



Homes that build

Community



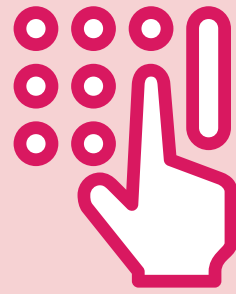
Our Mission:

“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.



Respect

Chairman & Chief Executive Report



John Simpson
Chairman

This is our 4th annual report since the formation of NB Housing and provides a welcome opportunity to update you on the progress we have made to date.

One of our objectives is to have the desire to grow and invest in our stock of quality homes. We are hoping to reach 1,000 homes in the next financial year which will be a significant landmark for the association, demonstrating our commitment to provide high quality homes for people in need. We continue to grow our development plans and have a number of projects on site and at early development stages. We are committed to growing and will welcome future social housing delivery partnerships.



Donal Conway
CEO

It is equally a priority to invest in our housing whether that be in daily response maintenance or larger planned schemes. Our repairs and maintenance service is performing exceptionally well. Our target response times are good and tenant satisfaction levels are high. We are very pleased to report an investment last year of £1.7m in overall maintenance activity. This expenditure enables our homes to remain fresh and modern while providing our tenants with a responsive and effective level of service.

At NB Housing we are very mindful of the austerity measures being introduced with the roll out of Universal Credit and the challenges this will bring to our tenants. Universal Credit will replace six existing social benefits and is developing as an online application process. We advise tenants to make preparations for this new benefit and to make contact with the association staff who can provide information on what is required when they make a new application.

“Our target response times are good and tenant satisfaction levels are high.”

We encourage tenants to take part in the many tenant participation contacts that are offered by the association. It is essential to us that we listen and hear from tenants. We are committed to learning from views on our service and promote suggestions on how we can change the way we do things to get better results. Our tenants are at the centre of the association and we welcome your involvement.

We thank all our Board Members, staff and many partners who together have made the last year a success. This dedication and commitment to our core values makes the results presented in this document. This report provides a summary of our performance and we are confident that continued good performance should be achieved in future years.



Key Outcomes 2017-2018



£80.52

Average
Rent



£5.4m

invested in
new housing



981

homes



97%

of tenants surveyed were
satisfied with the overall
service of NB Housing



161

properties
allocated



£1.5m

for
reinvestment



Satisfaction



91%
of tenants were
satisfied with their
accommodation



89%
of repairs
were completed
on time



18
new builds
commenced



49
adaptation
requests
completed



Turnover:
£6.1m
up **3.6%**



1%
properties void
at the end of
March 2018



31
Staff



30
community
meetings
attended by the
Housing Team



92%
of tenants
were satisfied
with the quality
of repair works



£1,317,652
Major Repairs
(incl. Planned,
Cyclical &
Component
Maintenance)



Throughout
the year over
£15,000
and **844** hours
invested in learning
and development



94%
of tenants were
satisfied that
NB Housing is
keeping them
informed

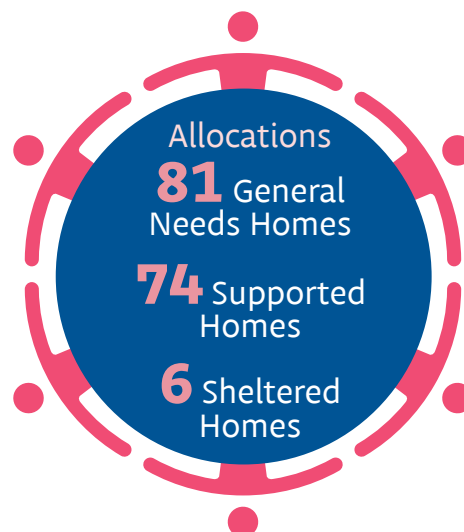
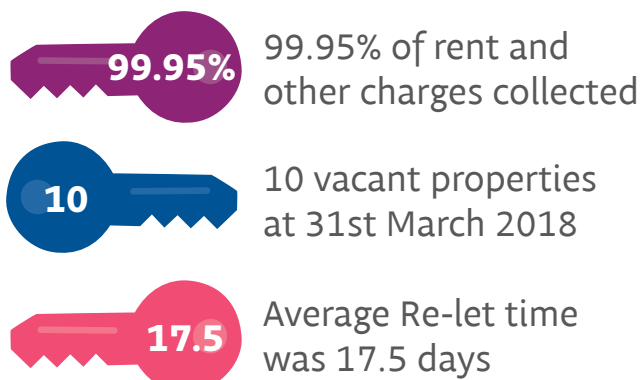
Delivering First Class Quality Service

Housing Management Report

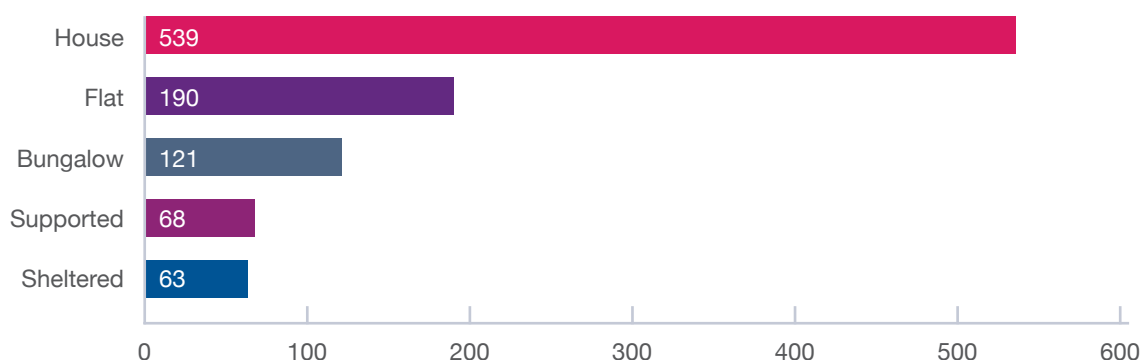
Arrears Breakdown at 31st March 2018

	Non Technical	Technical	Total
Current Tenants Arrears	£80,792	£147,129	£227,921
Past Tenant Arrears	£43,958	£0	£43,958
Overall Total Arrears			£271,879

Average Rent Charge per property



NB Housing Stock year ending 31st March 2018



Housing Plus

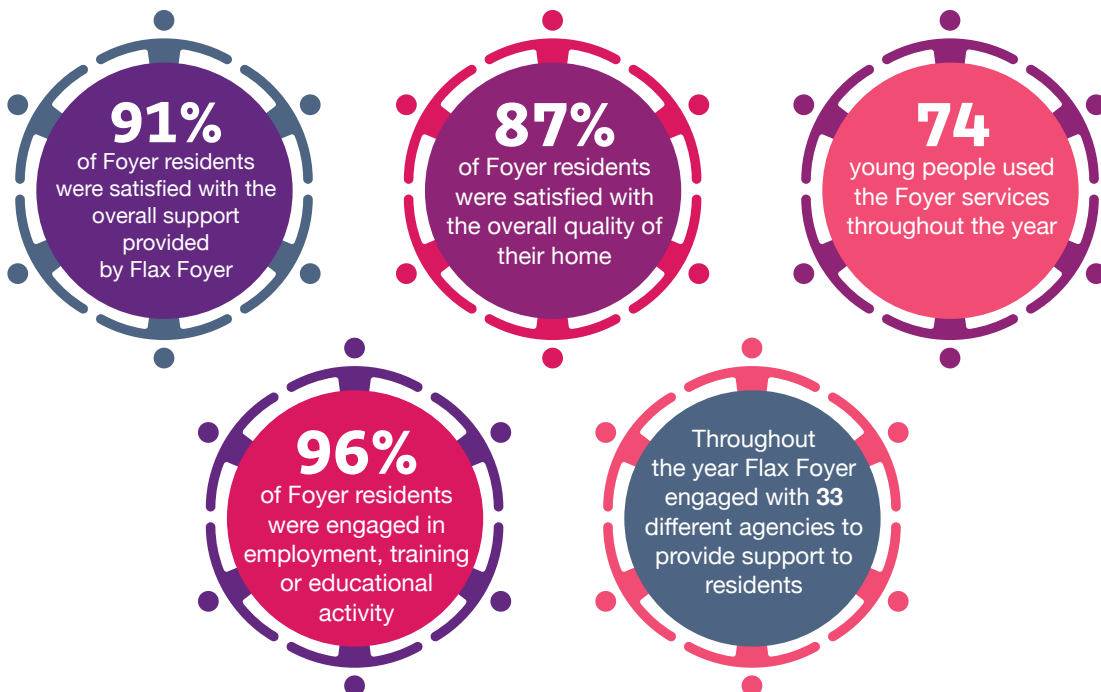
NB Housing aims to provide a service that is professional, friendly and most of all, meets our tenants and residents' needs.

We are committed to working closely with Northern Ireland Housing Executive Supporting People Team and our Joint Management partners to provide a comprehensive support service to our residents in our support services.



Celebrating 20 years of Flax Foyer providing accommodation and support to homeless young people.

Flax Foyer collaborates with many organisations to provide a holistic service to residents who may require support with benefits advice, future housing solutions, training and education, addiction counselling and many more support needs. Some of the much valued agencies include:



Supported Housing for Older People



68 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 mature adults.



Campaign

Staff and residents campaigning against Supporting People cuts at Holyrood House

Joint Management Partners



Rosemount House provides support and accommodation for those seeking continued recovery from alcohol addiction.



"There are no guarantees with alcoholism, and the future is a mystery, but my life is in a very good place"

Rosemount House Resident



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**.



Accommodation

Our People

At NB Housing we understand that in order to achieve our objectives, fulfil our mission statement and deliver on the expectations of our tenants that we need to invest on our staff team.



Throughout the year we have:



Provided over **800** hours of training and development to our team of **31 staff**



Implemented a new Career Development Policy



Completed our second year of accreditation as an Investor in People



Developed our Reward and Recognition Strategy



Introduced a new Health and Well Being Strategy in partnership with Health Matters



Nominated Chest Heart and Stroke for our charity fundraising efforts



Delivering First Class Quality Service

Tenant and Community Engagement

We provide many mechanisms to encourage tenants and customers to have a say in the way we manage and provide services. 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.



13 Planned Maintenance Tenant Consultation Events



3 Different Tenant Surveys



30 Community Meetings Attended



3 Estate Walkabouts



8 Tenant & Residents Meetings



3 Community & Tenant Consultation Events



5 Tenant Publications



Our annual survey has provided much positive feedback, however we continue to seek ways in which we can do better. We have seen a steady increase in satisfaction levels during 2017/18. We are continually seeking your input so please contact us on **028 9059 2110** or **info@nb-housing.org** if you too would like to participate.

86%

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

13

complaints received in the year, 12 of which were fully resolved

87%

of tenants surveyed said that they were satisfied that their rent represents good value for money

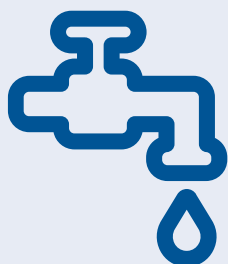
Delivering First Class Quality Service

Property Management

Total Spend on Maintenance **£1,705,597**

Expenditure Breakdown

Response Maintenance	£387,945
Cyclical Maintenance	£296,587
Planned Maintenance	£284,065
Capital Spend	£737,000



Response Repairs Completed On Time 2017/2018

Emergency Repairs	94%
Urgent Repairs	87%
Routine Repairs	86%



Planned & Cyclical Maintenance Projects Completed

- External Door Replacements to 19 properties
- ⚙️ Boiler Replacement Scheme to Ardoyne Road, Agnes Street, Hopewell Avenue & Lyle Court
- 73 Kitchen Replacements
- ⚙️ Kitchens Door/Drawer Front Replacements to Woodland Avenue
- Kitchen Refurbishments to Ardglen Place & Silvio Street
- ⚙️ Replacement Windows to Rowan Houses at Thorndale Centre, Salvation Army
- Replacement Fascia/Soffit/Gutters/Downpipes to Forth Parade & Kirk Crescent
- ⚙️ External Decoration to over 350 properties



49 Adaptation requests were completed with a total expenditure of over **£45,000**



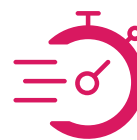
5,707 repairs were issued during 2017/2018, **5,066** were completed within target timescales



93% of tenants surveyed were satisfied with the attitude of workers



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



90% of tenants surveyed were satisfied with the speed with which work was completed

Building for the Future Housing Development

In 2017/18 NB Housing had 39 new homes under development, or in management.

This represented an investment of £5.4m, with £2.8m in Housing Association Grant being claimed through the Northern Ireland Housing Executive on behalf of the Department for Communities.

With the delivery of 39 units in 2017/18 the Development Team have exceeded the corporate plan target of 90 units to be delivered from 2015/2018.

A notable highlight of the year was the sod cutting for the first new build development undertaken by NB Housing in Forthriver. The development consists of 18 new build semi-detached family homes. The properties are designed to modern specifications and will be a welcome home for families on the waiting list. Handovers for the first of these units are programmed to complete in the autumn of 2019.

NB Housing's first corporate plan has now come to a close and we now look forward to meeting and addressing ambitious targets set within the new 2018/21 corporate plan to deliver a minimum of 150 homes. As part of this work we look forward to delivering future new build developments to help meet increasing housing demand across the province.

NB Housing are proud of the high quality homes we provide. We ask our tenants if we can improve the finished units so may consider suggestions in future opportunities.

It remains a challenging environment to source suitable development sites and we would encourage anyone who may have available development land to contact the Associations Development Team on **028 9035 1131** or email **development@nb-housing.org**



New build scheme proposed for development at Hopefield Avenue

With the
delivery of
39 units

in 2017/18 the Development
Team have exceeded the
corporate plan target of

90 units

to be delivered from 2015/2018.

18 new build

semi-detached
family homes

in Forthriver completing
from 2019 onwards

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 2018

	2017/18 (12 months)
	£
Turnover	6,106,905
Operating Costs	- 4,162,087
Operating Surplus	1,944,818
Interest Receivable	1,676
Interest Payable	- 313,454
Other Income	-
Other Finance (Costs)/income	- 104,000
Surplus on Ordinary activities before taxation	1,529,040
Tax on surplus on ordinary activities	-
Surplus on ordinary activities after taxation	1,529,040
Transfer (to)/from tenant's services fund	24,713
Transfer (to)/from support reserve	1,132
Surplus for the year	1,554,885

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 after transfers to designated reserves was £1,554,885. The Association continues to assess its property investment strategy to react to identify need within its area of operation. Continuing investment in its existing property portfolio has been identified through a commissioned stock condition survey with planned and costed programmes of works.

Going Concern: The Association has adequate resources to continue in operational expertise for the foreseeable future. The financial statements have therefore been prepared on the going concern basis.

Balance Sheet at 31st March 2018

	2017/18
	£
Fixed Assets	80,203,724
Depreciation	- 14,378,927
	65,824,797
Other Fixed Assets	973,440
Investments	250
	66,798,487

Current Assets	
Debtors	718,743
Cash & Bank	234,488
Investments	1,239,752
	2,192,983

Current Liabilities	
Amounts falling due within one year	- 1,805,952
Net Current Assets	387,031
Total Assets less Current Liabilities	67,185,518

Creditors	
Amounts Falling Due After More Than One Year	
Deferred Grant	44,097,534
Long term liabilities	5,199,070
	49,296,604
Pension Liability	740,362
Total Net Assets	17,148,552

Financed By	
Share Capital	14
Revenue reserves	17,134,825
Designated reserves	13,713
	17,148,552

Ensuring We Are Fit 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 14 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

Attendance at Meetings 2017/2018

Board Member	Board Meeting		Committee Meetings	
	Possible	Actual	Possible	Actual
John Simpson	8	7	5	5
Bill Patterson	8	8	7	7
Ursula Mayers	8	6	5	3
John Patterson	8	6	3	3
Betty Rice	8	5	1	1
Elaine Burns	8	5	4	1
Will Chambre	8	5	4	2
Janine Fullerton	8	7	4	3
Ian Graham	8	8	7	5
Tom Mervyn	8	5	4	2
Elizabeth Connolly	6	3	5	3
Sheila McClelland	8	5	7	3
Jane Shaw	4	4	3	3
Seamus Boyd	4	2	3	2

Committee expenses for year ending 31st March 2018 were £363.17



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 the 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

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BT14 7ED

Internal Auditors

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Belfast, BT1 3LG

External Auditor

Toner McDowell
2 Woodstock Link
Belfast
BT6 8DD

Bankers

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31/35 High Street
Belfast
BT1 2AL

Danske Bank
Corporate Banking
PO Box 183
Donegal Square West
Belfast
BT1 6JS

Ulster Bank
Donegal Square East
Belfast
BT1 5UB

Solicitors

Edwards & Co
28 Hill Street
Belfast
BT1 2LA



Listening





Homes that build

Community