



Annual Report
2015 – 2016

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.

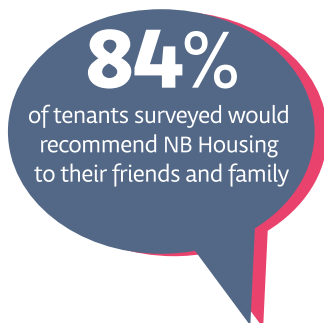


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2015-2016

NB Housing Highlights




986 
hours invested in
Staff Development

31 Staff 

Awarded
**Satisfactory
Assurance**
in Department
for Communities
Inspection
Report 

97%
of
complaints
resolved 

£371,848
 Major Repairs
(incl. Planned
Maintenance)

£76.62
Average Rent

90%
of Repairs were
completed on time 

£2.3m
spent on purchasing
new Housing 

94%
of tenants surveyed
said that they were satisfied
with their accommodation 



Chairman's Foreword

Welcome to NB Housing 2015/16 Annual Report and year 2 post merger. With all mergers, it takes some time for systems and procedures to bed down and become properly effective.

We are confident that significant progress has been made and we are well placed to continue to enhance and improve our operations moving forward.

Our progress was acknowledged by the Department for Communities (DfC) who undertook a detailed and comprehensive inspection of our operations. As our main funder, it is essential to demonstrate that we are providing a good service. We were delighted to achieve a satisfactory rating, which is the 2nd highest score over all areas. This result will enable NB Housing to continue to access Housing Association Grant for new developments and be able to continue to provide grant funded adaptations for those residents in need.

The Board made commitments to the DfC to implement the recommendations contained in the report as we continually strive to add to our services.

A further achievement was our Investors in People Award (IIP), demonstrating our approach to high performance through good people management. IIP is an international standard for people management, defining what it takes to lead, support and manage people effectively to achieve sustainable results.

This Annual Report contains key information on our activities, investments and achievements during the past year. We are always keen to learn from tenants and stakeholders and benchmark our performance against others, to learn from good practice to ensure our services are more than fit for purpose.



John Simpson
Chairman
NB Housing

On behalf of the Board of Management, I wish to pay thanks to all who contributed to our achievements. Special thanks are paid to all of our staff, our joint management partners, The Salvation Army and Rosemount House, who provide supported accommodation for vulnerable families and individuals suffering from addictions. I also take this opportunity to thank our key stakeholders, DfC and the Northern Ireland Housing Executive, our partners in the housing association movement, and the many service providers and contractors who deliver service on behalf of NB Housing.

In particular may I thank my colleagues on the Board of Management, who are very committed, skilled and dedicated to making a positive difference to those who receive our services. The Board ensures the business of NB Housing conforms to the highest governance standards, set key objectives and targets for the association and are responsible for the achievements of NB Housing.

John Simpson
Chairman
NB Housing



Chief Executive's Report



Donal Conway
Chief Executive
NB Housing

Being at the end of the second year, after the merger of Filor and Flax Housing Associations to create NB Housing, our focus now shifts to service delivery, investment and expansion.

In the past year we have continued to build on our progress and achievements with a focus on our cultural identity as one organisation, supported by a skilled and dedicated staff team, directed by a comprehensive and knowledgeable Board.

This report highlights many of our achievements and results for the past business year. We are committed to ongoing improvements in service delivery to enhance our tenant and resident experience.

In the first year of operation, NB Housing Board set a total of 154 separate business objectives. Despite meeting many challenges that are perhaps usual or common after a merger, we managed to fully achieve 83%, partially achieve 10%, with 7% not achieved. While the results overall are favourable, we have given a commitment to address any areas where we failed to fully implement the objectives. In some cases changing business environment, and other pressures, restricted our ability to fully implement all objectives. We are now working on the 2nd year operational objectives and are very hopeful that we will deliver on this plan.

While continuing to build our services we managed to make modest growth in our stock with an increase of 2.2%, representing 20 additional properties at a cost of £2.3m.

We successfully procured a commitment from The First Trust Bank to provide £3m private finance to top up Housing Association Grant to fund future developments over the next 3 years. A number of new build proposals are being considered and we are hopeful to secure these over the next 12 months.

In order to meet our ongoing objectives, it is essential that our financial performance is maintained and I have pleasure in reporting that our Gross Turnover increased to £5.5m achieving a net surplus of £1.6m, which compared to the legacy associations performance is very favourable.

It has been a successful year, made possible by the dedication of our board members, staff and the support and involvement of many of our customers and stakeholders. We always welcome ideas about how NB Housing can become a better landlord so please get in touch with any suggestions that will add to our present performance.

Donal Conway
Chief Executive
NB Housing



Delivering First Class Quality Service

At NB Housing we strive to meet the expectation of our customers, partners and funders. We deliver **first class quality service** by how we manage our housing, how we operate our repairs and maintenance service and how we continually seek to engage with our tenants.



HOUSING MANAGEMENT REPORT

Our Housing Management Report shows our performance throughout 2015- 2016 and demonstrates our commitment to providing a first class quality service to our tenants.

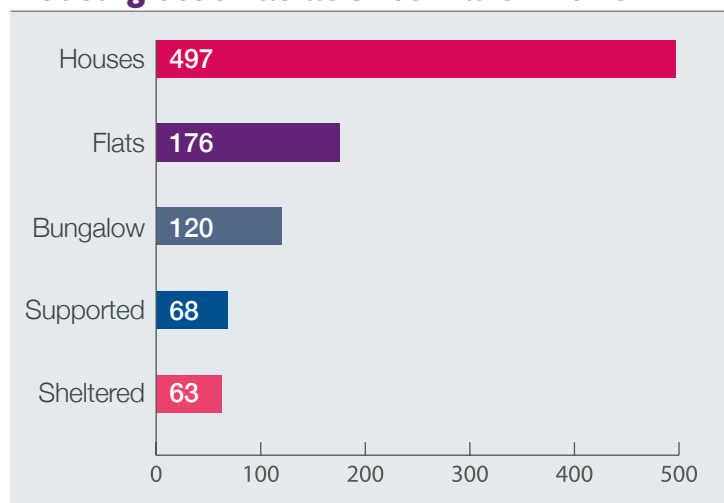
Rent Collection from
1st April 2015 to
31st March 2016

Rent Charged:
£4,255,949.46

Rent Collected:
£4,220,662.32

99.17% of rent received this year

Housing Stock as at 31st March 2016





Allocations 2015 to 2016

General Needs & Sheltered Housing **85**

Direct Exchanges & Succession **6**

Supported **11**

Average Void Re-let Time



NB Housing received **£294, 695.88** in additional income from **Supporting People** from April 2015 to March 2016



Average Rent Charge per Property



Arrears

At 31st March 2016, the Association had current and past tenant arrears totalling £286,569.41 (including £141,100.78 of technical income due from Housing Benefit, Standing Order bank payments, etc.).

| | Non-Technical | Technical | Total |
|------------------------|---------------|-------------|-------------|
| Current Tenant Arrears | £99,237.98 | £140,812.50 | £240,050.48 |
| Past Tenant Arrears | £46,230.65 | £288.28 | £46,518.93 |
| Total Arrears | £145,468.63 | £141,100.78 | £286,569.41 |

The Association acknowledges that some tenants may find it difficult to pay their rent charges, however it is important that anyone in this position, should contact the housing department for advice and assistance as early as possible.

Complaints

The Association received 122 complaints within the period from 1st April 2015 to 31st March 2016 in respect of Anti-Social Behaviour/Nuisance and Performance Delivery.

| Category | Complaints | Resolved | On-going at 31st March 2015 |
|------------------------|------------|----------|-----------------------------|
| Anti-Social Behaviour | 111 | 108 | 3 |
| Staff Attitude | 0 | 0 | 0 |
| Contractor workmanship | 4 | 4 | 0 |
| Other | 7 | 6 | 1 |
| Total | 122 | 118 | 4 |



Delivering First Class Quality Service

NB Housing is committed to the provision of an excellent maintenance and repair service to our tenants which is prompt, effective and in line with customer preferences, where possible.



PROPERTY MANAGEMENT REPORT

Our Property Management Report shows our performance throughout 2015- 2016 and demonstrates our commitment to providing a first class quality repairs and maintenance service to our tenants.

Response Maintenance

2015/16 proved to be a challenging year for the Association as our existing measured term contract expired in January 2016. The Association partnered with four other local Housing Associations to procure a new combined maintenance contract to cover all aspects of maintenance. After a lengthy procurement exercise, the Associations appointed JMC Mechanical & Construction.

As customer service is at the heart of what we do as housing associations, this new contract will help ensure an efficient and effective maintenance service will be provided to all our

tenants. As well as providing much needed jobs in the construction industry the contract will also benefit the wider community with the inclusion of social clauses, committing the contractor to offer apprenticeships and training.

NB Housing wishes to acknowledge the contribution of our outgoing contractor Maurice Flynn and Sons who had provided maintenance services to our tenants for a significant period of time and we wish them well in the future.

MTC Contractor Performance 2015/16

We are pleased to record that NB Housing exceeded the minimum standards set by the DfC for maintenance performance. Between 1st April 2015 to 31st March 2016 there were 3972 maintenance requests issued, a total of 532 (13%) of the total repair requests were late due to access and/or contractor issues. The table provides the performance of NB Housing against the DfC standards.

KPI's 2015/16

| | % on time | Late |
|--------------------|------------|------------|
| Emergencies | 91% | 9% |
| Urgent | 87% | 13% |
| Routine | 91% | 9% |

Aids & Adaptations

Between the 1st April 2015 to 31st March 2016 NB Housing completed 23 adaptation requests, the total expenditure over this period was **£23,868.96**.

Works included mobility assistance by the way of handrails or grab rails, the provision of level access showers and bathroom fitments.

Completed adaptation components are as listed below:

| | |
|-----------------------------|----|
| Level Access Shower | 8 |
| Mobility Assistance | 11 |
| Electrical (Lighting/Sound) | 4 |

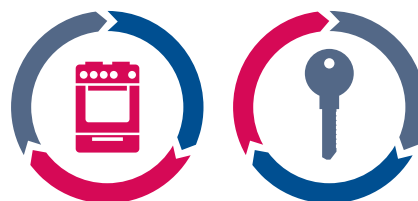
We continually monitor performance and tenant satisfaction for each adaptation undertaken. NB Housing with the valued assistance of Occupational Therapists deliver adaptations that meet the needs of the tenant or members of their household.





Planned & Cyclical Maintenance

NB Housing commenced a roof replacement scheme to a number of dwellings. In addition to this, the Association commenced a sample stock survey, to identify investment priorities over the coming years.



The Association has plans to **invest £1 million per year** to cover the following areas identified for improvement across our stock:



- Replacement Windows
- Replacement Boilers
- Replacement Kitchens
- Internal Improvements to Communal Areas
- Access and Security Improvements to Apartment Schemes
- External Cyclical Maintenance

What our Tenants said...

“Staff are very helpful in every way”



Delivering First Class Quality Service

NB Housing aims to provide a service which is **professional, friendly** and a service that **meets the needs of our tenants**.




TENANT ENGAGEMENT REPORT


By continually seeking to engage with our tenants we can monitor tenant satisfaction levels, provide mechanisms that encourage tenants to have a say in the way we run our service and use tenant feedback to develop and encourage innovative tenant consultation processes.


Tenant Participation

Tenant Participation is about our tenants having a say in how we run our service. At NB Housing we recognise that it is important to offer a range of methods for our tenants to participate in. A number of ways tenants can get involved is by becoming a **Tenant Champion**, an **Armchair Survey Participant**, joining our **Tenant Forum**, becoming a **Mystery Shopper** or by joining us on one of our **Estate Inspections**!

At NB Housing we want our tenants to shape the way we deliver our services and we want to work together to improve the areas in which we live and work.

 If you would like further information on tenant participation or would like to get involved please contact us on **028 9059 2110** (Gatelodge Office) and **028 9035 1131** (Crumlin Road Office.) Or why not text us on **07498 202221** or send us an email to **info@nb-housing.org**







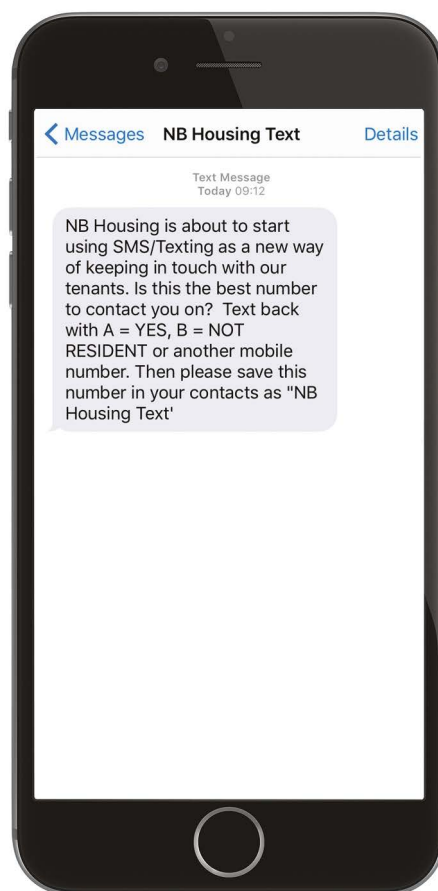
Introducing our Text Messaging Service

NB Housing is the first Housing Association in Northern Ireland to provide an intelligent two-way communication platform text messaging service for tenants through partnership with Deeplake Communications and Omniledger Ltd.

The integration of Deeplake Communications Manager and Omniledger Pyramid Housing Management system delivers increased communication with tenants.

It also gives tenants a quick and easy method of communication, which promotes the operation of “self-service” information regarding rent accounts, repairs, payments, satisfaction surveys etc. at a time that suits tenants best.

The aim of the communication solution is to improve engagement and customer satisfaction among NB Housing tenants and the response has been instantaneous, with many tenants demonstrating this as their preferred method of communication.



Pictures. Above: Texting Service training provided by Alan Wilmott, Omniledger. Left to right: Amanda Smith, Housing Officer, Fiona Kelly, Housing Officer, Leona Callaghan, Receptionist, George Morris, Housing Manager, Lindsay Gibney, Corporate Services Officer and Lauren Turner, Housing Officer.

Facing page. Top: Members of our Tenant Forum at the Gatelodge Office

Facing page. Bottom: Amanda Smith (Housing Officer), Caroline Keenan-Jackson (Director of Housing and Corporate Services) and George Morris (Housing Manager) pictured at the Welfare Reform Drop In Clinic at the Girdwood Community Hub.

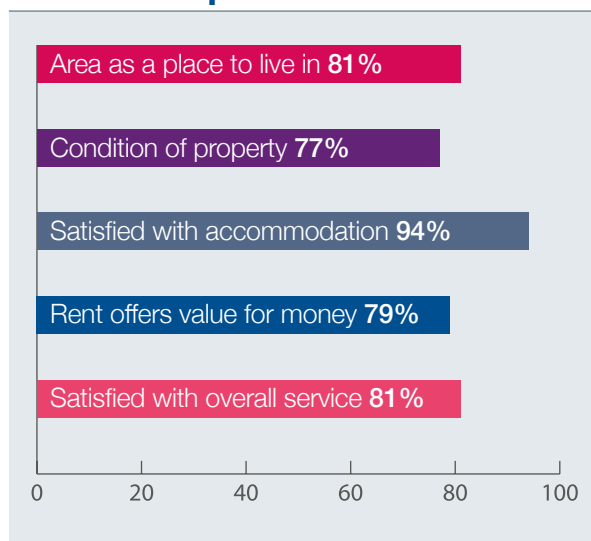


Tenant Satisfaction Surveys

NB Housing values feedback from our tenants on the services we provide. Our 2015/16 survey has demonstrated high satisfaction levels across all our services. Our tenant satisfaction surveys have proved to be a valuable tool in ensuring the

needs of our tenants are met and the services we provide are of the highest standards. Of the 889 surveys sent out, 132 (15%) were returned. We seek to continually engage with our tenants to ensure they are kept informed of our services and that their views are taken into account.

Overall Satisfaction Levels



“When contacting the office staff were very helpful and friendly”

“Staff are very friendly and helpful and make sure you understand everything”

87%

of respondents said that they were satisfied with the helpfulness of staff

84%

of respondents said are likely to recommend NB Housing to their friends and family

80%

of respondents were satisfied that their views are taken into account

87%

of respondents were satisfied that NB Housing are keeping tenants informed

Whilst the results of the satisfaction surveys are very positive, tenant responses will also give us an opportunity to make improvements in certain areas. For example, 30% of respondents considered dogs in their area as a serious problem, and 59% of respondents said that tackling anti-social behaviour could improve. Methods of improvement are discussed at

our Tenant Forum. We continue to welcome any ideas our tenants may have to help us improve our services and encourage tenants to make suggestions by contacting us by phone, letter, email: info@nb-housing.org or using the comments leaflet that can be downloaded from our website: www.nb-housing.org

Supported Housing Services

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 Mission

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.

Flax Foyer opened in 1999 to provide self-contained accommodation and support services for 37 young homeless people aged 18-25.

Support is provided to residents throughout their stay to develop the necessary independent living skills required to maintain their own accommodation within the community.

Support offered includes money advice & managing finances, accessing training, education and employment. Harm reduction services, activities to support confidence building i.e. Duke of Edinburgh Award, Housing advice from registration through to securing permanent accommodation and resettlement support.



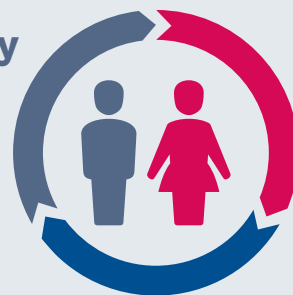


Flax Foyer engages in **Partnership Working** with a range of organisations to develop tailored packages of support appropriate to meeting the needs of the young person.

Our Partner organisations include:

Ashton Centre
The Daisy Project
Ardoyne Youth Club
Extern
Start 360
Princes Trust
BYTES

Service user and community involvement is actively promoted in the Foyer. Service users take part in many events throughout the year to promote the Foyer and encourage inter-generational cross community events.



Service users, staff and attendees at a **Homeless World Cup** event. NB Housing were one of the sponsors of the Northern Ireland team going to the Homeless World Cup. It is a football project for disadvantaged groups such as homeless people, people suffering from substance abuse, refugees, asylum seekers, and those who are long-term unemployed. They provide free weekly football sessions and education, including coaching courses.



Service users, staff and attendees at the local Day Centre enjoying the intergenerational **Halloween Party** organised in conjunction with the Ardoyne Health Partnership.



NB Housing is committed to working closely with our current **Joint Management Partners** to provide a comprehensive support service to our residents in support schemes.

Supported Housing for Older People

Holyrood House

Our supported scheme Holyrood House provides a warm, secure environment for older residents who require support. Purpose built, it provides accommodation and support for 34 clients.

McCorry House

McCorry House is a supported scheme providing 30 units of accommodation for mature adults.

Rosemount House

NB Housing and our Joint Management Partners at Rosemount House provide sheltered and professionally supported accommodation for those seeking continued recovery from alcohol addiction. The purpose is to secure suitable independent accommodation and eventual reintegration within the community.

Thorndale Family Centre

In partnership with 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.



Our Staff Team

Our 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:

- 100% of staff surveyed said that our organisations values guide the way we operate and make decisions
- 88% of staff surveyed said that they know how their job contributes to the success of their team and organisation
- 93% of staff surveyed said that they feel empowered to make decisions and act upon them
- 93% of staff surveyed said that they are able to develop their capabilities in NB Housing to reach their full potential
- 93% of staff surveyed said that they trust the leaders within NB Housing

Learning and Development

At NB Housing we are committed to investing in our people. Our development and learning opportunities help our people to unleash their potential in their roles, expand their roles and take on additional responsibilities in support of our organisational ambition.

Throughout the year our staff experienced a broad range of formal learning and development opportunities which were supported by less formal opportunities such as shadowing, undertaking new roles and experimental learning. Over £10,000 and 986 hours were invested in learning and development this year which included mandatory training along with personal development of staff.



Investors in People Accreditation

In 2016 NB Housing was the first NI Housing Association to be accredited with the new Generation 6, Investors in People Award.

The Investors in People Award is the standard for better people management and the accreditation is held by 14, 000 organisations across the world. The standard defines what it takes to lead, support and manage people well for sustainable results.

This is a great achievement for NB Housing and the accreditation is valid for 3 years.

Our next steps are to review the recommendations from the IIP report and reconvene our employee focus group with the aim of putting improved practices into place.



Building for the Future

At NB Housing **we build neighbourhoods and community.** We are a housing association that simply believes housing should be better. **We build homes, not houses.** Homes that are affordable, secure and promote opportunity. **Homes that build community.**

Our corporate plan 2015-2018 sets the Development Team a minimum growth target of 10% over the period.

Throughout the 2015/16 programme year, the Association made progress by acquiring 20 units throughout North and West Belfast which equates to 22% delivery against the increase stock target as contained in the three year corporate plan.

Our Development team focuses on new build homes and refurbishment projects. This work is complemented by a programme of exciting community engagement activities so we can deliver more than bricks and mortar, and help residents to become involved and influence what's going on locally.



Upcoming projects

Our current Development Programme consists of 132 units throughout North & West Belfast in a mixture of new build and refurbishment projects. The Association has made good progress on our proposed new build schemes and hope to commence on site with our first new build project located at Forthriver Road, Belfast which we hope will be the first of many. The Association is continuing to expand our current operations and we are currently in negotiations with land owners and developers for several development opportunities.

It is our strategic goal to “provide affordable rents and homes that build vibrant neighbourhoods and communities” and we would be keen to discuss with our partners in the construction industry to explore opportunities to achieve common goals.

If you have an opportunity that you feel may be of interest then please contact our development team on: 028 90351131 or by email to: development@nb-housing.org and we will be happy to meet with you to discuss further.

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 2016

| | 2015/16 (12 months) |
|--|---------------------|
| | £ |
| Turnover | 5,556,731 |
| Operating Costs | - 3,483,701 |
| Operating Surplus | 2,073,030 |
| Interest receivable | 6,618 |
| Interest payable | - 377,052 |
| Other Income | - |
| Other Finance (Costs)/income | - 38,000 |
| Surplus on ordinary activities before taxation | 1,664,596 |
| Tax on surplus on ordinary activities | - |
| Surplus on ordinary activities after taxation | 1,664,596 |
| Transfer (to)/from tenant's services fund | 3,537 |
| Transfer (to)/from support reserve | 4,189 |
| Surplus for the year | 1,665,248 |

Balance Sheet At 31st March 2016

| | 2015/16 |
|--|--------------|
| | £ |
| Fixed Assets | 73,811,877 |
| Depreciation | - 12,513,105 |
| | 61,298,772 |
| Other Fixed Assets | 1,028,616 |
| Investments | 250 |
| | 62,327,638 |
| Current Assets | |
| Debtors | 402,021 |
| Cash & Bank | 923,704 |
| Investments | 2,140,568 |
| | 3,466,293 |
| Current Liabilities | |
| Amounts falling due within one year | - 2,054,765 |
| Net Current Assets | 1,411,528 |
| Total Assets less Current Liabilities | 63,739,166 |
| Creditors | |
| Amounts falling due after more than one year | |
| Deferred Grant | 42,027,766 |
| Long term liabilities | 6,965,119 |
| | 48,992,885 |
| Pension Liability | 482,362 |
| Total Net Assets | 14,263,919 |
| Financed By | |
| Share Capital | 9 |
| Revenue reserves | 14,251,944 |
| Designated reserves | 11,966 |
| | 14,263,919 |



Report of the Committee of Management

PRINCIPAL ACTIVITIES

The Association is a registered non-profit making housing association providing housing accommodation for those in need.

RESULTS

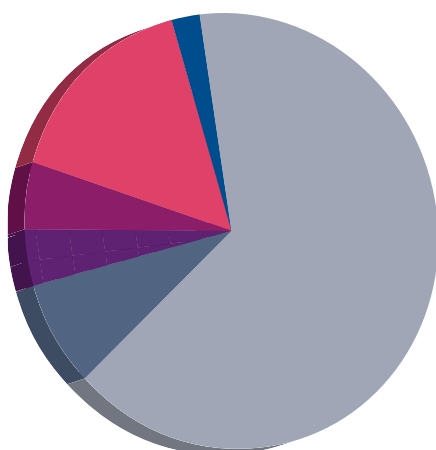
The surplus for the year before transfers to designated reserves was £1,665,248. NB Housing continues to assess its property investment strategy to react to identified need within its area of operation. Continuing investment in its existing property portfolio

has been identified through a commissioned stock condition survey with planned and costed programmes for works.

GOING CONCERN

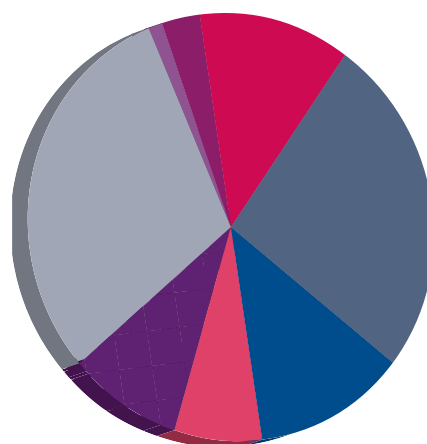
After making enquiries, the Committee of Management has a reasonable expectation that the Association has adequate resources to continue in operational existence for the foreseeable future. The financial statements have therefore been prepared on the going concern basis.

Source of income 2015/16



- Rental income **65%**
- Rates income **8%**
- Service income **4%**
- Support income **5%**
- Income from SHG/HAG **16%**
- Non-social Housing Activities **2%**

Expenditure split 2015/16



- Rates payable **12%**
- Maintenance costs **26%**
- Management costs **12%**
- Service costs **7%**
- Support costs **9%**
- Depreciation **30%**
- Bad debts **1%**
- Non-social housing activities **3%**

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 **9 Voluntary Board Members** from various professional and social backgrounds who meet frequently to discuss the affairs of the Association. Throughout the year

our Board Members meet to ensure that we at NB Housing deliver on our objectives. Our Board set our strategic direction and help to uphold our values.

Board Members

| | |
|--------------------|--|
| John Simpson | <i>Chairman of the Board Member of Finance Sub-Committee</i> |
| Bill Patterson | <i>Vice Chairman of the Board Chair of Audit, Risk and HR Sub-Committee</i> |
| Will Chambré | <i>Treasurer of the Board Chair of Finance Sub-Committee</i> |
| Elizabeth Connolly | <i>Board Secretary Chair of Development & Maintenance Sub-Committee Member of Audit, Risk and HR Sub-Committee</i> |
| John Patterson | <i>Board Member Member of Finance Sub-Committee</i> |
| Jack Drennan | <i>Board Member Member of Audit, Risk & HR Sub-Committee Member of Development & Maintenance Sub-Committee</i> |
| Jackie Hewitt | <i>Board Member Member of Housing Management Committee Member of Development & Maintenance HR Sub-Committee</i> |
| Anne Rice | <i>Board Member Member of Housing Management Sub-Committee</i> |
| Elaine Burns | <i>Board Member Chair of Housing Management Sub-Committee</i> |



Board Members Attendance At Meetings 2015/2016

| Board Member | Board Meetings | | Committee Meetings | |
|--------------------|----------------|--------|--------------------|--------|
| | Possible | Actual | Possible | Actual |
| John Simpson | 5 | 5 | 6 | 6 |
| Bill Patterson | 5 | 5 | 4 | 3 |
| Will Chambre | 5 | 5 | 6 | 5 |
| Elizabeth Connolly | 5 | 5 | 8 | 8 |
| John Patterson | 5 | 5 | 6 | 6 |
| Jack Drennan | 5 | 3 | 8 | 7 |
| Jackie Hewitt | 4 | 1 | 7 | 3 |
| Anne Rice | 5 | 4 | 3 | 3 |
| Elaine Burns | 5 | 3 | 3 | 3 |

Committee expenses for year ending 31st March 2016 were £32.55

Registration and Memberships

Memberships

A member of the Council for the Homeless
A member of the Foyer Federation
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 8 Flax Street Belfast, BT14 7EQ | 282-290 Crumlin Road Belfast 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 | Danske Bank Corporate Banking 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



Gatelodge
8 Flax Street
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