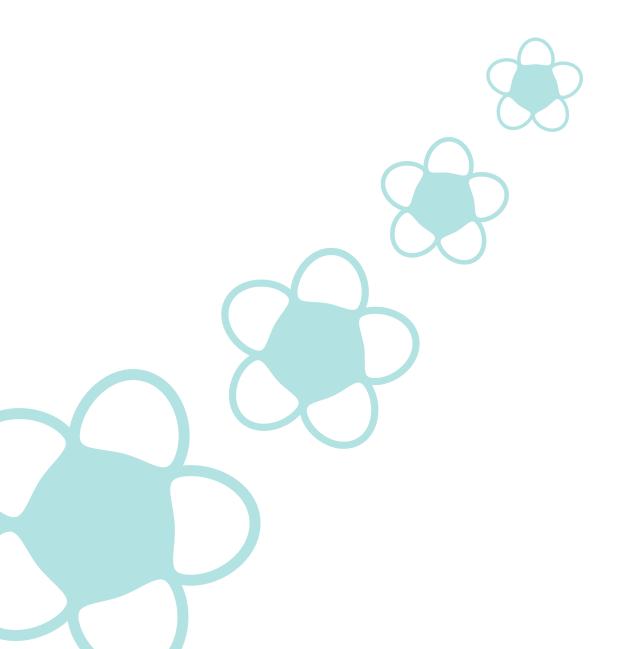


"Our aim is to provide good quality affordable housing, and associated services for people in need."





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Chairman's Report:



2007 - 2008 proved to be another successful year for the Association. During the course of the year I am pleased to report the association has continued to make steady progress with our mission statement and strategic aim to provide good quality affordable housing services to those in need.

We are currently on-site, with 34 new build units in Herbert Street, 9 apartments at Gatelodge, and have purchased a further 14 properties on the open market.

As part of the Gatelodge development we are developing two floors of office space which will accommodate the new Flax Housing Association's offices.

We are continually reviewing and updating procedures to meet the growing demands placed on the Association.

Finally, I would like to take this opportunity to thank all of my colleagues on the Management Committee for all their valuable time, effort and dedication over this past year.

Thank you to our Management and Staff who continue to work hard to fulfil the Management Committees' objectives. I would also like to thank our management partner at Thorndale Family Centre, The Salvation Army, and our key stakeholders the NIHE, the Department for Social Development and all our various residents groups that help to promote the services of the Association.

Mr John Patterson - Chairman.





Senior Management Report:



During the year the Association participated in the Regulatory Framework Inspection completed by the Department for Social Development. This was the first inspection under the new framework requirements. The inspection was very detailed and the Association scored an overall rating of 'Acceptable' and with minor improvements a rating of 'Good' could be achieved. The Association is committed to improving this target score and has implemented improvements to achieve this score over the next few years.

As a public authority under the Section 75 of the Northern Ireland Act 1998, I am pleased to report that the Association is progressing our commitments made in our equality scheme. These commitments will lead to improvements in the services provided for individuals from the equality categories.

The Disability Discrimination Act 1995 as amended by Article 5 of the Disability Discrimination N.I. Order 2006, requires the Association to have due regard to the need to promote positive attitudes towards disabled people and to encourage participation by disabled people in public life. The Association has completed a disability action plan and will continue to take account of the Order in every area of operation. The views of disabled people are very welcome and will be taken into account.

The Association remains in a sound financial position as detailed in the finance section of this report. It is forecasted that this trend will continue which enables the Association to continue developing new properties while ensuring our current stock is properly managed and maintained.

The views of all our tenants are very important to the management of the Association and I would thank all those residents who took part in the annual satisfaction survey. Briefly the results from this survey have indicated that 86% of tenants are satisfied overall with Flax Housing Association's services.

90% of tenants are satisfied with their accommodation

82% of tenants find staff helpful.

80% of tenants are very or fairly satisfied with their area as a place to live.

90% of tenants feel that Flax Housing Association is very good at keeping them well informed.

93% of tenants are satisfied with the overall repairs and maintenance service provided by their landlord.

67% of tenants that had a repair completed within the last 12 months rated all aspects of the actual work as "good" or "very good"

90% of tenants are very or fairly satisfied with the overall condition of their home.

85% of tenants feel they obtain very or fairly good value for money from their rent.

It is clear from the survey findings that the majority of our tenants believe that the Association is providing a good level of service with the majority of them stating they were very or fairly satisfied with the service we provide. However, we recognise that this survey presents opportunities where performance and service delivery can be improved.

I would like to thank all the employees of the Association for their dedication during the year and also the members of the Committee of Management who give up their time voluntary to manage and direct the Association in meeting the challenges presented.

Mr Donal Conway - General Manager.

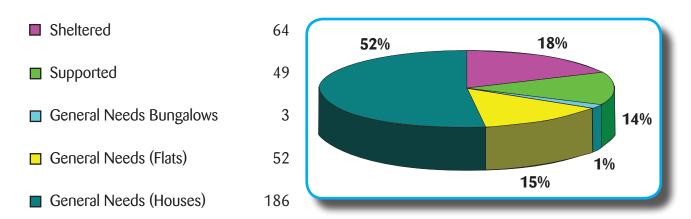




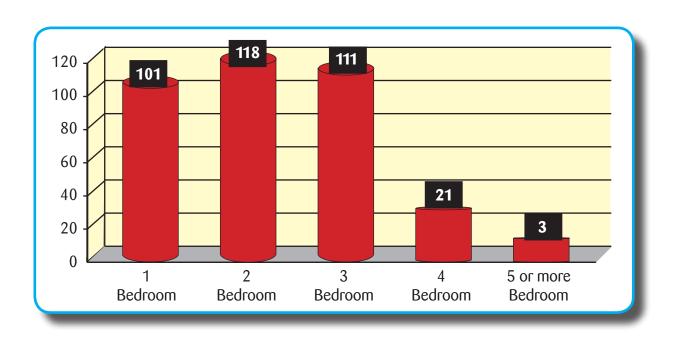
Housing Management Report:

The Association currently has 354 units of accommodation for the elderly, the disabled, families, and supported housing schemes.

Housing Stock as at March 2008:



No. of beds per property:







Allocations:

General Needs & Sheltered Housing

From 1st April 2007 – 31st March 2008, the Association carried out 32 allocations.

Supported Housing

From 1st April 2007 – 31st March 2008, the Association carried out 55 temporary allocations.



Foyer & Holyrood Residents Party.

Voids Management

General Needs & Sheltered Housing

At 31st March 2008, the Association had two properties that were unavailable for letting. Both of these properties were undergoing major improvement works.

Supported Housing

Also, at 31st March 2008, the Association had nine void properties. Six were vacant and available for letting and the remaining three were undergoing major improvement works.

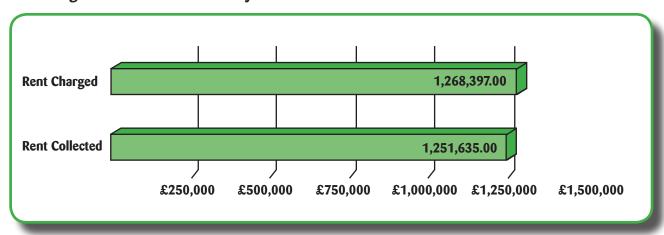




Rent Collection:

Rent collection and arrears recovery continued to be of great importance to the Association. The table below details all rent receivable (charged) and all income recovered during the financial year (1st April 2007 – 31st March 2008).

Percentage of rent received in this year 99%



The Association also received additional income of £252,324.69 from Supporting People.

Arrears

At 31st March 2008, the Association had current and past tenant arrears totalling £59,830.78 (including technical)

	Non Technical	Technical	Total
Current Tenant Arrears Past Tenant Arrears	£24,025.36 £6,781.40	£27,163.01 £1,861.01	£51,188.37 £8,642.41
Total Arrears	£30,806.76	£29,024.02	£59,830.78





Complaints

The Association received 48 registered complaints within the period 1st April 2007 and 31st March 2008. They were as follows:

Category	Cases	Resolved by Housing Management	Ongoing at 31st March 2008	Referred to Mediation	Referred to Committee
Anti Social Behaviour	48	43	4	1	0
Repairs	0	0	0	0	0
Rent	0	0	0	0	0
Housing Benefit	0	0	0	0	0
Housing	0	0	0	0	0
Staff	0	0	0	0	0
Total	48	43	4	1	0





Maintenance Report:

Response Maintenance

During the period 1st April 2007 – 31st March 2008 the Association received 906 repair requests. These repairs are carried out within different timescales dependent on the type of repair. We monitor all repairs carried out and now send a customer satisfaction form by post to all our tenants, informing them of the Contractor that will be carrying out the work and the target completion date. We contact all tenants who have reported a repair by phone to establish if the work was carried out, on time and to the tenant's satisfaction.

The table below details all works received and completion times and performance.

Category	Time Period	Repairs	On Time	Percentage
Emergency Urgent Routine	24 hours 4 working days 28 days	285 452 169	272 443 167	95% 98% 99%
Total		906	882	97.3%

Repairs Maintenance Expenditure 2006/2007

The table below outlines all Association expenditure during the past year to 31st March 2008 and previous yearly spending for 2007 as a comparison.

Year	2008	2007
Planned & Major Repairs Day to Day Repairs	£35,347.00 £69,323.00	£61,557.02 £67,035.05
Total Spend	£104,670.00	£128,592.07





Disabled Adaptations



This year 12 individual disabled shower adaptations were completed in tenant's homes, plus minor adaptations were provided to help with individual care needs. The Association encourages residents to use this service, and further information is available by contacting the Association's office.

Throughout 2007/08 the Association received 28 requests for disabled adaptations. The total expenditure for this works is £30,375.

Maura Butler Maintenance Officer with one Resident that recently had a disabled shower installed

Adaptations	Number of Adaptations
Showers	12
Grab Rails	11
Through Ceiling Lifts	1
Stair Lifts	2
External Lighting	1
Door Intercom Systems	1
	Total 28





Development Report:

With waiting lists in North Belfast continually growing we are pleased to announce commencement of 2 new schemes in Ardoyne.

Herbert Street Phase Two

The scheme comprises of 2 no. wheelchair ground floor apartments, 16 no. 3 person 2 bed apartments, 10 no. 5 person 3 bed houses and 6 no. 7 person 4 bed houses. These high specification properties will be ready for occupation by June 2009.





Site Works "Herbert Street Phase Two"

Gatelodge

This scheme is located at end of Flax Street and will complete the redevelopment of the old Rosebank Industrial Estate.





Site Works "Gatelodge Development"

The scheme will consist of ground and first floor office accommodation for the Association and 9 no. general needs 2 person 1 bed apartments.

This scheme is due to complete by April 2009.





We are pleased to announce that we have secured planning permission for a new build scheme at Ballyclare/Ballynure Street just off Oldpark Road. This scheme will provide a further 15 units.

The Association was successful in purchasing a further 14 existing satisfactory dwellings from the open market. These properties are undergoing improvement works and are all due for completion by September 2008.

The total development expenditure over the year was £3,609,695. The Housing Association Grant received during the year was £2,563,940.

The Association continually strives to provide high specification, sustainable quality accommodation which will be enjoyed by residents for many years to come.





Finance Report:

Income & Expenditure Account: For Year Ended 31 December 2007		
	2007	2006
	£	£
Turnover	1,382,826	1,354,326
Operating Costs	(695,294)	(642,837)
Operating Surplus	687,532	711,489
Interest receivable	116,392	19,275
Interest payable	(322,260)	(276,382)
Other Income	33,521	150,290
Other Finance (costs)/income	(4,541)	(4,923)
Surplus on ordinary activities before taxation	510,644	599,749
Tax on surplus on ordinary activities	_	_
Surplus on ordinary activities after taxation	510,644	599,749
		,
Transfer (to)/from tenant's services fund	(25,829)	_
Surplus for year	484,815	599,749

The Association has no recognised gains and losses other than above. All the Associations' activities are classified as continued.



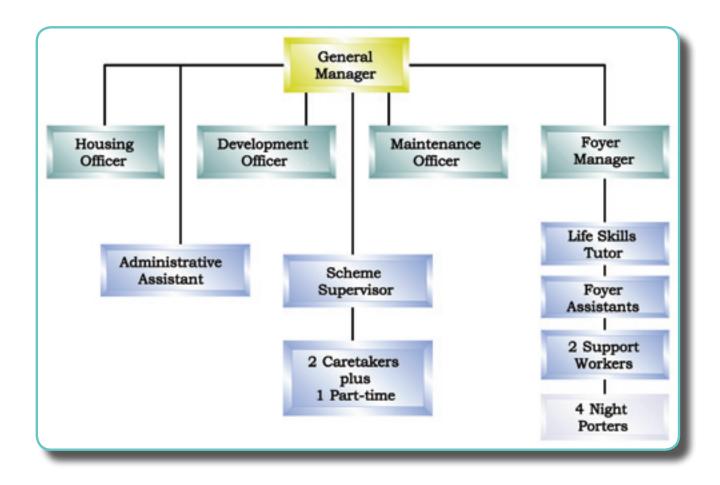


Balance Sheet as at 31st December 2007		
	2007	2006
Pt. J A	£	£
Fixed Assets Housing lend and buildings Cost	27 (21 052	24 011 257
Housing land and buildings Cost Less: Housing Association Grant	27,621,052 (21,484,526)	24,011,357 (18,920,586)
	(12(52)	F 000 771
Other Fixed Assets	6,136,526	5,090,771
Other Fixed Assets	179,378	
	6,135,904	5,090,771
	2007	2006
	£	£
Current Assets		
Debtors	126,577	123,998
Cash at bank & in hand	29,866	1,235,770
Investments	3,187,922	
	3,344,365	1,359,768
Creditors:	(2 (20 020)	((04.401)
Amounts falling due within one year Net Current Assets	(2,680,930)	(604,401)
Total assets less current liabilities	663,435 6,979,339	755,367 5,846,138
Creditors		
Amounts falling due after more than one year	3,985,284	3,349,883
Pension Liability	111,889	139,285
Financed By		
Share capital	18	18
Revenue reserves	1,063,474	626,793
Designated reserves	1,818,674	1,730,159
	6,979,339	5846,138





Organisational Structure:







Organisational Structure:

Management Committee

Mr John Patterson Chairman Mrs Kathleen McLaughlin Secretary

Mr Michael Stevenson

Mr Colin Wisdom Treasurer

Mrs Marion Kane Mrs Eileen Captain Mr Fred Hughes Fr Myles Kavanagh

Staff:

Donal Conway

Martin Hamilton

Leanne Kelly

Matthew Doyle

Maura Butler

Maire Fusco

Bernadette O'Kane

General Manager

Housing Officer

Development Officer

Administrative Assistant

Maintenance Officer

Foyer Scheme Manager

Warden Holyrood House

James SaundersCaretakerPaul FrameCaretakerSharon HamiltonFoyer Assistant

Collette Dunn Full-time Support Worker Madeline Dillon Part-time Support Worker

Angela Boyle Life Skills Tutor
Michael Gorman Foyer Night Porter
Peter Corbett Foyer Night Porter
Terence Noble Foyer Night Porter
Fred Braniff Foyer Night Porter
Terence Frame Part-time Caretaker



Auditors: Internal: External:

> **KPMG** Crawford Sedgwick & Co

> > Belfast

38 Hill Street Stokes House

17-25 College Sq East

Belfast BT1 6DH

BT1 2LB

First Trust Bank **Bankers:**

> First Trust Centre 92 Ann Street Belfast, BT1 3AY

Solicitors: James T Johnston & Co

> **Donegall Chambers** 138 Donegall Street Belfast. BT1 2HX

A member of the Council for the Homeless Membership:

> A member of the EROSH NI Branch A member of the Foyer Federation A member of the Housing Rights Service

A member of the NI Federation of Housing Associations

Registrations: Registered with Department for Social Development No.

R49

Registered under the Industrial and Provident Societies

Act No. 305

Registered with Inland Revenue for Charitable Status

No. XO 1193



Registered Office:

Brookfield Business Centre 333 Crumlin Road Belfast BT14 7EA

Main Office

Unit 11, The Flax Centre Ardoyne Avenue Belfast BT14 7DA

T 028 9059 2110 F 028 9059 4440

E admin@flaxhousing.comW www.flaxhousing.com