





OUR MISSION:

"To provide affordable rents and homes that build vibrant neighbourhoods and communities"

OUR VISION:

"Is to lead physical, social and economic regeneration through outstanding social housing"

AT NB HOUSING:

"We are a values- based organisation and believe in our values that support the way that we build homes and communities."

OUR VALUES:

Leadership

We will demonstrate our leadership through the excellence of our housing and services, and the professionalism of our team.

Aspiration

We encourage the aspirations of our employees in their own personal and professional development. In the same manner we encourage communities to aspire to better standards of housing and regeneration.

Personal

We build homes not houses. We consider the needs of families, individuals, and the community before anything else in our developments.

Esteem

We value more than the physical regeneration of housing stock, but the restoration of esteem that people have for themselves, for their home, and for their community.

Community/Togetherness

We will listen to and respect each other working together to achieve a vibrant and prosperous community. We act collectively as one team to support one another, working co-operatively, respecting each other's views, and making our work environment enjoyable.

Integrity

We will be accountable and transparent to our customers, respectful of our tenants, and proud of our service delivery.



Chairman & Chief Executive Report



John Simpson Chairman NB Housing



Donal Conway Chief Executive NB Housing

We are honoured to present the Annual Report 2016/2017 our third report since we merged associations to form NB Housing. We feel we have grown into a successful organisation, fit and able to adapt and continue to improve our tenant experience.

In this report we celebrate many successes and achievements, not only do we continue to see improvements in customer satisfaction levels, we have invested considerably in our housing stock while continuing to grow our property portfolio.

Tenant engagement remains very high on our list of priorities and while we are encouraged to see tenants taking part in events such as community clean ups and intergenerational celebrations, we would like to hear from our tenants on how we can improve our methods of participation and explore other innovative techniques to enhance engagement.

NB Housing continued to experience good financial results with a surplus of £1.4m, which will be reinvested into our services, improvements in stock and business expansion.

Despite the many positives in this report, we remain very much aware of the challenges that we face. Challenges for us as an association, trying to maintain our service while budgets are under pressure and government public funding is reduced. Challenges for our tenants, who face the introduction of Universal Credit in May 2018. It is essential for all of us to be as prepared as we can and therefore we welcome tenants making regular contact with our staff.

It is important that we acknowledge the many contributors to making last year a success and we thank our many contractors, partners and shareholders for their continued support.

Finally, we thank our Board colleagues, who give up their time freely and make a tremendous contribution to our work, shaping our services and maintaining the high standards of service. We also extend our appreciation to all the staff team, whose professionalism, commitment and focus is to make a positive change.

Key Outcomes 2016 - 2017





















92%
of tenants surveyed said that they would recommend NB Housing to their friends or family

£497,450

Major Repairs (incl. Planned Maintenance)

99% of anti-social behaviour cases resolved

0.6% of properties void at the end of March 2017

28 units acquired

increase in returns from our Tenant Satisfaction Survey (inc. telephone survey)

1,129
hours invested in
Staff Development

85% of repairs were completed on time

92% of tenants surveyed were satisfied with the quality of repair work

Housing Management Report

At NB Housing we strive to meet the expectations of our customers, partners and funders. We deliver first class quality services through a skilled housing management team, by operating a high standard of repairs and maintenance and by continually seeking to engage with our tenants.



Arrears breakdown at 31st March 2017:

	Non-Technical	Technical	Total
Current Tenant Arrears	£ 95,202	£ 142,597	£ 237,799
Past Tenant Arrears	£ 44,059	£0	£ 44,059
	£139,261	£ 142,597	£ 281,858



Average Rent Charge per Property



Allocations 2016 to 2017









Supporting People income

NB Housing received **£287,761** from April 2016 to March 2017.





85%
of tenants surveyed said that they were satisfied that their views are taken into account

88%
of tenants surveyed said that they were satisfied that NB Housing was keeping them informed

of tenants surveyed said that they were satisfied with their accommodation

Housing Stock as at 31st March 2017



99.6%
of rent and other charges collected

Average **Re-let Time**



Supported Housing: 24.5 days

cases of anti-social behaviour reported in 2016-2017. 112 cases were resolved at year end

Complaints

received in the year,

Tenant Engagement Report

Tenant Participation & Community Engagement

The benefits of tenant participation and community engagement are invaluable. It gives us the opportunity to make informed decisions in relation to both policy and practice, based on tenants needs. By listening to our customers, we will improve our services more effectively, identify problems and find solutions early on. Participation enables tenants to exercise more control over their housing and related services, which is a

fundamental aspect of their lives, and promotes a greater sense of community. Participation also empowers tenants, gets their voice heard and gives tenants confidence and personal skills. Furthermore, it provides interaction and improves the social aspect of their lives. NB Housing continues to seek tenants who wish to become involved in many of the initiatives carried out throughout the past year.





Staff and tenants participate in Prospect Park Community Clean Up Day.



Even our smallest tenants help to make a big difference at our Community Clean Up Day.

DELIVERING FIRST CLASS QUALITY SERVICE Maintenance Report



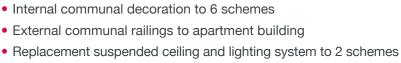
Total Spend on Maintenance £1,209,350

Expenditure Breakdown

Planned & Cyclical Maintenance £497,450
Response Maintenance £711,900

Decoration
has made the
area brighter
and vibrant

Planned Maintenance completed



- Replacement windows to 30 homes
- External decoration of supported housing scheme railings
- Installation of automatic scheme entrance to supported housing scheme

Response repairs completed 2016/17

Emergency Repairs 94%
Urgent Repairs 81%
Routine Repairs 81%

95%
of tenants surveyed
where satisfied with the
attitude of workers

86%
of tenants surveyed
where satisfied with the
speed with which work
was completed



3,648 repairs were issued during 2016-2017. **3108** were completed within the target



38 Adaptation requests were completed with a total expenditure of £50,346.36



Housing Plus

At NB Housing we provide accommodation, support and services for many tenants with a wide range of needs or disability, either directly or in partnership with specialist organisations.

Flax Foyer opened in 1999 to provide selfcontained accommodation and support services for 37 young homeless people aged 18-25. Our mission is that we aim to provide safe, affordable temporary accommodation with access to training, education and employment opportunities from which young people are empowered to become socially and economically active citizens.

Of Foyer residents said they were satisfied with the support service they received

86% of Foyer residents said that they were satisfied with their accommodation young people used the Foyer services throughout the year

94%
Of Foyer residents were engaged in employment, training or educational activity at the end of the year



Anthony Turkington, past Foyer resident speaking at the 'Keep On Supporting People' campaign.

When Anthony moved into Flax Foyer, he did not have a plan for what would happen next. With support from Foyer staff and the Bytes Project Anthony secured employment, completed a course at University and moved into private rented accommodation with his partner. Since moving out of the Foyer Anthony has volunteered with us two evenings a week. He facilitates an art project with residents, chairs the resident meeting, completes the resident Newsletter and facilitates the Duke of Edinburgh Award. More recently, Anthony has been successful in gaining permanent employment.

Supported Housing for Older People

67

Tenants availed of our services in both Holyrood and McCorry House. **Holyrood House** provides a warm, secure environment for older residents requiring support and **McCorry House** provides accommodation for fit elderly.

2 Joint

Joint Management Partners

Rosemount House provides support and accommodation for those seeking continued recovery from alcohol addiction. In partnership with the Salvation Army we provide 11 units of accommodation and Salvation Army provide the support for vulnerable families at the Thorndale Family Centre.

Our People

At NB Housing our staff structures and organisational systems are stable and designed to ensure that NB Housing becomes an organisation that is focused on identifying innovative solutions, with a workforce that operates flexibly and has the skills to deliver what tenants need.



89%
of our tenants surveyed said that they are satisfied with the helpfulness of staff

Throughout the year over **£11,000** and **1129hrs** were invested in learning and development which included mandatory training along with personal development of staff



Our Staff Team

Our staff team is made up of 31 staff members who actively seek to live out our organisations values. Within our diverse job roles we all work towards NB Housings mission of providing affordable rents and homes that will build vibrant neighbourhoods and communities.

Our Staff said:

- 93% of staff said that customer service is a priority and customer problems get corrected quickly
- 89% of staff said that NB Housing view mistakes as learning opportunities, so as they can be avoided in the future
- 89% of staff said that they feel part of a team
- 93% of staff said that they have confidence in and trust the leaders within NB Housing
- 82% of staff said that they feel valued and recognised for the work they do
- 93% of staff said that they get the training they need to do their job and keep up with customer demand
- 93% of staff said that they feel that they are properly developed and supported for the job they are required to do



Housing Officer Amanda, helping out during the Community Clean Up Day.



NB Housing staff attending the 'Getting to know Housing Associations event' in the Parliament Buildings.

Building for the FutureHousing Development Report

NB Housing has continued to progress towards our Corporate Plan target of 10% growth by March 2018. Over the past year we acquired 28 properties representing a total investment in excess of £3.4m with £2.1m received in Housing Association Grant.







NB Housing are at very early feasibility stage to provide a number of new build developments over the next few years. We are hopeful that these projects can be delivered and will ease the demand for social housing.

We are pleased to announce that we have secured additional private finance of £3 million to help fund our development plans and hopefully will see our housing stock reach over 1,000 units, which will be a great achievement.

NB Housing is proud of the homes we provide which are of the highest quality. We ask our tenants if we can improve and these suggestions are considered in future opportunities.

It is a challenge to find suitable development sites and we would encourage anyone who may have available development land to contact our development team on **028 90351131** or email: **development@nb-housing.org.**



Finance Report

At NB Housing we have developed a robust financial planning procedure

to ensure that we have sufficient resources to achieve our objectives.

Income & Expenditure Account

For Year Ended 31st March 2017

2016/17 (12 months)

2010/11	(12 1110111113)
	£
Turnover	5,892,483
Operating Costs	- 4,068,144
Operating Surplus	1,824,339
Interest receivable	5,519
Interest payable	- 345,088
Other Income	-
Other Finance (Costs)/income	- 38,000
Surplus on ordinary activities before taxation	1,446,770
Tax on surplus on ordinary activities	-
Surplus on ordinary activities after taxation	1,446,770
Transfer (to)/from tenant's services fund	105
Transfer (to)/from support reserve	-2,879
Surplus for the year	1,443,996

Report of the Committee of Management

Principal Activities: The Association is a registered non-profit making housing association providing general needs accommodation, purpose built accommodation for the elderly and supported housing solutions for those in need including those with addictions, family issues and young homeless people.

Results: The surplus for the year before transfers to designated reserves was £1,443,996. The Association during the financial year 2017 completed 28 units of housing stock. It continues to assess its property investment strategy to react to identified need within its area of operation.

Going Concern: The Committee of Management has a reasonable expectation that the Association has adequate resources to continue in operational existence for the foreseeable future.

Ralance Sheet At 31st March 2017

Balance Sheet At 31st March 2017				
	2016/17			
	3			
Fixed Assets	77,173,317			
Depreciation	- 13,604,965			
	63,568,352			
Other Fixed Assets	1,008,108			
Investments	250			
	64,576,710			
Current Assets				
Debtors	911,706			
Cash & Bank	135,312			
Investments	1,756,864			
	2,803,882			
Current Liabilities				
Amounts failing due within one year	- 1,991,542			
Net Current Assets	812,340			
Total Assets less Current Liabilities	65,389,050			
Creditors				

Amounts falling due after more than one year **Deferred Grant** 43,127,459 Long term liabilities 6,030,432 49,157,891 Pension Liability 676,362 **Total Net Assets** 15,554,797

Financed By

Share Capital 12 Revenue reserves 15,539,940 Designated reserves 14,845 15,554,797

Ensuring We AreFit For Purpose

At NB Housing we ensure that we manage our processes to reduce risk, increase efficiency and implement sound governance arrangements.

NB Housing is managed by 13 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

Throughout the year our Board Members meet to ensure that we at NB Housing deliver on our objectives, set our strategic direction and uphold our values.

Attendance at Meetings 2016/2017

2010/2017							
Board Member		leetings Actual		ee Meetings Actual			
John Simpson	6	6	4	4			
Bill Patterson	6	6	4	4			
John Patterson	6	5	6	6			
Jack Drennan	5	2	8	4			
Elizabeth Connolly	6	4	8	6			
Will Chambré	6	5	5	4			
Elaine Burns	6	5	4	3			
Anne Rice	6	3	4	4			
Janine Fullerton	6	4	4	3			
Ursula Mayers	5	4	3	2			
Ian Graham	5	5	3	3			
Sheila McClelland	5	3	7	2			
Tom Mervyn	5	4	4	3			

Committee expenses for year ending 31st March 2017 were £113.58

Registrations and Memberships

Memberships

A member of the Council for the Homeless A member of the Housing Rights Service A member of the Northern Ireland Federation of Housing Associations

Registrations

Registered with Department for Communities No R55
Registered under the Industrial and Provident Societies Act No. IP406
Registered with Inland Revenue for Charitable Status No. NO 00274
Registered with the Charities Commission No. NIC 100038

Office Address

Gatelodge 282-290 Crumlin Road 8 Flax Street Belfast Belfast, BT14 7EQ BT14 7ED

Internal Auditors

RSM 1 Lanyon Quay Belfast, BT1 3LG

External Auditor

Toner Mc Dowell 2 Woodstock Link Belfast, BT6 8DD

Bankers

First Trust Bank
31/35 High Street
Belfast, BT1 2AL
PO Box 183
Donegal Square West
Belfast, BT1 6JS

Ulster Bank

Donegall Square East Belfast, BT1 5UB

Solicitors

Edwards & Co 28 Hill Street Belfast, BT1 2LA





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