



Habinteg
Housing Association (Ulster) Ltd



ANNUAL REPORT & SUMMARY ACCOUNTS 2012 - 2013



Habinteg
Housing Association (Ulster) Ltd

Habinteg Housing Association (Ulster) Ltd was registered on 3 August 1976 under the Industrial and Provident Societies Act (NI) 1969, Registration No. IP 172. The Association was registered, as the 17th housing Association on 24 May 1977 under the Housing Order 1976 (subsequently amended and consolidated) .

Habinteg is an independent, not for profit, social business with a strong commitment to equality. The Association has an approved Equality Scheme following designation under Section 75 the Northern Ireland Act 1998.



INVESTORS
IN PEOPLE

CUSTOMER
SERVICE
EXCELLENCE



contents

WELCOME	2
PROPERTY SERVICES	4
HOUSING AND CUSTOMER SERVICES	6
EQUALITY MATTERS	8
CORPORATE RESPONSIBILITY REPORT	10
HOUSING STOCK INFORMATION	11
GOVERNANCE	12
KEY PERFORMANCE INDICATORS	14
FINANCES AND SUMMARY ACCOUNTS	15

Homes for All

welcome

We are delighted to present to you our Annual Report for 2012 - 2013. This document provides a review of Habinteg's work during the last, particularly busy, year in which we were delighted to recommence planning a significant development programme.

Following our successful reinspection by the Department for Social Development (DSD) - reported on last year - a successful review by the Regulation and Inspection Team opened the way for us to bid for a full programme. This progressed well and we are now able to perform what we believe to be an extremely important role in responding to the increasingly concerning level of housing need in Northern Ireland. We are taking steps to plan and access necessary funding for our traditional inclusive housing schemes and we are also playing an active part in seeking to purchase empty private sector housing to provide homes for people in significant need.

We have now completed the first year of our current three year Corporate Strategy period and, having fully reviewed our approach, remain committed - at Board, Committee and Staff Team level - to our Vision of **Homes for All**, our Mission of providing **accessible, sustainable, high quality housing** and to our Values and Objectives. This approach underpins our continued argument for maintaining and, wherever possible, enhancing standards in housing to meet the needs of present and future residents.

A determination to uphold standards was reflected in a successful reassessment against the Customer Service Excellence Standard and recognition, for a sixth occasion, as an Investor in People organisation. A similar commitment to standards in housing was emphasised with our new Measured Term Contract arrangements, introduced to deliver an efficient response maintenance service and also to drive an ambitious planned maintenance programme.

During 2012 - 2013 we carried out a Board recruitment exercise and underwent a considerable membership renewal. We were delighted to welcome Pamela Stevenson, Bryan Mitchell, Ian Nelson, Bernie Gray, Prof. Malachy McEldowney and Trevor Greene, all of whom have brought a new skill set to our dedicated, voluntary Board at a time of transition, replacing five long serving members - Lady Beveridge, Dr Lesley Calderwood, Mike Hendra, Billy Jenkins and Martin Turnbull - who had reached the end of their terms of service.

We are extremely grateful to all members of the Board, the Committee members and staff members who work hard to provide a high quality service. We are particularly appreciative of our strong partnership with Residents' Forum , two of whom serve at Board and Committee level, and wish to acknowledge their help in driving improvement in services. We also thank our Joint Management partners, with whom we have provided housing with support for over 30 years, and our partners in the Accord Procurement Group.

Sincere thanks go to Minister McCausland for his continuing prioritisation of much needed housing in the context of increasingly scarce resources and his promotion of a much needed housing strategy for Northern Ireland; to our colleagues in the Department of Social Development and the Northern Ireland Housing Executive.

Thank you for your continuing interest and support for our work
Please contact us for further information if that would be helpful.



Mike Smyth
Chairman (as of 26 June 2013)



David Duly
Chief Executive

property services

This has been an extremely important year for our Development Team. The DSD 'Follow Up' Inspection Report of March 2012 found the Development Function of the Association 'Satisfactory', and an agreed Scheme Review Inspection of Development activity, across thirteen projects, took place in December 2012. The Association's approach to property development was deemed to be 'clear, concise, well controlled and carefully managed.'

On site development subsequently commenced in March 2013 with a new housing scheme at Woodlawn Park, Dungannon. Built to Lifetime Home Standards, Secure by Design and Code for Sustainable Homes Level 3, the scheme is costing just over £1 million and is due for completion in March 2014. Woodlawn Park will provide high quality modern housing for eight families, in a residential setting, conveniently located for local amenities and close to the town centre.

The period also saw significant investment in existing properties to maintain and improve the condition of our stock - £500,000 at Farland Way, Londonderry, £170,000 at Cole Court, Newry and £60,000 at Thistlewood Gardens in Antrim. Work undertaken included, variously across the three schemes, kitchen, window and door replacements, external repainting and electrical upgrade to include smoke alarms, heat detectors and extractor fans.

Major work also commenced at a number of supported housing schemes. £130,000 has been invested at the NI Institute for the Disabled Utility Street Hostel in Belfast - commercial kitchen replacement, additional kitchenettes and shower facilities, ceiling replacement and insulation upgrade. A further £600,000 was invested at Simon Community properties in Larne and Newry including kitchens, windows, painting and flooring, upgrade of mechanical and electrical services, oil to gas heating conversion.



VALUES

quality,
diversity,
integrity,
commitment,
responsiveness,
and the *environment*

housing and customer services

At 31 March 2013 our housing stock totalled 2051 with more than 1700 homes in over almost 100 locations and more than 300 bed-spaces in supported housing schemes. Our schemes illustrate our commitment to encouraging inclusive communities, with a variety of house types for people with and without disabilities. Approximately 17% of properties are designed, or adapted, for wheelchair users.

Our tenants are, in many cases, supported by a network of residential staff; our unique Community Assistant service, helping with the reporting and monitoring repairs, providing support for vulnerable residents and encouraging a community spirit. To help nurture community activity, many of our larger schemes have common rooms available for a wide variety events. We promote healthy tenant involvement and have a strong Residents' Forum (RF) and tenant representation at Board level. RF members played an active role in the Mystery Shopping exercise of March 2013, organised by Supporting Communities NI, to examine and assess performance in the delivery of key service areas. The Report gave an extremely positive assessment and continued an upward trend.

Also in March 2013, we were successfully reassessed against the Customer Service Excellence Standard - CSE (this supersedes the Charter Mark Standard, which we had successfully retained over the previous 12 years). The assessment, against 57 CSE criteria, brought us an additional Best Practice, resulting in 8 Best Practices, 43 Full Compliances and 6 Partial Compliances.

48 compliments were received by staff members in 2012/2013 and 44 complaints over the same period. 29 complaints related to Repairs and Maintenance and 15 to other areas of service delivery. There were 38 cases of anti-social behaviour (ASB). At the close of the period, 8 complaints and 3 ASB cases were ongoing.*

*either being monitored, still under investigation or awaiting police reports.



MISSION STATEMENT:

*Habinteg provides
accessible, sustainable,
high quality housing*

ORGANISATIONAL LEARNING & GROWTH
*To value and empower our people through
effective communication and training ...*

equality matters

Habinteg believes all people deserve to be treated fairly and we are committed to promoting equality and embracing diversity both among the communities we serve and within the organisation. During 2012-2013, we revised our Equality Scheme - approved by the Equality Commission NI and our Board - and produced an accompanying Easy Read version of the document which sets out the framework by which we embed equality in the way we work and in the opportunities and services we provide.

Providing equality of opportunity is underlined, internally, by our continued commitment to training and developing our staff members. Just under £40,000 was spent on Staff Training in the period, representing a significant Board and employee development investment. This reflects our belief that 'people' are an organisation's most valuable asset - the guiding principle of Investors in People (IIP), against which we were successfully reassessed, for the sixth time, in August 2012. Our staff numbers grew to 83 with labour turnover rate at 7.2% - well below the industry norm - and absence due to ill health (including long term sickness) was 6.9%

Our Residents Forum continues to provide a strong platform for resident participation and feedback and retains a consistently committed membership, which was confirmed at the AGM in October 2012. RF members provided invaluable consultation in Welfare Reform, Response Maintenance, Service Charges, Planned Maintenance and Tenants Satisfaction Survey Results.

We were delighted that Teresa McDonough (opposite), Chair of our Residents Forum, was named the Housing Hero at the CIH NI Awards at Belfast City Hall in February 2013. Teresa is a member of the Board and Housing Management Committee as well as being a campaigner and activist for the rights of people with disabilities.

The winner is...

Teresa McDonough



ORGANISATIONAL LEARNING & GROWTH

*... and place strong emphasis on
community involvement*

corporate responsibility report

We view Corporate Responsibility (CR) - taking into account the impact of our work - as a natural extension to our core business. A healthy regard for our staff, the communities we serve and the environment in which we operate is evidenced in our CSE and IIP success. It is also built upon, with support from Business in the Community NI, in our CR activities, within the three main areas of **People, Planet** and **Place**, under each of which, throughout 2012-2013, we provided...

People: free Health Assessments and Health Awareness Training for staff, to promote healthy lifestyles; a new Career Break Policy in support of an improved work life balance; Revised Equality Scheme; a new Staff Charter to enhance the employer/employee contract.

Planet: ongoing determination to ensure ethical building practices and minimal negative environmental impact; an environmental office Audit to drive internal improvements; a continued green 'efficiency' culture, including resource awareness and office recycling campaign.

Place: a continued support of community based programmes with Residential staff led activities - Health Awareness Classes, Health Drop-in Sessions, Mother and Toddler Groups, Coffee Mornings, After School clubs, COSY Club, Art and Dance Classes; support for staff fundraising initiatives - in line with our Employer Support Volunteering Policy - for the Habinteg nominated charity, Cancer Research UK, including office lunches, themed social events and sponsored activities such as the Belfast City Marathon.



housing stock information



- Lettings** There were 111 lettings in the period.
- JMP relets** There were 884 JMP* relets (including 19 'self contained' lettings)
- Exchanges** There were 20 Direct Exchanges
- Sales** 5 properties were sold to tenants.
- Voids** The average void period for directly managed stock was 33 days.

Rent Arrears at 31 March 2012	
Rent and other charges to be collected	£8,472,687
Percentage of rent receivable collected	99.24%
Arrears (not including outstanding Housing Benefit/ Supporting People Funding)	Current £2218,989 Former £117,257
Arrears as percentage of rent due (non technical)	11%
Void losses	£66,159
Voids as a percentage of gross total charges	0.78%

Repair Requests issued		Completed in timescale		%
Emergency 24 hours	2427	2093		86
Urgent 4 working days	2665	2206		83
Routine 28 working days	3452	2989		87
Total	8544	7288		85

*Joint Management Partners

INTERNAL PROCESSES

To operate robust internal processes and procedures ...

governance

The work of the Association is overseen by a voluntary Board and executed through its Chief Executive and Management Team. Board meetings are regular, as are committees with specific responsibilities for Housing Management, Finance, Development, Audit and Nominations & Remunerations. To support Board renewal, maximum terms of office is three terms - each of three years - with, therefore, an overall maximum period of Board service for Non-Executive Board Members of nine years.

BOARD ATTENDANCE	2012					2013
	9/5	27/6	26/9	26/11	13/2	27/3
Mr M Smyth	Attendance	Attendance	Non-attendance	Non-attendance	Non-attendance	Attendance
Mr M Turnbull	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance
Lady T Beveridge	Attendance	Attendance	Attendance	Attendance	Non-attendance	Attendance
Dr L Calderwood	Attendance	Non-attendance	Non-attendance	Attendance	Attendance	Non-attendance
Mr M Hendra	Attendance	Attendance	Non-attendance	Attendance	Attendance	Non-attendance
Mr W B Jenkins	Attendance	Attendance	Non-attendance	Attendance	Attendance	Attendance
Mrs T McDonough	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance
Mr I Spence	Attendance	Non-attendance	Resigned 27/6 2012			
Mrs S Witchell	Attendance	Attendance	Attendance	Attendance	Non-attendance	Attendance
Mr B Symington	Attendance	Attendance	Non-attendance	Attendance	Attendance	Attendance
Mrs P Stevenson ¹	Attendance	Attendance	Non-attendance	Attendance	Non-attendance	Non-attendance
Mr T Greene ²	Attendance	Attendance	Attendance	Attendance	Non-attendance	Attendance
Ms Bernie Gray ²	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance
Prof M McEldowney ²	Attendance	Leave of absence				
Mr B Mitchell ³	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance
Mr I Nelson ³	Attendance	Attendance	Attendance	Attendance	Attendance	Attendance

Attendance Non-attendance

¹Elected 27/6 2012 ²Co-opted 27/6 2012 ³Co-opted 26/9 2012

We remain committed to the highest standards of Governance and continue to adopt best practice in this area. In 2010, the Board and Senior Staff participated in a full Governance Review, resulting in a related Action Plan. The document is structured according to the National Housing Federation 'Excellence in Governance - Code for Members and Good Practice Guidance', and accords with guidance in the DSD HA Guide.

Thank you

It is with deep regret and enormous gratitude that Habinteg notes the departure of five long serving Board Members, each of whom will reach the end of their terms of service shortly after the 2012 - 2013 period, at the AGM in June 2013.



Lady Beveridge, Dr Lesley Calderwood, Mike Hendra, Billy Jenkins and Martin Turnbull have each made a massive contribution to the success of the Association, serving, in total, approximately 120 years on the Board and many more on our various committees.

Mike Hendra joined Habinteg's Board at our first AGM in 1977 and was joined some eight years later by Martin Turnbull, in 1985. They were followed by Lady Beveridge in 1994 and Dr Calderwood and Billy Jenkins the next year. Their commitment to Habinteg's work and influence as Chairmen, Vice-Chairmen, Honorary Secretaries and numerous Committee Chairmen has been immeasurable. We thank them, most sincerely,

INTERNAL PROCESSES
*...to deliver efficient and effective
 outcomes*

performance

The Association's internal yearly Business Plan is agreed by the Board and Senior Management Team with progress reported quarterly. The Plan is augmented by a set of Key Performance Indicators (KPIs) providing the markers against which the Association is assessed. KPIs remain largely unchanged over the course of our three year strategy period.

KEP PERFORMANCE INDICATORS 2012 - 2013

Housing Management

Rent Arrears targeted at 5% (new calculation)	Achieved
Rent and Service Charge loss due to voids held below 1%	Achieved
80% re-letting of void properties within 20 working days	Not Achieved
Minimum 85% satisfaction level - annual Tenant Satisfaction Survey	Achieved

Maintenance

Repair Response times: 85% Emergency, 80% Urgent, 80% Routine	Achieved
90% of adaptations completed on time	Not Achieved
100% of historic adaptations claimed by 30.06.12	Achieved

Finance

Management Cost per unit at £396	Not Achieved
Maintenance Cost per unit at £464	Not Achieved
100% invoices paid on time (YTD) average time 30 days	Achieved
Key ratios liquidity: Current ratio greater than 1:1	Achieved
Loans: Gearing remain below 50% in line with Banking Covenants	Achieved
Interest Cover above 1.25	Achieved

Development

Unable to assess performance against KPIs in Development.	Not Achieved
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Achieved Not Achieved

*To deliver value for money through
rigorous financial systems*

finances

Habinteg is an Industrial and Provident society that has charitable status with HM Revenue and Customs. Habinteg is also a registered housing association (registered with the DSD).

The Board of the Association has agreed systems of internal financial control, ensuring that reporting procedures are in place, including a Risk Map which relates to all areas of operation. In order that the Association can deliver on its targets and fulfil its strategic ambitions, accounts are projected to ensure Financial provision. Detailed accounts are reviewed for each financial period which give a true and fair view of the state of the Association's financial affairs.

All surpluses generated by the Association have been reinvested in order to maintain existing homes in good condition, develop new homes at rent levels as low as possible and to reduce borrowing requirements. The reserves that the Association has built up have largely been reinvested into its properties and are not, therefore, represented by cash balances.

The surplus for the year was £647,685 before transfers to and from designated reserves compared with a surplus of £592,872 for the previous year. There was no movement in the Association's investments, for the period as compared to a profit in the previous year of £4,437. There are capital commitments amounting to £625,000 which have been contracted for (2012 £97,901). These will be financed by housing association grant, long-term loans and the Association's reserves.

As a result of the Association adopting Component Accounting in the year to March 2012, it has been necessary to restate the value of the depreciation calculation of the housing stock with a prior year adjustment in the final accounts.

summary accounts

INCOME AND EXPENDITURE ACCOUNT year ended 31 March 2013

	2013 £	2012 £
Turnover	7,834,630	7,466,782
Operating costs	(5,880,936)	(5,603,911)
Operating surplus	1,953,694	1,862,871
Interest receivable	186,280	102,120
Profit (loss) on investments	-	4,437
Surplus on property disposals	272,763	-
Interest payable	(1,669,561)	(1,411,453)
Other finance costs	(11,000)	(12,000)
Profit/(Loss) on transfer of housing schemes	48,034	(14,218)
Profit/(Loss) on motor vehicle disposals	9,604	-
Surplus on ordinary activities before taxation	789,814	531,757
Tax on surplus on ordinary activities	-	-
Surplus on ordinary activities after taxation	789,814	531,757
Transfer to tenants' services fund	13,160	61,115
Transfer to disposal proceeds fund	(269,307)	-
Transfer to (from) designated reserves	114,018	-
Surplus Reported	647,685	592,872

Turnover and expenses all relate to continuing operations

ASSOCIATION BALANCE SHEET year ended 31 March 2013

	2013 £	2012 £
Fixed Assets		
Housing land and buildings:		
Cost	160,517,811	159,332,740
Less: Housing association grant	(111,761,519)	(111,951,140)
Depreciation	(15,716,354)	(14,335,144)
	33,039,938	33,046,456
Other fixed assets	957,864	967,616
	33,997,802	34,014,072
Current assets		
Debtors	1,452,644	2,322,648
Short term investment	-	-
Cash and bank balances	8,638,435	8,912,792
	10,091,079	11,235,440
Current liabilities		
Creditors	(4,536,002)	(4,596,044)
Net current assets	5,555,077	6,639,395
Total assets less current liabilities	39,552,879	39,552,879
Creditors: Amounts falling due after more than one year	28,693,562	30,331,825
Pension fund liability	1,360,000	1,062,000
	30,053,562	31,393,825
Financed by:		
Share capital	67	59
Capital reserves	12	12
Revenue reserves	8,079,445	7,725,760
Designated reserves	1,419,793	1,533,811
	9,499,317	9,259,642
	39,552,879	40,653,467

From audited financial statements, approved by the Board 26 June 2013

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EXTERNAL

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38 Hill Street
Belfast BT1 2LB

SOLICITORS

Edwards and Co
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Campbell Fitzpatrick
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Londonderry BT48 6HQ

BANKERS

Ulster Bank Ltd
Donegall Sq E
Belfast BT1 5UB

Northern Bank Ltd
Donegall Sq W
Belfast BT1 6JS

Barclays Bank
7 Donegall Sq N
Belfast BT1 5GB

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