



Annual Report 2021-2022

Promoting Partnerships and Wellbeing



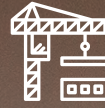


£95.23

average rent (incl. service charges)



74% of tenants surveyed were satisfied with the overall service of NB Housing



£2,890,662 invested in new housing



24 units started on site



73

properties allocated



1091

homes



572 hours invested in learning and development



89.2% of repairs were completed on time



42

staff



£1.73m

for reinvestment



turnover **£7.5m** up 4.3%



90% of anti-social behaviour cases resolved



2021-2022 **Key**
Outcomes



75% of tenants
surveyed were
satisfied with their
accommodation



28 adaptation
requests completed



1.3% of properties
void at the end of March 2022



92% of tenants
surveyed said that they
found staff helpful



£436,437
spent on major repairs
(incl. planned, cyclical &
component maintenance)



81% of tenants
surveyed said that
staff were able to
deal with their query



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.”



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

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.



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.

OUR VALUES



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.



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

Chair & Chief Executive Report

It would be an understatement to say the past few years have been difficult, not only for our tenants but also for the association staff, partners and contractors.



Ursula Mayers, Chair



Donal Conway, CEO

We are still facing many challenges with high inflation, increases in the cost of living and fuel, and resource shortages not only in the association but extending to the construction industry. As we emerge from the grasp of the Covid-19 pandemic, we will be able to move forward and rebuild our services to deliver on our many promises.

Unfortunately to protect both staff and tenants from the pandemic we had to continue working from home and restrict access to our offices. As an association that has a history of being a community association, office access has always been easy and within walking distance for the majority of our tenants. The move to agile working was new to both office staff and tenants while we both got used to delivering services in a different way. We are determined to provide flexible and responsive services for our tenants and are committed to more face to face interaction in the coming year.

Although we have learned lessons during the pandemic we are still experiencing some challenges particularly in delivering a high-quality repair and maintenance service. Increased material costs and a very competitive labour market

has curtailed the delivery of schemes, leaving us in a backlog position. We appreciate that some tenants have had to wait longer for work to be completed and hopefully we will be able to get back on track and work to deliver postponed schemes.

NB Housing did however maintain high operational standards across many other areas of activity. This is demonstrated throughout this report. We improved our community development work with our tenants and were successful gaining funding from other sources to run a series of events that had a positive social impact. We thank all of our partner organisations who have worked with us to help our tenants whether that was providing benefit advice, helping to access much needed food vouchers and other necessities.

We continued to expand our operations adding new properties to our stock and starting new developments on the Crumlin Road, Belfast. We invested over £4.5m on development activity and received over £2m in grant funding from the Northern Ireland Housing Executive through the Department for Communities. During the year our services went through a number of audits and we were pleased

that all audit reports delivered a satisfactory conclusion. Two of these audits were completed by our regulators. We can be assured our systems of working are developed, provide robust controls and protect our financial assets.

We thank our board and staff team for their commitment and dedication. We particularly thank our front-line staff in our support schemes and caretaking team who worked diligently throughout the year to continue to provide a high-quality service. We thank our management partners Rosemount House and the Salvation Army who provide much needed support to the residents in the supported housing schemes. These efforts contributed in delivering our strategic objectives and we are proud of the many activities delivered.

We fully appreciate that there is much work to be done and we remain committed to delivering for our tenants. This renewed focus is demonstrated throughout our new three-year strategic plan and annual business plan. Our team is strong, talented and flexible and are confident that we can deliver high quality results, services and homes that meet our tenant's expectation.

Providing a good service to our tenants and community

We plan to do more for our tenants and the community in which we operate through increased and improved services and to constantly innovate and implement best practice in all we do.

Over the last year our Community Development & Tenant Support Officer continued to carry out vital work with our tenants from arranging various projects to assisting with benefit advice, food parcels etc. Our projects have been a great success with our tenants and we encourage all tenants who are interested in participating to contact us to join in what is a great way of bringing people together. Whilst a lot of these projects took place virtually, we hope we are now in a position to have more face-to face events.

Programmes this year included a 'Fake Away' Class where tenants were provided with Airfryers and given coaching on how to cook take away style meals at home. Oven to plate classes on how to provide a family meal for £5, soup making classes provided instruction and ingredients on low cost, healthy option soups, to name just a few!



Seasonal Crafts



In partnership with Confetti Belfast, online instruction was provided to tenants on how to make both Easter and Christmas wreaths to brighten up their homes. All participants thoroughly enjoyed the classes and results!



Urban Gardening



A number of tenants took part in filling window boxes and hanging baskets. This provided a great sense of community spirit as well as spring colour around the neighbourhood. This event was delivered in partnership with the North Belfast Urban Gardening and was administered by Ashton Centre as part of the North Belfast Community Empowerment Program.



Our Community Development & Tenant Support Officer has also played a vital role in supporting families in need, particularly during the pandemic. Baby packs, food parcels, and fuel vouchers were provided to vulnerable families.

NB Housing continues to work with tenants to make their communities vibrant. We have contributed to street clean ups, donated to neighbourhood parties and helped small community groups through our community donation fund. It is wonderful to see tenants working together to make their communities better!



**NIFHA
Goes Green**



NIFHA

NB HOUSING

Residents Go Wild!

Residents of Holyrood House, aka "The Wild Flower Bunch" are getting involved in planting wild flowers as part of the NIFHA Goes Green Campaign. The sessions focus on resident well being, exercise and socialising, as well as providing a haven for bees, birds and insects.

A vegetable patch is next on the green agenda.

#NIFHAGOESGREEN

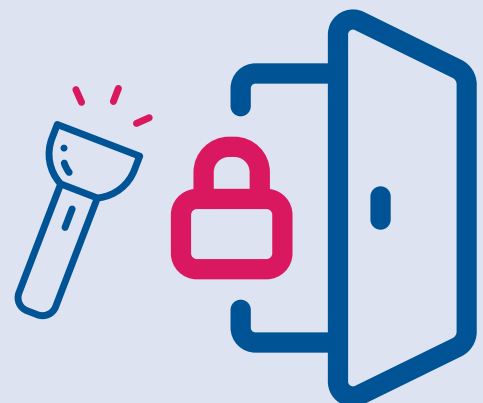
CHANGING THE CLIMATE IN HOUSING

The NIFHA Goes Green Campaign was a great success with a number of Housing Associations taking part to showcase what our tenants are doing to help the environment. Well done everyone!

Home Security Packs

In 2021/22 we were able to access 50 'Home Security Packs' including door handle alarms and door and window locks through Community Restorative Justice Ireland. We also obtained 100 'Keeping Safe Packs' which included flashlights and information on who to contact in emergencies.

These were delivered to all tenants in Holyrood House and McCorry House, and were also given to Housing Officers to provide to interested new tenants at sign up.





Intergenerational programme

This programme was both a health initiative, encouraging our younger and older tenants to get active and also a way to build intergenerational relationships. The programme included craft classes where the young people made the residents of Holyrood House some Christmas baubles and delivered them to the scheme. A Christmas tree was also purchased for Holyrood where the tree was switched on by the youths and residents.

Our Community Development & Tenant Support Officer continued to work closely with external agencies to discuss local issues and share ideas to develop community cohesion.



24 Multi agency meetings attended



11 Tenant Focus Group meetings held



10 Housing and Environmental Meetings attended



3 Community Safety Engagement Forums attended



1 Community Empowerment Programme attended

Tenant Support

We work to support our tenants to sustain their tenancies by providing information and referrals for



Food Support



Baby packs



Arrears management



Benefit checks and applications



Support into employment



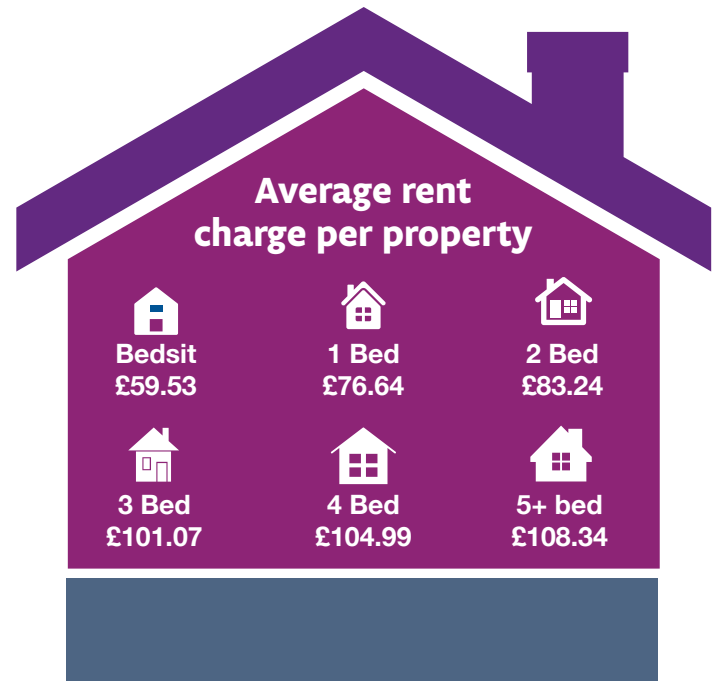
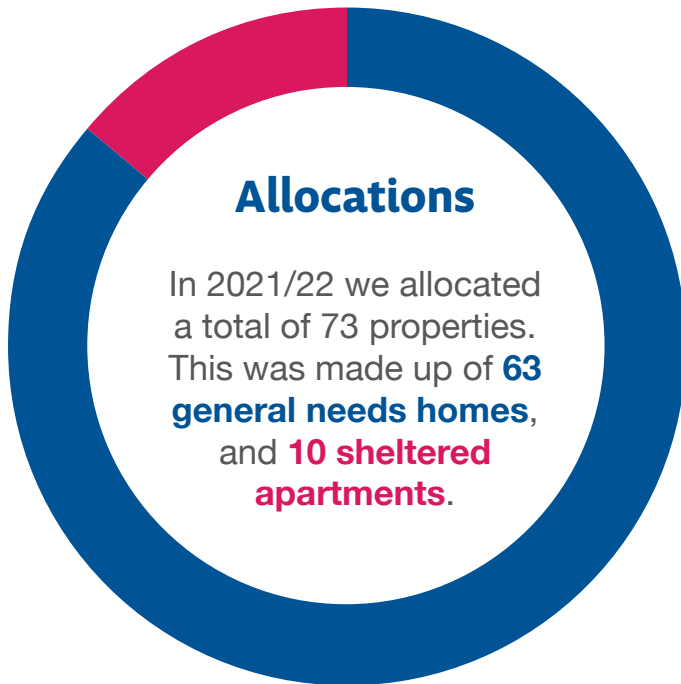
Family Support hubs



If you require support or information please do not hesitate to contact our Housing Department on 028 90 592 110.



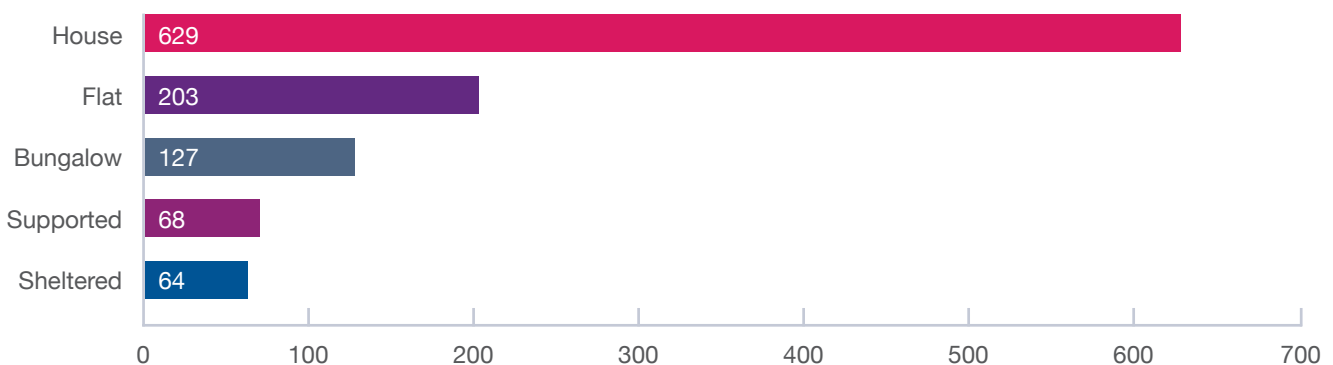
Housing Management



Arrears At 31 March 2022

	Current	Former	Total
Technical debtors	£203,503.00	£ -	£203,503.00
Non-Technical Debtors	£197,491.00	£46,742.00	£244,233.00
Overall Total Arrears	£400,994.00	£46,742.00	£447,736.00

NB Housing stock year ending 31st March 2022



78%
of tenants were satisfied that they were kept informed

92%
of respondents said that they found staff helpful

81%
of respondents said that staff were able to deal with their query

79%
of tenants stated that when they last had contact it was easy to get hold of the right person.



Sheltered & Supported Housing for Older People

At NB Housing we continue to work closely with Northern Ireland Housing Executive's Supporting People Team, in providing an inclusive support service that is both friendly and professional.

This is extended to our residents in both Holyrood and McCorry House, our sheltered schemes, and also to our Joint Management Partners, Rosemount House and Thorndale Family Centre.

74 residents availed of our services in our sheltered schemes over the last year. Holyrood House is a secure and welcoming environment for older people with support needs, while McCorry House provides independent living in a secure environment for mature adults.



Joint Management Partners



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



Thorndale Family Centre is managed by the Salvation Army who provide support to vulnerable families. NB Housing provides 11 units of accommodation at the scheme.

“We aim to provide temporary supported accommodation with access to training, education and employment opportunities from which young people are empowered to become socially and economically active citizens”



Flax Foyer Connect



Flax Foyer received £22,705.50 from the Northern Ireland Housing Executive, approved under the Supporting People Programme, Covid 19 Recovery Fund for “Foyer Connect”. Foyer Connect aims to improve the mental health and well-being of young people through increased digital connectivity.

At the Foyer Connect Launch event the young people were able to share their experiences of participating in the application and procurement process with our funders, showing interest, knowledge and understanding of the impact the funding was going to make. Supporting People representatives were very impressed and encouraged them to continue on their road to success.

“Since the Foyer Connect project started it has brought residents closer together and is a great meeting point for people”
(Young person)

“I feel that the Foyer Connect project is a great asset for the Foyer, it helps the residents with their mental health and gives them more opportunities.” (Young person)

“Foyer Connect is extremely beneficial for our residents. It has become a hive of activity and a great place for the residents to get to know one another.” (Staff member)

“The implementation of Foyer Connect has been a great success and we look forward to this being reflected in the improvements of the outcomes for our young people.” (Foyer Manager)

Maintenance



Planned & Cyclical Maintenance Projects Completed

During 2021/22 we installed new door sets to 100 homes.

Response Repairs KPI's % of repairs completed on time	2021/2022
Emergency Repairs	97.4%
Urgent Repairs	87.2%
Routine Repairs	81.7%
Overall	89.2%

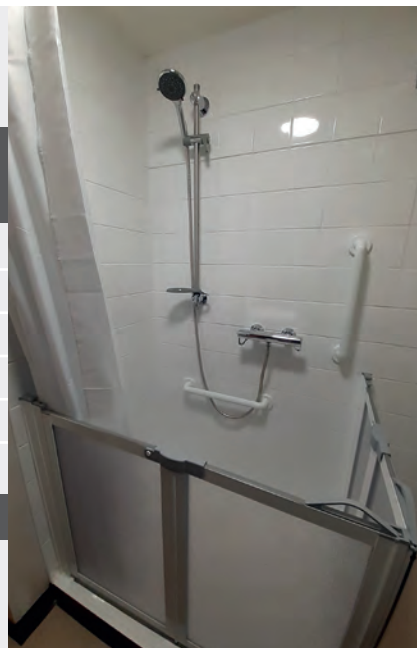
Tenant satisfaction levels % of tenants satisfied	2021/2022
Appointment Made	83%
Appointment Kept	96%
Repair Completed on Time	90%
Quality of Work	94%
Quality of NB Service	93%
Average:	91%



During the year we completed 28 adaptations at a cost of £55,443.

Adaptation Type	Number Completed
Level Access Showers	16
Grab/Hand Rails	8
Automatic WC	1
Lighting Upgrade	1
Level Garden Area	1
Level Access External Door	1
Total	28

91% of those surveyed were satisfied with the quality of work



Building for the future

Our Development Team continue to deliver social housing during a challenging economic and political period. We have been working hard through the post – pandemic period to ensure new homes are completed for those in housing need.

We acquired and commenced 24 new homes and completed the construction and rehabilitation of a further 17 properties, representing a total investment of £4.55m with £2.18m received in Housing Association Grant.



We commenced construction of our latest new build project at 197-203 Crumlin Rd to provide;

- 9, 3 person/2 bedroom houses
- 3, 5 person/3 bedroom houses
- 2, 2 person/1 bedroom apartments

This scheme represents an investment of £2.4m with £1.4m received in Housing Association Grant.



We also completed the purchase of 5 new family homes in North Belfast. The cost of this development was £1.1m with Housing Association Grant funding of £0.7m. We also agreed to purchase 2 more family homes in Ballynahinch.

Moving Forward

We hope to commence construction in Hopefield Avenue, Belfast during 2022/23 to provide 18 one bedroom apartments, 3 of which are wheelchair accessible, for the active elderly.



During the year we have procured our first design and build projects in Belfast and Lisburn, both schemes are due to commence in 2022 and will provide a further 15 units.

We look forward to completing further Competitive Land, Design and Build competitions in Belfast, Coleraine and Lisburn during 2022/23.

We continue to deliver new build developments to help meet housing demand in areas of need.

NB Housing are proud of the high-quality homes we provide. Through engagement with our tenants

we are able to enhance our design standards and incorporate these into future new build schemes.

The provision of new homes remains a challenging aspiration for NB Housing. The market for new homes is very competitive and it is through partnership working we have been successful in our delivery to date.

We would encourage anyone who may have development opportunity to contact the Associations' Development Team on **028 90351131** or email **development@nb-housing.org**

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 in our staff team.



In 2021/22 we maintained our **Gold Investors in People accreditation** and entered our final year of the accreditation.



INVESTORS
IN PEOPLE

Gold
Until 2022



During the year staff raised £1,914 for our nominated charity PIPS Suicide Prevention by taking part in a step challenge and by participating in other fundraising events throughout the year.



Our team of **42** staff have attended **572** hours of Learning and Development over **44** sessions in 2021/22.



In December 2021 the Ardoyne Association received £2,360 to support their Christmas campaign. Funds were donated from the NB Housing Community Donation Fund and the Board of NB Housing.



During the year we welcomed **5** new staff members.

Delivering a good business

This involves effective governance through a strong board with the right mix of skills. It also demands prudent financial management during a period of uncertainty. It involves the aim to deliver an efficient, effective and economically sound business with a social purpose.

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 2022

	2021/22 (12 months)
	£
Turnover	7,557,643
Operating Costs	- 5,181,669
Operating Surplus	2,375,974
Interest Receivable	3,923
Interest Payable	- 315,216
Other Income	
Other Finance (Costs)/income	- 377,000
Surplus on Ordinary activities before taxation	1,687,681
Tax on surplus on ordinary activities	-
Surplus on ordinary activities after taxation	1,687,681
Transfer (to)/from tenant's services fund	- 819
Transfer (to)/from support reserve	1,963
Transfer (to)/from I&E	44,585
Surplus for the year	1,733,410

Balance Sheet at 31st March 2022

	2021/22
	£
Fixed Assets	98,218,416
Depreciation	- 18,836,523
	79,381,893
Other Fixed Assets	883,577
Investments	250
	80,265,720
Current Assets	
Debtors	1,253,755
Cash & Bank	617,198
Investments	2,147,976
	4,018,929
Current Liabilities	
Amounts falling due within one year	- 3,529,655
Net Current Assets	489,274
Total Assets less Current Liabilities	80,754,994
Creditors:	
Amounts Falling Due After More Than One Year	
Deferred Grant	49,138,315
Long term liabilities	6,321,837
	55,460,152
Pension Liability	1,687,362
Total Net Assets	23,607,480
Financed By	
Share Capital	16
Revenue reserves	23,607,464
Designated reserves	-
	23,607,480

Report of the Committee of Management

Principal Activities: North Belfast Housing Association (NB Housing) 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.

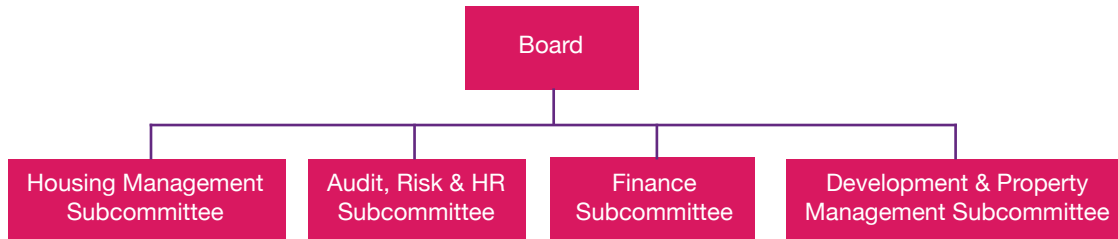
Results: The surplus for the year before transfers to designated reserves was £1,733,410.

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.

Governance

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 10 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.



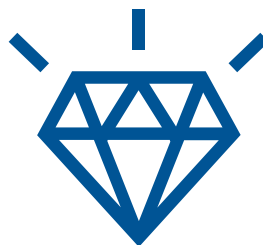
Attendance at Meetings 2021/2022

Board Member	Board Meeting		Committee Meetings	
	Possible	Actual	Possible	Actual
Ursula Mayers	7	6	4	4
Tom Mervyn	7	3	9	7
Jane Shaw	7	4	8	7
John Simpson	7	7	9	9
Will Chambré	7	3	8	5
Janine Fullerton	7	5	8	2
Brian Reid	7	7	4	3
Andrew McFarline	6	4	5	4
Bob Hopkin	6	5	3	3
Brenda Morgan	3	2	1	1

Committee expenses for year ending 31st March 2022 were £0.00



5 Internal Audits all receiving Satisfactory Assurance



Department for Communities Regulatory Standards Report achieved Level 1 Rating



External auditor awarded Satisfactory assurance

Registrations and Memberships

Memberships

A member of Homeless Connect
A member of the Housing Rights Service
A member of the Northern Ireland Federation of Housing Associations
A member of the Tenant Participation Practitioners Network

Registrations

Registered with the Department for Communities No R55
Registered under the Financial Conduct Authority. IP406
Registered with Inland Revenue for Charitable Status No. NO 00274
Registered with the Charities Commission No. NIC 100038

Office Addresses

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

Internal Auditors

Wylie Bisset
168 Bath Street
Glasgow G2 4TP

External Auditor

Toner McDowell
2 Woodstock Link
Belfast BT6 8DD

Bankers

AIB Bank Corporate Banking 92 Ann Street Belfast BT1 3HH	Danske Bank Corporate Banking PO Box 183 Donegal Square West Belfast BT1 6JS	Ulster Bank Donegall Square East Belfast BT1 5UB
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Solicitors

Edwards & Co
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Department for Communities Reg No R55
Financial Conduct Authority Reg No IP406

