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Chairman's Report:

It gives me great pleasure to once again present the Flax Housing Association Annual Report 2008 / 2009. The past year has proved every bit as challenging as those before but I am very pleased that the Association continues to meet these challenges and to ensure value for money is achieved in the delivery of the services provided.



One major challenge we faced was to enter into a joint procurement arrangement in response to the Department for Social Development Procurement Strategy. The Strategy aims to reduce costs and to make efficiencies in the procurement of services and developments. I am pleased that our Board have decided to join the Apex group which consists of eight other associations. I am confident that our group will be able to achieve efficiencies and to improve standards within the area of procurement and beyond.

By the end of this year, we plan to commence a cyclical maintenance scheme to all of our properties which are more than three years old. The estimated cost of this exercise is £110,000. In addition to this we are in the process of arranging a full stock condition and investment needs survey to a sample of our properties. The purpose of this survey will hopefully inform the Association of the maintenance requirements of our properties over the next thirty years.

Due to the growth of the Association over many years we have out grown our office accommodation and I am pleased that the development of our new office was completed in June 2009. The new office is fully accessible and will provide a comfortable base for our operation over future years.

I am privileged to be the chair of this association and to witness the changes made in the local area over the last few years. However my role could not have been completed without the tireless support of the members of the Board, and for this I express my appreciation and thanks. I also wish to thank the NIHE, the DSD, the Salvation Army, our partners and our residents who support our work throughout the year.

Mr John Patterson Chairman



Senior Management Report:

In 2008 the Board of Management approved the association's annual business plan. The plan set targets for the association covering many areas of service delivery. I take this opportunity to report to you the association's performance in meeting these objectives.



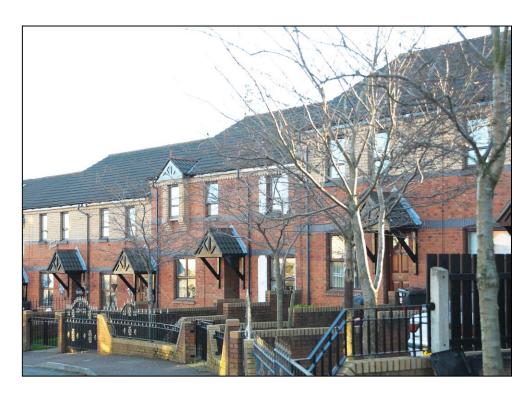
Key Performance Indicator	Actual	Target
Housing Management		
Percentage of rent receivable actually collected	95.5%	95%
Rent Arrears as a percentage of rent receivable	3%	5%
Percentage rent loss through voids – general needs	0.4%	1%
Percentage rent loss through voids – Support	1.3%	2.5%
Development		
Number of units on site	42	40
Number of units planned	15	20
Maintenance		
% emergency repairs completed within 24 hrs	100%	85%
% repairs completed within 4 days	99%	85%
% repairs completed within 28 days	99%	85%
Tenant Satisfaction		
% tenants satisfied with the services	90%	75%
Management & Maintenance Costs		
Total Management Costs per dwelling	£404	£500
Total Maintenance Costs per dwelling	£405	£500

The Association will continue to work to targets set by the Board and to improve the services offered to our customers.

The financial performance of the association over the past year has again been good, with our surplus after transfers increasing by 3% on the previous year. Fixed assets (cost of buildings owned) increased by £ 7.6 million during the year and is reflective of the construction being carried out at this time. Despite the current economic climate I am pleased that we have been able to meet our commitments and look forward to facing the challenges of the next few years.

None of these achievements could be realised without the determination and commitment of the staff of the association, and the guidance of the Board of Management, who are determined to improve the local community by providing high quality accommodation and associated services.

Mr Donal Conway General Manager



Housing Management Report:

The Association continues to deliver an effective and efficient management service to all our tenants.

The Association currently has 388 units under management providing accommodation for the elderly, disabled, families, 16-25 year old temporary accommodation at The Foyer scheme and supported accommodation at Thorndale Family centre jointly managed with The Salvation Army.

Housing Stock as at March 2009:

Sheltered	64
Supported	39
General Needs (Bungalows)	3
General Needs (Flats)	61
General Needs (Flats)	211



Salvation Army Staff & Resident

No. of beds per property:

1 Bedroom	101
2 Bedroom	131
3 Bedroom	127
4 Bedroom	26
5 or Bedroom	3



Holyrood Warden & Residents

Allocations & Void Management from 1st April 2008 – 31st March 2009

	Allocation	Voids
General Needs & Sheltered Housing	57	0
Supported Housing	77	8

Rent Collection from: 1st April 2008 – 31st March 2009

Rent Charged	£1,491,487.00
Rent Collected	£1,424,458.00

Percentage of rent received this year: 95.5%

The Association also received additional income of £250,543.29 from Supporting people.

ARREARS

At 31st March 2009, the Association had current and past tenant arrears totalling £70,651.81 (including technical)

	Non Technical	Technical	Total
Current Tenant	£32,676.44	£27,705.06	£60,381.50
Arrears			
Past Tenant Arrears	£9,322.40	£947.91	£10,270.31
Total Arrears	£41,998.84	£28,652.97	£70,651.81

COMPLAINTS

These are the complaints the Association received within the period from 1st April 2008 to 31st March 2009.

Category	Cases	Resolved by Housing Management	Ongoing at 31 st March 2008	Referred to Mediation	Referred to Committee
Anti Social Behaviour	51	51	0	0	0
<u>Total</u>	51	51	0	0	0

Maintenance Report:

RESPONSE MAINTENANCE

During the period 1st April 2008 – 31st March 2009 the Association processed a total of 856 repair requests. These repairs are carried out within different timescales dependent on the type of repair. We monitor all repairs carried out and send a customer satisfaction form out to all our tenants informing them of the Contractor that will be carrying out the work and the target completion date. We also attempt to contact all tenants who report a repair by phone to establish if the work was carried out on time and to the tenant's satisfaction, this is also carried out at Post inspections.

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

Category	Time Period	Repairs	On Time	Percentage
Emergency	24 Hours	286	286	100%
Urgent	4 Working Days	406	401	98.77%
Routine	28 Days	164	162	98.78%
Total		856	849	99.18%

REPAIRS MAINTENANCE EXPENDITURE 2008/2009

During this year the Maintenance work has continued to grow with an increase in response maintenance. There was £43,667.00 spent on Planned Maintenance works and £91,155.00 spent on response maintenance with a broad range of project types carried out.

Year	March 2009	March 2008
Planned and Major Repairs	£43,667.32	£61,557.02
Day to Day Repairs	£91,155.00	£67,035.05
Total Spend	£134,822.22	£128,592.07

DISABLED ADAPTATIONS

Adaptation		Number Completed
Shower		18
Stair Rails		3
Grab Rails		4
Stair Lifts		1
Door Intercom Systems		1
Extension		1
	<u>Total</u>	<u>28</u>



A recent extension that was carried out in Prospect Park

Throughout 2008/09 the Association received 28 requests for disabled adaptations.

Total expenditure for this works was £63,107.70.

STOCK CONDITION SURVEY

During the coming year, Flax Housing is proceeding to carry out the Associations first stock condition survey. These surveys will assess the condition of all our properties, in order to plan our major maintenance budgets for the coming years. The survey will ensure the Association meet its statutory obligations for asbestos management, achieving Decent Homes standard (by 2010), and developing our energy management strategies.

Development Report:

NEW DEVELOPMENTS

HERBERT STREET PHASE TWO, BELFAST

Flax Housing Association has re-developed the lands located on Herbert Street / Flax Street.

Ardoyne is a vibrant urban village and the demand for housing in the area is extremely high.

The development of the site for residential use was supported by the Northern Ireland Housing Executive, DSD Housing

Association Branch and the Belfast Divisional Planning Service of the DOE.



Herbert Street Phase Two offers a number of challenges and opportunities.

Single storey industrial units occupied the site. These units were not architecturally significant, most of which were vacant and in a poor state of repair surrounded by hard surfaced areas used for parking and access.

Herbert Street phase Two is a development of 34 new build properties; Handed over the end of June 2009. The mixture of properties for this development includes:

- -14 No. Two Bed Apartments with 2 ground floor, fully disabled apartments
- -4 No. Two Bed Maisonettes
- -10 No. Three Bed Houses
- -6 No. Four Bed Houses

This Development will be awarded Eco-Homes rating of Good.



GATELODGE, FLAX STREET, BELFAST

The Association due to continued growth and development realised we were starting to

outgrow our current office accommodation and set about researching suitable alternative office accommodation within the Ardoyne district.

Unfortunately office accommodation within Ardoyne is restrictive and we quickly realised the best approach for the Association would be to build our own office accommodation.



Having investigated a number of potential sites, we identified the Gatelodge site and it ticked all the necessary boxes in terms of size, scope and location.

The re-development started on site in April 2008 and was completed at end of June 2009.

The accommodation has provided: Office Accommodation on the Ground and First Floor and 9 Apartments over 3 floors above.



The aim with the Gatelodge was to provide much needed office accommodation as well as representing a sound investment for the Association and enabling the Association to continue to provide suitable social housing which represents value for money and is affordable to the tenants.

Offering nine one-bed apartments of quality general needs apartments as part of the Gatelodge scheme ensures that our target has been more than realised, and each of our new tenants will now enjoy life in newly constructed secure accommodation.

This development will be completed to Eco Homes Rating of Very Good.











FUTURE PROJECTS:

We are currently just commencing on-site with a further 15 units at Ballybone, Oldpark Road, Belfast. Once completed, this will provide a further 15 units of accommodation of quality, affordable social housing to those in need.

The Association is continually striving 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 2008

2008	2007
£	£
1,513,204	1,382,826
(858,835)	(695,294)
654,369	687,532
118,206	116,392
(304,986)	(322,260)
42,242	33,521
(5,062)	(4,541)
504,769	510,644
-	-
504,769	510,644
13,285	(25,829)
518,054	484,815
•	•
(110,135)	(88,515)
,	,
407,919	396,300
	£ 1,513,204 (858,835) 654,369 118,206 (304,986) 42,242 (5,062) 504,769 - 504,769 13,285 518,054

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 2008

	2008	2007
	£	£
Fixed Assets:		
Housing land and buildings Cost	35,235,244	27,621,052
Less: Housing Association Grant	(27,562,541)	(21,484,526)
	7,672,703	6,136,526
Other Fixed Assets	418,875	179,378
	8,091,578	6,315,904
Current Assets		
Debtors	145,686	126,577
Cash at bank & in hand	44,629	29,866
Investments	385,586	3,187,922
	575,901	3,344,365
Creditors:		
amounts falling due within one year	(1,502,263)	(2,680,930)
Net Current Assets	(926,362)	663,435
Total assets less current liabilities	7,165,216	6,979,339
Creditors:		
Amounts falling due after more than one year	3,648,798	3,985,284
Pension Liability	110,653	111,889
Financed By:		
Share capital	18	18
Revenue reserves	1,476,938	1,063,474
Designated reserves	<u>1,928,809</u>	<u>1,818,674</u>
	7,165,216	6,979,339

Members of the Management Committee

Mr John Patterson Chairman

Mrs Catherine McLaughlin Secretary

Mr Michael Stevenson

Mr Colin Wisdom Treasurer

Mrs Marion Kane

Mrs Elaine Burns

Mrs Eileen Captain

Staff

Donal Conway General Manager

Martin Hamilton Housing Officer

Leanne Kelly Development Officer

Maura Butler Maintenance Officer

Matthew Doyle Administrative Assistant

Marie Fusco Foyer Scheme Manager

Marie Campbell Foyer Support Worker

Collette Dunn Full-Time Support Worker

Madeline DillonPart-Time Support Worker

Angela Boyle Life Skills Tutor

Michael Gorman Foyer Night Support Worker

Peter Corbett Foyer Night Support Worker

Terence Noble Foyer Night Support Worker

Fred Braniff Foyer Night Support Worker

Bernadette O'Kane Warden Holyrood House

James Saunders Caretaker

Paul Frame Caretaker

Terence Frame Part-time Caretaker

Membership:

- A member of the Council for the Homeless
- 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

Internal Auditors:

KPMG
Stokes House
17-25 College Sq East
Belfast
BT1 6DH

Bankers:

First Trust Bank First Trust Centre 92 Ann Street Belfast BT1 3AY

External Auditors:

Crawford Sedgwick & Co 38 Hill Street Belfast BT1 2LB

Solicitors:

James T Johnston & Co Donegall Chambers 138 Donegall Street Belfast BT1 2HX

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