation by staff in involvement in the community activities will be reported widely both internally and externally so that stakeholders are aware of activity and opportunities on an ongoing basis.



achievements over the past year

Whilst the Association's first purpose continues to be the provider of social housing, the Association in its 34th year of existence in Northern Ireland, continues to support the communities in the locations where its properties are situated. This is because the Association firmly believes in its Vision of 'Homes for All' and recognises that quality of life depends on more than just bricks and mortar.

The Association continues to see it as an investment to provide residential members of staff, otherwise known as Community Assistants, on a number of its developments across the Province. These members of staff continue to be instrumental in helping to promote a sense of community and encouraging residents to become more involved in the area in which they live. Examples of this are highlighted later in this report.

Other ways in which the Association continues to demonstrate its commitment to the Community it serves is by supporting and encouraging employees to participate in community based programmes, subject to available resources, in line with our Employer Support

Since last year's report the Association is delighted to report that the following activities/events are still ongoing in the Common room areas in the housing schemes listed below:

ENVIRONMENT IMPACT

INCH VIEW

Facility used by Hazelbank Residents Action Association (HRAA) to provide numerous services to residents and greater Hazelbank area. Activities include; Benefit Advice; computer courses; Healthy Eating projects; Disability Awareness; Youth and Older Persons projects.



FARLAND WAY

- Used by Citizens of Senior Years (COSY) Club twice a week
- Used occasionally by residents for children's parties

OLD SCHOOL LANE

- Used regularly by SPRED group to provide art and craft activities for adults with learning difficulties.
- Alcohol Anonymous use the facility for meetings twice a week
- Used regularly by Community Mental Health Team for workshops on esteem building for people with mental health difficulties
- Used occasionally by residents for children's parties

HAWTHORN

- Used by Surestart weekly to provide services for children early years including Mother and Toddler groups
- Used by Residents Association for various activities including Disco night; Film Night and Games Night
- Used occasionally by residents for children's parties

ST EITHNE'S PARK

- Used at various times to provide Disability Awareness Training to community groups and employees
- Used by Hazelbank Residents Action Association (HRAA) for meetings
- Used by Citizens of Senior Years (COSY) Club once a week
- Used by cross community Youth group on ongoing basis
- Used occasionally by residents for children's parties

OLD CITY COURT

- Used regularly by SPRED group to provide art and craft activities for adults with learning difficulties. Their aim is help integrate those with special needs into the community.
- Used occasionally by Women's Group to provide workshops for over 50s
- Used regularly by FHASS for staff and community training

HARKNESS GARDENS

- Used regularly by RNID for training both for staff and community
- Used monthly by Foyle Community Forums Partnership Group from monthly meetings
- Used occasionally by PHAB for meetings
- Used occasionally by residents for children's parties

GELVIN GARDENS

- Used occasionally by residents for children's parties

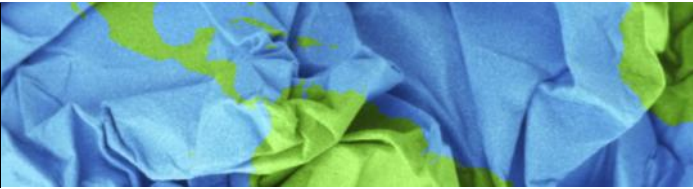
GREEVES PARK

- Used by Community Assistant to provide music workshops for local youth



Other activities that continue to take place generally in the Common Rooms, including our Holywood office managed schemes, are:

- Coffee mornings
- Birthday parties, Christening parties
- Residents Christmas Parties
- Weekly Bingo
- Carers Forum
- Women's Group
- Weekly Gospel Group
- Organised training events and meetings for residents and staff
- Resident Group/Resident Forum meetings
- Youth clubs
- Film/Disco/Games nights
- Mother and Toddler Groups
- Neighbourhood Watch meetings
- Interagency meetings [PSNI, DRD, NIHE, Housing Association etc.]
- Workshops for different age groups
- Fashion shows



During the past year, one Community Assistant in particular, Margaret Cunningham (below right), in our North West catchment area, has excelled in organising activities and events in her local area for the benefit of Habinteg residents and the surrounding community. Margaret not only organises the events on various Habinteg schemes in the North West area but facilitates a majority of them. Some of these events include/have included:

Health information and discussion sessions for local men and women in the form of a 'Health Drop In', one day a week for 12 weeks in conjunction with Habinteg and Ballymagroarty Hazelbank Community Partnership. The programme ran from 11 January 2010 to 31 March 2010 and included presentations for local residents on:

- Physical activity
- Mental Health
- Stress Management
- First Aid
- Home Safety
- Diabetes and Asthma
- Addictions
- Women's Health
- Cancer Awareness
- Healthy Communities

In addition to the listed, Margaret, a qualified nurse, still performs weekly blood pressure checks and weight management and sign posts.



Margaret also organised the 'Big Action Cancer Bus' to come to the area on 22 and 25 March 2010, allowing 24 women to have mammograms and 12 women and men to receive 'M.O.T.' health checks.

An External Evaluation Report was produced for Ballymagroarty and Hazelbank Community Partnership [BHCP] in March 2010, which highlighted that:

'The Health drop-in facility proved to be a very successful and popular component of the family support initiative which was attended regularly by parents from the Ballymagroarty and Hazelbank areas. Overall 34 participants regularly attended the health drop in at Inch View.

The report also highlighted:

'The leadership demonstrated by the nurse [Margaret Cunningham] running the programme proved to be a critical factor in its successful implementation. This is considered to be a best practice community development approach in fostering participant ownership of a programme from the initial stages.

Some aspects of the health drop-in facility will continue through the legacy of equipment remaining, the commitment of Margaret and support from the Habinteg.

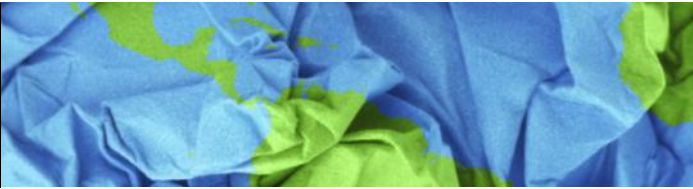


Other new activities/events Margaret has introduced in the last year to residents include: 'Food and Mood Days'. Margaret completed a course with the 'Cook it' project so that she could become a tutor and demonstrate to residents how to cook three course healthy meals. Margaret also explained the importance of foods in the diet to achieve/sustain good physical and mental health.

Other initiatives since last year's report, involving other staff members include: The involvement of Housing Officer, Grainne Robinson, in the North West Office on the Outer North Community Safety Team, as well as the regular membership of Community Assistant Miriam Ward. This is a partnership team that has been meeting since February 2010 to deal with community safety issues.

The establishing of an Eco Club for children in the Old School Lane housing scheme called 'The Green Amigos' (below). This club was developed by Housing Officer Grainne Robinson and Community Assistant Miriam Ward in November 2009. The Club runs every Wednesday evening from 5-6pm [during school term] for children aged 5-14 years and is facilitated by Grainne and Miriam. Some of the activities at the club include, arts and crafts, litter clean ups, informative talks on recycling, trips to the local woods and hopefully a sports day event in the coming weeks. The Community Assistant, Miriam Ward commented that the club started off with 4 children and now has 17 children attending. Miriam commented that every Wednesday they queue up before the club opens all excited and asking what they are going to be doing each week. Miriam and Grainne has seen positive outcomes since establishing the club, in particular a reduction in anti-social behavior on the scheme and a greater respect for the environment.





A Drug and Alcohol Awareness Programme. This was a 6 week programme which commenced in January 2010 for local teenagers in the St. Eithne's housing scheme. It was organised by Community Assistant Carmel Harkin and highlighted the effects of drug and alcohol misuse. On completion of the programme the teenagers, in turn, delivered this programme to their parents/guardians and local primary school kids. The course leads up to an opening day for local parents.

It should be noted that Community Assistant Carmel Harkin was nominated by other women in the area for Derry City Council's Women of the Year Award 2010. This award recognises the role of women in the community and voluntary sector who have contributed in your own way to helping others and providing support and assistance to those in need. Carmel was nominated and recognised at the Award Ceremony for her contribution to Youth. Derry City Council confirmed that over 30 nominations were received for the award and the interest from the public was phenomenal.

Art Classes at Old City Court. The art class started in September 2009 and were initially planned to be held once a week, but due to the popularity of the classes have now been extended to three times per week. The classes are facilitated by an independent art tutor, with the help of Community Assistant David Barbour and offer residents at Old City Court and those living in the local area an opportunity to meet and develop a greater sense of community and learn a skill at the same time. The classes are catered for members who are of senior years, who have learning disabilities and able bodied persons.

Street Party at Beechmount. Community Assistant Mary Canavan organised small street games for the children in the area on 24 July 2009, including, Red Rover, Hide and Seek, Water balloon games and musical chairs. The party also included performance and singing acts, awards and prizes were given to each winner of the activities and refreshments were also provided by the Community Assistant. The day was enjoyed by residents in the area and helped create a sense of community.

Easter Lunch. This event was organised by Community Assistant Kate Lavelle for interested Habinteg residents from Hollywood's Sullivan Close, Abbey Ring, Abbey Place and East link areas. The lunch brought Hollywood based residents together and encouraged a sense of community spirit and enjoyment for all involved.

Since the last reporting period a number of other events have been organised to raise funds for the Action for Children NI, the Association's adopted charity. The adoption of a staff nominated charity happens every two years. During this two year period staff are supported and encouraged to partake in a range of voluntary fundraising activities and are given time away from the office to do this. In the past year, such activities have included the Annual BBQ, Halloween lunch, coffee mornings, dress down days, the making and selling of scented bags of pine cones by staff member Lyn Alexander, who raised over £90. 10 staff members from the Hollywood office volunteered to do the 'Walk 4 Home' challenge this year by covering the cost of the registration fee of £30 per person as long as each staff member fundraised for the adopted charity. The gruelling event involved a 40km hike in the Mourne Mountains and allowed the participants to raise significant charity money. The challenge therefore allowed two worthwhile charities to benefit, with a significant amount of the registration fee going towards the organiser's charity, Homeless International and any additional funding raised by staff donated to the



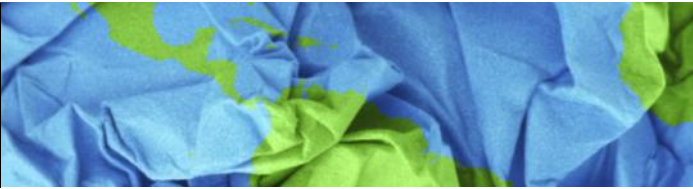
Action for Children.

There was also, in the year, a Lagan Zip Line Challenge. This challenge was carried out by Housing Officer Susan Francey (pictured top left), who works in the Holywood office. Susan partook in this challenge to help raise money for the Association's adopted charity, Action for Children NI. Susan was suspended 250ft in the air and crossed the River Lagan via a zip line at 40 miles per hour. Susan successfully completed the challenge and raised £270 for the charity.

Other members of staff from the Holywood office, namely Greg Statham, Kiera Groves, Christine Williams, Garry McKibbin, Lorraine Weir and Ann Gallagher volunteered to do charity collections outside two leading supermarkets in the area earlier in the year and between them collected just over £300 for the charity (Christine and Kiera are pictured bottom left).

A detailed breakdown of the activities undertaken and the monies raised for the adopted charity in the last year are recorded by the Finance Department and will be available, on request, as an appendix to this document.

Since two members of staff were granted the opportunity to volunteer with the Habitat for Humanity in 2008 in New Orleans, the Association again supported the charity and permitted two more members of staff to volunteer with Habitat for Humanity to build houses in Romania in October 2009. This involved 150 volunteers building 10 homes in one week for families living in inhabitable conditions in Beuis, Romania. The two members of staff that volunteered for this opportunity were Grainne Robinson and Christine Redfern (pictured overleaf, top right). In total Grainne and Christine raised approximately £3,500 for Habitat for Humanity's Romanian build, which on top of Ann and Joan's fundraising in 2008 for the Jimmy and Rosalyn Carter Project totals to a staggering £7,000 donated to Habitat for Humanity.



Another project that was supported by Habinteg was permitting Community Assistant Carmel Harkin to take part in a two week cross community trip to South Africa (Carmel is pictured above left). Habinteg raised over £1240 for 'Give Youth a Chance', a cross community initiative aimed at breaking down age-old prejudices and challenging young people to take responsibility for their actions. The 17 strong group included three young people from Habinteg's St Eithne's Park scheme. Community Assistant Carmel Harkin commented that two groups travelled out, one from Coleraine and one from Hazelbank and a single unified group came back.

OTHER ONGOING INVOLVEMENT IN THE COMMUNITY ACTIVITIES

Staff members also continue to be encouraged and supported in their involvement with outside agencies or organisations where the Association could benefit from the networking opportunities and employee experience. Some of these organisations or institutions continue to include:

- The Chartered Institute of Housing
- Chamber of Commerce
- The Royal Institute of Chartered Surveyors
- NICVA Pledge

Other members of staff in both Habinteg's Hollywood and North West offices are actively involved on a regular basis in various local community based programmes. Again this is particularly evident in our North West office, where a number of staff members still sit on various community forums and have been instrumental in a number of community initiatives and projects. Some of these include:

'OUR COMMUNITY' SCHOOLS PROJECT – NORTH WEST.

Two Housing Officers, Grainne Robinson and Stephen Breslin and Community Assistants Miriam Ward are involved in this multi agency project delivering lessons to P3 and P7 on community, respect and anti social behaviour. A number of cross community primary schools have been covered to date and this project is ongoing and has been extended.



'COMMUNITIES IN BLOOM' PROJECT

Community Assistants Margaret Cunningham, Carmel Harkin and Finuala Wyer continue to promote awareness of green areas and plants to all children on schemes in the Hazelbank area.

SHANTALLOW NORTH COMMUNITY FORUM

Housing Officer Grainne Robinson and Community Assistant Miriam Ward continue to sit as committee members of this multi agency community safety group that meets monthly to discuss and work to resolve community safety issues. Both staff members are still actively involved in various community safety projects, for example:

HOME SECURITY CCTV PROJECT

Installation of home security cameras for older and vulnerable residents accompanied by leaflet giving home security advice.

SAFE AND SECURE PROJECT

This initiative uses various methods to provide advice on personal and home security and crime prevention, including how to protect against distraction/creeper burglaries and bogus callers. Local Advice Centre providing use of advice workers to provide direct advice and assistance.

CREEVAGH COMMUNITY SAFETY FORUM

Housing Officer Stephen Breslin continues to be involved in this multi agency group meeting monthly to discuss and resolve community safety issues. Activities include Stephen participating in one to one workshops with residents regarding problems of anti social behaviour in the area.

FOYLE COMMUNITY FORUMS PARTNERSHIP GROUP

Housing Officer Grainne Robinson remains a committee member of this umbrella multi agency group for Community Safety Forums within Derry City Council area. The group meet monthly to share expertise and advice on community safety issues and numerous projects ongoing.

Some of these and other community safety projects staff members continue to be involved in include;

GOOD NEIGHBOUR PROJECT

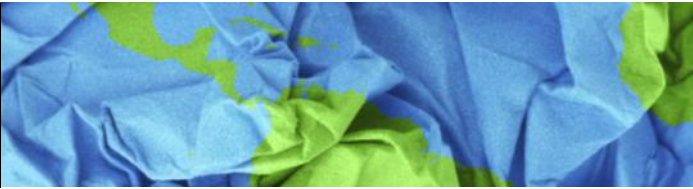
Leaflet and poster campaign running over a 3 year period encouraging all residents within Derry City Council to become a 'Good Neighbour' accompanied by campaign targeting students and unit of work for Yr 8 & 9 for all secondary level schools.

OLDER PERSONS COMMUNITY SAFETY DINNER AND WORKSHOPS

Christmas dinner for 300 older people accompanied by workshops involving PSNI, NI Fire Authority, Victim Support, Community Safety Unit and Age Concern. Association writes to contractor/consultants for possible financial donations and Housing Officer Grainne Robinson attends to assist organisation on the night. Running for 4 years.

HOME SECURITY PROJECT

Project providing door recognition CCTV camera to older and vulnerable residents throughout Derry City Council area. Residents are also provided with a leaflet giving supplementary home security and crime prevention advice.



COLIN GLEN NEIGHBOURHOOD PARTNERSHIP

Regular meetings between housing providers and community groups in Poleglass area with the main aim of working together to tackle anti-social behavior in the area. Established the 'Good Morning Colin' initiative, which is the daily telephone calling to vulnerable residents in the area.



Not only does the Association continue to fully support all of the above projects and community activity on its developments involving both residents and staff it also continues to promote 'Shared Future Neighbourhoods' like that of its development at Ballyfatton Close, Sion Mills, Co. Tyrone.

The Association supports these activities by continuing to promote the principles of 'A Shared Future' and a 'Neighbourhood Charter'. Residents are encouraged to affirm their choice to live in a 'Shared Future Neighbourhood' by signing up to a 'Neighbourhood Charter' in which diversity is welcomed and respect and tolerance are shown to all, irrespective of religious, political or cultural beliefs.



WORKPLACE IMPACT

The Association continues to pride itself on offering a welcoming and supportive culture for all employees, which is supported by our Investors in People accreditation. New employees are met by an appointed Welcome Officer on their first day and an established induction process takes place.

Habinteg remains committed to developing its employees by continuing to provide training and personal development opportunities, and supporting, where possible, academic aspirations. All staff members continue to be appraised annually and are given the opportunity to discuss their training and development options with their Line Manager. As well as appraisals the Association continues to carry out regular staff surveys in order to determine how comfortable staff members are in their workplace. The results from the surveys indicate that a clear majority of Habinteg's work-force continue to be content, but an open door environment is very much the culture of Habinteg should problems arise.

The Association continues to hold annual Away Days for its staff including a residential every two years, providing the opportunity for all staff managed from both our Hollywood and North West offices to meet up with those they would not normally see or speak to on a regular basis. The main purposes of the Away Days is to consult with staff on the Association's Business Strategy, encourage staff to partake in team-building activities, provide staff with training in areas where needs have been identified, as well as making it a fun day away from the office for staff to enjoy.

At the Away Days, the Association continues to recognise staff contribution through internal staff awards. This year the Away Day Working Group has agreed to open out the annual staff awards to ensure that no staff members are excluded from the judging criteria. This allows voters to actually give their own criteria when making a nomination that may not have met the criteria in the past. The Association also continues to support 'The Norman Capper Memorial Award Nomination' [an external award recognised by the NI Housing Council for someone in the social housing field who has demonstrated excellence in Customer Service]. Staff members are given the opportunity to nominate a colleague who they feel fits the criteria of the awards. The person who has received the most nominations is acknowledged by being presented with a certificate, vouchers and is given the day off work on their birthday.

At the annual Away Day the Association also continues to recognise staff for continued long service to Habinteg. Staff members are recognised if they have worked continuously for the Association for 15-19 years [Bronze], 20-24 years [Silver] and 25+ years [Gold]. They are presented with certificates acknowledging their loyalty and dedication

The Association remains committed to making Habinteg a more rewarding place to work. Last year we reviewed how we encourage, promote and support work-life balance, health and lifestyle issues. We produced a work-life balance leaflet for employees bringing together our existing and new ways that Habinteg provides support. Some of these benefits include

Flexible working - The Association has encouraged flexible working for some time and operates a 'Flexi System', recognising the need for staff to balance home and work commitments and believes that flexible working is one way in which it can recruit and retain high quality motivated staff.



Annual Leave - Staff members enjoy a minimum of 32 days paid leave [including statutory leave].

Wedding Leave - Five days paid leave will be given to staff to celebrate that special day.

Pension Scheme - All staff is encouraged to join the NILGOSC Pension Scheme.

Health Care - Habinteg Housing will pay a premium on behalf of a member of staff who has successfully completed their probationary period and wishes to join its private health care scheme.

Recognition for Achievements - Celebratory lunches for staff following successful attainment of quality initiatives, including a Christmas Lunch as a thank you for their hard work for the Association over the past calendar year.

Recognition of Long Service - The Association will recognise staff at the Staff Away Day by the way of a bronze, silver and gold certificate. Upon completion of the following length of service: 15 years +, 20 years + and 25 years+.

Job Share - This is an arrangement that the Association would consider where two people can share the responsibilities and benefits of a full time post.

Compassionate Leave - Paid bereavement leave for staff during the loss of a close relative.

Childcare vouchers - The Association offers staff the option to join the Employers for Childcare scheme. Under the Scheme employees may 'sacrifice' part of their pay in exchange for childcare vouchers, with the potential to save money through on Tax / National Insurance Contributions.

Volunteering - The Association would consider any employees requesting to get involved in volunteering opportunities in line with our CSR commitment.

Travelling Allowance - Employees who are required to provide a car in order to carry out their duties shall receive their usual travel allowance, as specified from time to time, in respect of authorised mileage on Association business.

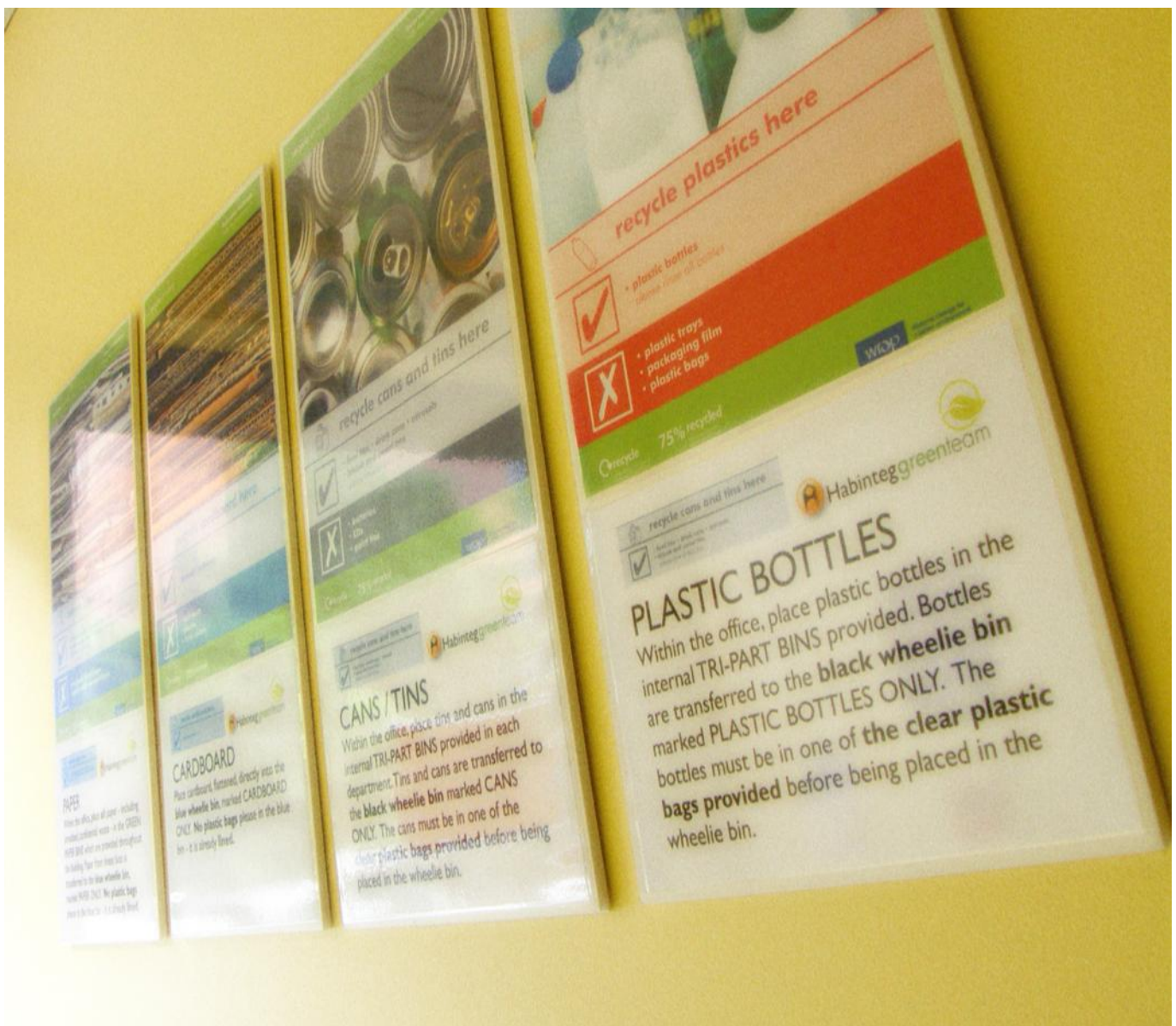
Half day Christmas Shopping Leave - The Association grants an additional ½ day Christmas Shopping leave to all staff members. This leave is at the discretion of the Chief Executive.

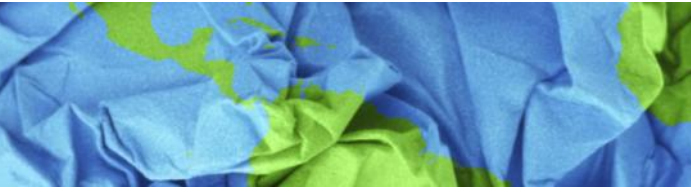
Award Winning Staff - Staff members are put forward for the Norman Capper Award externally and, internally, nominated by colleagues for a number of annual awards. Winners of internal awards receive vouchers and are granted one day's leave on their birthday.

The Association also continues to make a distinct contribution to economic and social development by continuing to offer opportunities to those seeking work experience placements with the Association.

ENVIRONMENT IMPACT

The Association, in fulfilling its role as a housing provider, continues to consider, and takes steps to lessen, the effects of its development work on the natural and built environment, as well as on people. It demonstrates this by continuing to reduce its negative impact on the environment and has implemented a range of measures which underscore this commitment. The commitment is two-fold: To minimise any adverse effects on the environment in its building practices and to create a culture in the workplace and with our customers whereby environmental awareness is shared and supported.





The Association has demonstrated its environmental credentials through a commitment to develop all new homes, as a minimum, to Code for Sustainable Homes level 3 in 2009/10, rising to Code for Sustainable Homes Levels 4/5 for developments in the 2010/11 programme; The use of renewable energies and/or micro-generation on all new build schemes including the use of photovoltaic's and solar thermal water heating; Appointing specialist ecological consultants on all new build schemes with a view to reducing the ecological impact of the proposed development; An increased eco-efficiency/eco-homes XB rating of existing dwellings by 100% in 07/08 in three planned maintenance schemes; A determination to alleviate fuel poverty by designing out and reducing Economy 7 and solid fuel heating in new and existing stock.

The Association continues to adopt a holistic approach to environmental performance. Regard for the environment is an integral part of the Association's CSR obligations and, as such, the Association is also committed to ensuring that ethical building practices are enhanced by a staff team that both understands and supports the drive towards minimal negative environmental impact. There remains a firm commitment to the fostering of a 'green efficiency' culture, and this commitment is endorsed by the recent establishment of a staff 'Green team'. This team aims to encourage other staff members, including the Senior Management Team to make sensible use of resources. The Association's recycling campaign has strengthened and in addition to paper recycling and reuse and the provision of internal recycling bins, external recycling bins have been provided for cardboard, plastic, tin and glass. Arrangements for collections are made at regular intervals by Bryson Recycling company.

Whilst we continue to work in very challenging times we continue to regard CSR as a priority. A continuing troubled economy and increasing pressure to deliver accessible, sustainable, high quality housing and value for money will not reduce the need to regenerate communities or tackle climate change, to remain a responsible employer and business partner. In this our second CSR Report, we hope we have somewhat captured how the Habinteg Housing Association [Ulster] Ltd remains committed to our CSR and continues to make a positive impact to people's lives and the environment they live and work in.

WHERE TO FIND MORE INFORMATION

If you would like more information about Habinteg's Corporate Social Responsibility commitment please contact Ann Gallagher, Quality and Performance Manager. You can email Ann directly at: ann.gallagher@habinteg-ulster.co.uk. For more general information about the work of the Association, please use the contact details on the back of this report to contact the nearest office.



Habinteg
Housing Association (Ulster) Ltd

Habinteg Housing Association (Ulster) Ltd is registered in Northern Ireland No. IP172 and registered with DSD No.R17. The Association is a member of the Habinteg family of housing associations with Habinteg Housing Association in England, Horizon Housing Association in Scotland and Habinteg Housing Association (Ireland) Ltd in the Republic of Ireland. The Association is a member of the Accord Housing Associations' Procurement Group. Habinteg is committed to the NIHE Code of Governance. The Association is a member of the Northern Ireland Federation of Housing Associations, Northern Ireland Council for Voluntary Action, Disability Action, the Social Economy Network, Business in the Community, Housing Rights, Age Concern and the Holywood Chamber of Commerce

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