



40 years  
1977-2017  
FORTIETH ANNIVERSARY

building homes  
forging communities

ANNUAL REPORT 2016-2017



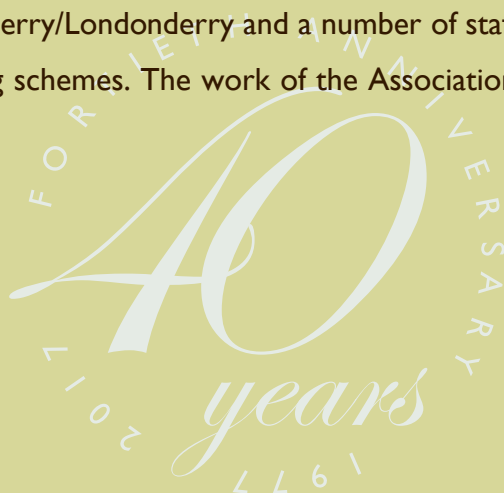
**Habinteg**  
Housing Association (Ulster) Ltd

# about us

Habinteg Housing Association (Ulster) Ltd was registered on 3 August 1976 under the Industrial and Provident Societies Act (NI) 1969, Registration No. IP 172 and as the 17th Housing Association on 24 May 1977 under the Housing Order 1976 (subsequently amended and consolidated). We were registered as a Charity by the new Charity Commission for Northern Ireland on 28 September 2015, No. NIC103066.

We are one of Northern Ireland's major providers of affordable, social housing. We develop and manage quality housing schemes of varying sizes and types, in both urban and rural areas throughout the region, promoting our Vision of Homes for All. We are strongly committed to promoting inclusive housing for people with and without disabilities and also work in partnership to provide a wide range of supported housing schemes for people with additional support needs.

We operate from two main office locations - Holywood and Derry/Londonderry and a number of staff members work residentially on the Association's larger housing schemes. The work of the Association is guided by a voluntary Board.



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## Foreword from the Chief Executive and Chairman of the Association



We welcome you to our 2016-2017 Annual Report which highlights our continued commitment to ensuring that the housing needs of people across Northern Ireland are properly met by the provision of quality housing and services. The Association has worked determinedly over the financial year to bring this about, and are delighted to have commenced 60 new properties and handed over 80 new homes in the period.

This is a difficult time for the housing association movement. During this time, Habinteg has been positioning itself for the advent of Welfare Reform, Universal Credit, the continuation of austerity, the Local Housing Allowance cap, uncertainty regarding Brexit, the reclassification by the ONS of NI Housing Associations and the repercussions of the collapse of the NI Assembly.

Whatever the extent of the external challenges to our environment, the Board and Staff of Habinteg are determined to positively lead the Association through this uncertain period.

The Association is committed to our Vision, Mission, Values and Objectives by creating homes, enhancing lives and building communities.

We are extremely grateful to our Board, Committee members and staff team for their excellent and continual commitment to delivering a high quality service. We are particularly appreciative of our stakeholders - Residents' Forum, Accord Procurement Group colleagues, funding investment bodies, private financiers and our Joint Management Partners. We wish to give our sincere thanks to our colleagues in the Department for Communities and in the Northern Ireland Housing Executive.

Thank you for continuing interest and support.



Darren McKinney  
CHIEF EXECUTIVE



Mike Smyth  
CHAIRMAN



# building homes

80 properties completed/handed over:

## **Scotch Quarter, Carrickfergus**

24 unit **Off the Shelf** acquisition

23 x 3 person 2 bedroom apartments

1 x 2 person 1 bedroom apartment

## **Killymaddy Hill Dungannon**

19 unit **Off the Shelf** acquisition

1 x 6 person 4 bedroom house

5 x 6 person 3 bedroom houses

11 x 5 person 3 bedroom apartments

1 x 3 person 2 bedroom apartments

1 x 2 person 1 bedroom apartments

## **Ross Ard, Rostrevor**

5 unit **Off the Shelf** acquisition

5 x 5 person 3 bedroom houses

## **Riverview, Derry**

20 unit **Rehab** development

10 x 1 person 1 bedroom apartments

10 x 3 person 2 bedroom apartments

## **Dundela Avenue, Belfast**

Details as alongside →

6 Individual **Existing Satisfactory** Purchases:  
Lisburn (1) Derry (3) Portrush (1) Dungannon (1)

60 new properties started/acquired:

## **Upper Newtownards Road, Dundonald**

30 unit **Off the Shelf** acquisition

6 x 2 person 2 bedroom CATI\* apartments

6 x 3 person 2 bedroom CATI\* apartments

18 x 3 person 2 bedroom apartments

## **Bridge Street, Strabane**

4 unit **New Build** development

4 x 3 person 2 bedroom CATI\* apartments

## **Whitewell Road, Belfast**

10 unit **New Build** development

8 x 3 person 2 bedroom CATI\* apartments

2 x 2 person 1 bedroom CATI\* apartments

## **Dundela Avenue, Belfast**

6 unit **Off the Shelf** acquisition

6 x 3 person 2 bedroom apartments

## **Milburn Close, Belfast (Phase 2)**

6 unit **New Build** development

6 x 1 person 1 bedroom apartments

4 Individual **Existing Satisfactory** Purchases:

Lisburn (1), Derry (2), Portrush\*\* (1)

\* CATI = Category One, for age 55+

\*\* Purchase and Refurb development





720-728 Upper Newtownards Road, Dundonald

# our housing stock

We provide housing across Northern Ireland, offering a range of house types - family houses, apartments, bungalows and partnership supported housing.



At 31 March 2017, our total housing stock stood at 2272 an increase of 79 in the year.

Our housing - a variety of house types, ranging in size from 1 to 5 bedrooms - is situated in over 100 locations across Northern Ireland. A proportion (approx. 16%) are specially designed or adapted for wheelchair users. Of total housing stock, 2002 properties are directly managed from our offices in Hollywood and Derry.

A further 270 self-contained units and bed-spaces at 18 locations - for people with additional support needs - are jointly managed with our partner organisations.

Investment in planned maintenance and cyclical work in the period included replacements and repaints to housing stock at both directly managed and supported housing schemes.



# Housing stock information for 2016 / 2017

Total Stock of **2272** at 31 March 2017 consisting of:

General Needs  
Housing  
**1874**  
including  
295 Wheelchair-user  
properties:  
(256 bungalows,  
39 apartments)

Category 1  
Over 55s  
**93**  
of which  
2 are for  
people  
with  
disabilities

Category 2  
Sheltered  
**35**  
of which  
3 are for  
people  
with  
disabilities

Jointly Managed  
Properties (JMP)  
**270**  
(bedspaces, units/  
apartments)  
of which 74 are for  
people with  
disabilities

**215**

Lettings  
including  
80 new lets

**476**

JMP\* relets  
including 16  
self contained

**33**

Direct  
Exchanges and  
1 succession

**1**

Property  
sold to  
tenants

**29 days**

Average void  
period (directly  
managed stock)

## Rent Arrears at 31 March 2014

Rent and other charges to be collected	£10,818,029
Percentage of rent receivable collected	98%
Arrears (not including outstanding HB/SP Funding)**	Current £223,195
Arrears as percentage of rent due (non technical)	8%
Void losses	£120,749
Voids as a percentage of gross total charges	1.1%

\* JMP = Joint Management Partner; \*\*HB = Housing Benefit; SP = Supporting People

# forging communities

We aim to create real communities; neighbourhoods with good relationships, founded on equality, partnership and mutual respect.

The first line of Habinteg's Charter reads: *All people should, at all times, be treated with and treat others with respect.* Reinforcing this message, we ask our new tenants to sign a Good Neighbour Agreement, reminding all that their housing scheme is a shared space; a community; a neighbourhood.

In aiming to nurture a sense of community, we are helped by our residential members of staff, our Community Assistants (CAs). CAs work on many of our larger housing schemes, providing assistance to residents, promoting healthy community involvement and working with our Maintenance Team in identifying and reporting repairs.

They also help to organise activities throughout the year; Neighbourhood events and programmes increased significantly in the period, largely as a result of two new initiatives. Firstly the '**Our Community**' Grant Programme was

introduced just prior to this reporting period, providing grants to community, voluntary or resident groups for activities and projects which promote inclusion, equality and encourage participation. Secondly, the appointment of two **Community Involvement Officers** (CIOs) at the start of 2017 one based in Holywood and one in Derry. Working alongside our Community Assistants, CIOs have helped to deliver a wide variety of events/activities including art and crafts classes, fitness and dance programmes, health and wellbeing, special occasion and festive parties, coffee mornings, sports days, fun days, car boot sales and book sales.

Our Resident Involvement Strategy, produced in 2015 and a new enhanced Resident Involvement 'Menu' in 2016 continues to provide the framework by which our work in this area is implemented.



Fourth of July Big Lunch Barn Dance with  
Community Assistant, Margaret Cunningham,  
and tenants at Farland Way, Derry





# delivering services

Our Mission is to 'deliver high quality homes and services' and our first Objective is 'to provide quality services to all our customers'.

We believe in delivering services which are meaningful and bring about positive change. We engage, involve, consult and empower our tenants to help us do this effectively. To this end, the Association continued to work closely and productively with the Residents' Forum and are grateful to them for continuing to provide a valuable customer perspective on how to best deliver services.

Particular emphasis in the year was placed on the likely impact of Welfare Reform on delivery of services. Staff members underwent training with NIFHA and received regular briefings and updates on developments. Impacted and potentially impacted residents were identified and contacted on an individual basis. A business case was approved to employ a Welfare Advice Officer to provide up-to-date detailed information to tenants, including the significance of Universal Credit and the impact of the Benefit Cap.

The Tenant Satisfaction Survey for 2016/17 showed a healthy satisfaction level with key services - **93% with the Repairs Service and 98% with Housing Management Service**. This was augmented early in 2017 with the successful retention of the **Customer Service Excellence** Standard showing an improved set of outcomes. Of 57 criteria, we achieved **16 areas Compliance Plus (Best Practice)** and **41 Full Compliances**.

We believe that services are best provided by a suitably trained and professionally supported workforce. We commit to the Investors in People to assess our staff resources and hold Silver status against this national standard.



CUSTOMER  
SERVICE  
EXCELLENCE



# equality matters

We Value **Equality** - embracing diversity and demonstrating equality and opportunity for all. *Habinteg Values*

Habinteg is an independent, not for profit, social business with a strong 'equality' commitment. Throughout 2016-2017, we continued to implement all statutory **equality** and **good relation** duties in adherence with our Equality Scheme and Disability Action Plan, both of which are approved by the Equality Commission NI.

Our core work continues to embody a highly valued approach to equality and diversity, and much of what is undertaken on a daily basis fulfils this commitment - from consultation on new developments, promotion of services aimed at reaching the widest range of audiences, unbiased allocation of housing and service delivery, choice, partnering to support additional needs, community involvement, equality awareness and training for staff.

The Association's continued efforts to provide specialised accommodation to meet specific requirements included a fully

adapted property in Portrush for a family with significant complex needs and a major refurbishment programme at a partnership scheme with Cedar Foundation in Lisburn, providing supported accommodation for adults with learning difficulties. 57 adaptations were also carried out during the period to respond to individual specific requirements.

In January 2017, Habinteg featured among a series of Finalist's short video pieces focusing on equality and diversity. A filmed interview highlighted the Association's commitment to equality in access to housing and was shown at the inaugural Legal Island Equality and Diversity Awards Gala at Belfast City Hall in March 2017.

12 new employees underwent induction including a focus on commitments to equality and good relations: Charter, Customer Standards, Quality and Equality including Section 75.

# corporate responsibility report

We view our Corporate Responsibility objectives as a natural extension of our core business

We recognise the importance, as a service provider, of acting responsibly and having due regard for the positive impact of our interactions with the wider world. That impact, particularly in relation to actions which are above and beyond our core business, is Corporate Responsibility (CR).

We are proud to be part of the largest NI business led coalition dedicated to CR - Business in the Community NI (BITCNI). Through this partnership we focus activities on making a positive impact in the three key areas of People, Planet and Place.

**PEOPLE:** We believe that our 'people' – more than 90 staff members - are our most valuable asset and we remain committed to Investors in People (IIP), a status we have held since 1997. Staff members enjoy an excellent benefits package: generous leave arrangements, pension, health insurance and emphasis on recognition and reward.

**PLANET:** An ongoing determination to ensure ethical building practices with a minimal carbon footprint continues to be a vitally important element of development while internal improvements in a green 'efficiency' culture continues through resource awareness and recycling campaign.

**PLACE:** An impressive series of scheme based events throughout the period helped to strengthen the communities in which we work. And our office based staff supported good causes and local initiatives to bolster our reputation as a responsible employer.

Charitable work forms a vital element of approach and throughout 2016/17, our staff members took part in nationwide events to raise funds and help raise awareness for our adopted charity: **TinyLife** - Northern Ireland's premature baby charity.



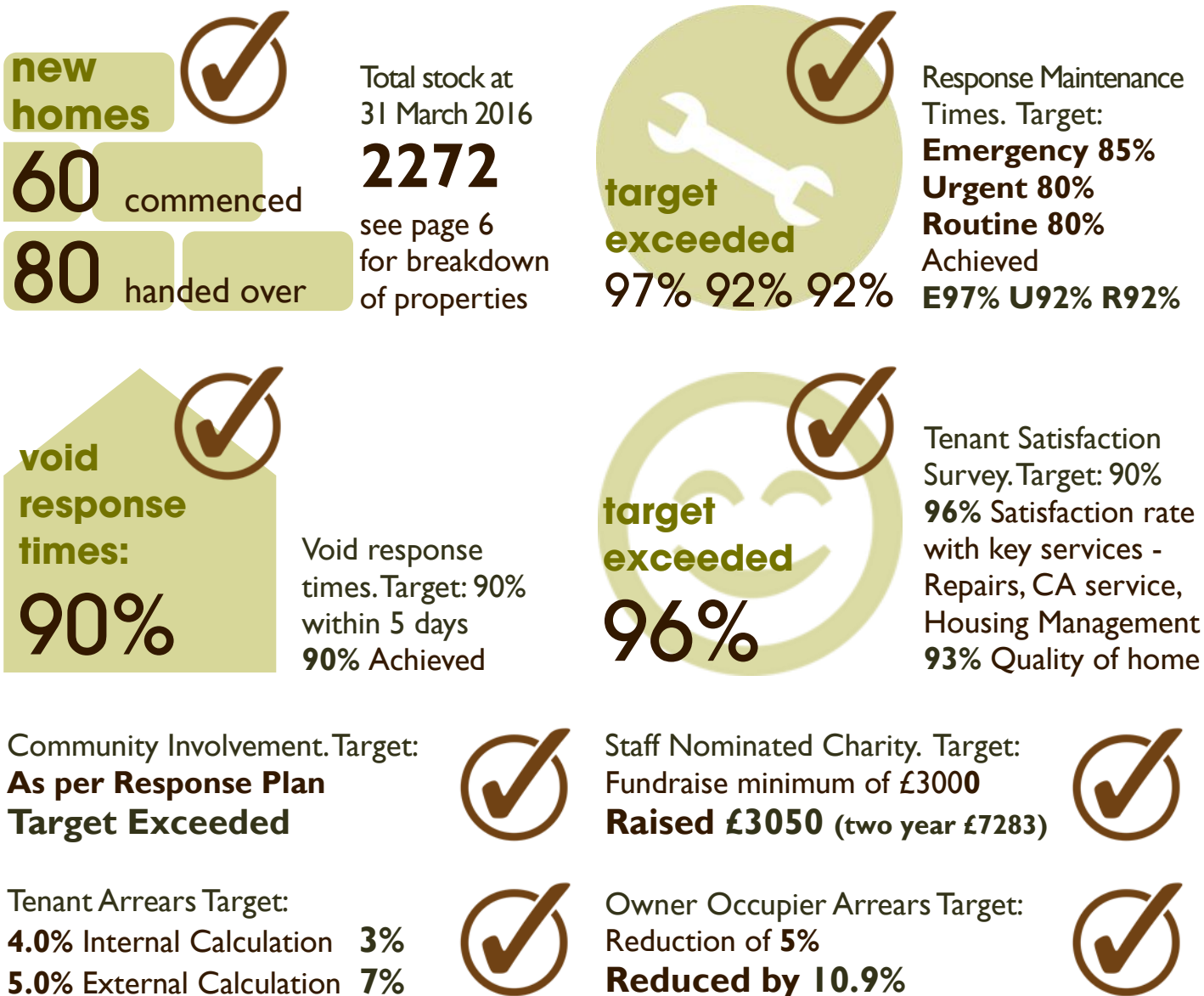


Planting Project at Conway, Belfast  
with Community Assistant, Christine Redfern,  
and tenants.



# key performance indicators

and Operational Plan performance to 31 March 2017



Figures displayed are headline figures from across all teams. Full Operational Plan and KPI performance data available on request.



Habinteg was successfully appraised against IIP in 2015 and, improving on previous assessment, was awarded Silver status against the Standard.



Voids % rent loss.  
Target:  
**Below 4%** (external)  
**Below 1%** (internal)  
**0.9%** achieved



Planned Maintenance  
Tenant Satisfaction.  
Target:  
**Minimum 85%**  
Achieved **100%**



Minor Adaptation  
Response Rate for  
8, 26 & 52 week cases  
8 weeks - 86%  
26 weeks - 90%  
52 weeks - 60%  
Average 79%



% Labour Turnover  
and Training. Target:  
**Labour Turnover**  
**5%**, Achieved **0.1%**



**61** Compliments were recorded  
for customer services 2016/2017

**46** Complaints were received in the period  
(14 Repairs, 5 staff, 25 Services, 2 prehandover)  
of which **41** were resolved.

**76** Anti-social behaviour reports received.

At the close of the period, 3 complaints and 3 ASB cases were ongoing.

**customer  
service  
excellence**

Current status:

**16** Compliance Plus ✓✓

**41** Full Compliances ✓

CUSTOMER  
SERVICE  
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# summary accounts 2015/2016

<b>STATEMENT OF COMPREHENSIVE INCOME</b>		
<b>YEAR ENDED 31.3.2017</b>	<b>2017    £</b>	<b>2016    £</b>
<b>TURNOVER</b>	11,993,368	11,564,261
Operating costs	(8,851,598)	(8,012,331)
<b>OPERATING SURPLUS</b>	3,141,770	3,551,930
Interest receivable	14,982	31,403
Surplus on property disposals	90,784	199,710
Interest payable	(1,752,721)	(1,523,308)
Other finance returns/(charges)	(25,000)	(31,000)
Profit on disposal of motor vehicles	6,743	-
<b>SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>	1,476,558	2,226,735
Tax on surplus on ordinary activities	-	-
<b>SURPLUS ON ORDINARY ACTIVITIES AFTER TAXATION</b>	1,476,558	2,226,735
Transfer to tenants' services fund	(40,091)	(63,918)
Transfer to disposal proceeds fund	(67,363)	(176,433)
<b>SURPLUS FOR THE YEAR</b>	1,369,104	1,986,384

<b>STATEMENT OF CHANGES IN EQUITY. YEAR ENDED 31.3.2017</b>	<b>Share Capital</b>	<b>Capital Reserves</b>	<b>Revenue Reserves</b>	<b>Designated Reserves</b>	<b>Total</b>
Surplus for the year	-	-	1,369,104	-	1,369,104
Remeasurement of the net defined benefit plan	-	-	(621,000)	-	(621,000)
Shares issued	-	-	-	-	-
Transfer between reserves	-	-	-	-	-
Total comprehensive income for the year	-	-	748,104	-	748,104
At 31 March 2017	72	12	20,340,872	-	20,340,956

<b>STATEMENT OF FINANCIAL POSITION</b>			
<b>AT 31.3.2017</b>		<b>2017   £</b>	<b>2016   £</b>
<b>FIXED ASSETS</b>			
Housing land and buildings:			
Cost		195,882,506	186,034,665
Depreciation		(39,338,306)	(37,351,951)
		156,544,200	148,682,714
Other fixed assets		828,568	869,100
		157,372,768	149,551,814
<b>CURRENT ASSETS</b>			
Debtors		2,029,131	2,668,011
Cash and bank balances		1,830,366	2,455,149
		3,859,497	5,123,160
<b>CURRENT LIABILITIES</b>			
Creditors		(7,947,775)	(6,735,391)
<b>NET CURRENT ASSETS</b>		(4,088,278)	(1,612,231)
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		153,284,490	147,939,583
<b>CREDITORS:</b>			
<b>AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR</b>		131,348,534	127,457,731
Pension fund liability		1,595,000	889,000
		132,943,534	128,346,731
<b>FINANCED BY:</b>			
Share capital		72	72
Capital reserves		12	12
Revenue reserves		20,340,872	19,592,768
Designated reserves		-	-
		20,340,956	19,592,852
		153,284,490	147,939,583

Summary accounts are extracted from full audited accounts approved by the Board at the AGM on 14 September 2017

# governance

We remain committed to the highest standards of Governance and continue to adopt best practice in this area.

The work of the Association is overseen by a voluntary Board and executed through its Chief Executive and Management Team. Board meetings take place regularly, as do those of the committees with specific responsibilities for: Housing Management, Nominations and Remunerations, Audit and Risk Assurance, Development and Finance.

Maximum length of office for our Non-Executive Board Members is nine years, consisting of three, three-year terms. Our strong commitment to good governance is supported by an overarching Governance Manual, reviewed annually. The manual accords with guidance in the DfC HA Guide and is structured according to the National Housing Federation 'Excellence in Governance - Code for Members and Good Practice Guidance'. We are able to confirm our compliance to the code for the period 2016 - 2017.

The Board is responsible for Habinteg's systems of internal financial control and along with Senior Management is responsible for establishing and operating detailed procedures. The Board is required to prepare accounts for each financial period which give a true and fair view of the state of the Association's financial affairs and of its surplus or deficit for that period. The Association's surplus for the period 2016-2017, after transfers to and from designated reserves, was £1,369,104.

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, consistent with borrowing requirements. Our strategy remains to increase the number of homes in management each year through a combination of new developments and purchases to meet need.

BOARD ATTENDANCE REPORT 2015-2016								
	06.04.16	18.05.16	24.06.16	03.08.16	29.09.16.	07.12.16	08.02.17	29.03.17
Mr M Smyth								
Mrs S Witchell								
Mr B Symington								
Mr I Nelson								
Mrs T McDonough								
Mr T Greene								
Mr B Mitchell								Retired at this meeting
Ms B Gray								
Mrs H Orr					Retired at this meeting			
Mr T Boyle								
Mr B Johnston								
Ms E Creery								
		Attended		Not Attended				

Habinteg Housing Association (Ulster) Ltd is a Northern Ireland Charity (a status which supersedes our previous charitable status with the Inland Revenue) under the auspices of the Charity Commission for Northern Ireland, having successfully sought registration with that body. We will ensure that we continue to be fully compliant.





Junk Art Workshop  
with children and families  
at Brian's Well, Poleglass

This publication was designed in-house by Habinteg Housing Association (Ulster) Ltd.  
All photographs apart from those acknowledged below are the ownership of the Association:  
Front cover - Easter at Farland Way, Derry: Margaret Cunningham, Community Assistant  
Page 13, 20: Melanie Rintoul, Community Involvement Officer  
Pages 2, 5, 6: Greg Statham, Communications Officer. P6 Fort Hall, Dundonald.  
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## acknowledgements

Image on page 9 appears courtesy of Jim McCafferty



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**Habinteg**  
Housing Association (Ulster) Ltd



INVESTORS  
IN PEOPLE

CUSTOMER  
SERVICE  
EXCELLENCE

