NB Housing

Homes that build community

Annual Report 2025-2026



turnover £10m
up 5.35%

£1.976m
for reinvestment

51 staff

39 adaptation
requests completed

94 properties
allocated

1,203 homes

1341 hours
invested in staff development

6 units
on site and
22 under construction

£120.11
average rent (incl. service charges)

72% of tenants
surveyed were satisfied with the overall service of NB Housing

£4.2m
invested in new housing

72% of tenants
surveyed were satisfied with the overall quality of their home.

£2.8m
expended providing maintenance

71% of tenants
surveyed said that they were satisfied that they were kept informed.

66%
of anti-social behaviour cases resolved

86% of tenants
surveyed said that they found staff helpful

1.08% of properties
void at the end of March 2026

92.6%
of repairs were completed on time



2025-2026 Key Outcomes

Our Year in Pictures

APRIL 2025



Launch of our Corporate Plan 2025-2028

MAY 2025



Our Senior Management Team embarked on a Leadership Development Programme

JUNE 2025



We became the first Housing Association in Northern Ireland to gain Living Wage Employer accreditation.

JULY 2025



Our summer planting programme officially begun, bringing fresh colour and greenery to schemes across our communities.

AUGUST 2025



Our Community Donation Grant helped support the work of Ligoneil Football Club.

SEPTEMBER 2025



We achieved Belfast Business Promise Ambassador status, becoming the first Housing Association and one of only 13 organisations to receive this recognition.

OCTOBER 2025



Residents at Holyrood House came together for a Macmillan Coffee Morning, raising £367 for a great cause.

NOVEMBER 2025



We handed over the keys to tenants moving into their new homes at Bridge Street, Lisburn.

DECEMBER 2025



We supported a Christmas event at a local football academy in Dunmurry through our Housing for All funding.

JANUARY 2026



We carried out external maintenance works across a number of our properties, helping to maintain and enhance our homes.

FEBRUARY 2026



Celebrating achievements with residents of Flax Foyer

MARCH 2026



Tenants enjoyed taking part in a fun and creative Easter wreath-making workshop.

Vision Statement

"To provide quality, affordable, sustainable homes and support to all NB Housing tenants."

Mission Statement

"To provide homes where people feel safe, supported and respected."

Respect

We act with fairness and integrity in all our interactions with others, treating employees, customers, and stakeholders with dignity and worth. Everyone will take ownership of their actions, do the right thing, and foster a culture of trust and positive employee morale.

Impactful

We achieve sustainable quality of life improvements for our tenants. We are proactive in achieving positive impacts for individuals and lasting positive changes for people and places. Opportunities to innovate and to have greater impact are welcomed.

Togetherness

We are proactive in providing opportunities for people to engage with us and help us improve our services. We will collaborate effectively with each other internally and externally to provide safe, sustainable homes that meet the needs of our tenants.

Chair & Chief Executive Report

As we reflect on 2025-2026, we do so with a strong sense of achievement, resilience, and optimism for the future. This year has been defined by our commitment to delivering high-quality homes and services for our tenants, maintaining our financial strength, investing in our housing stock, and continuing to build an association that is trusted by our communities and partners.



Nicola Barber, Chair



Donal Conway, CEO

Putting Tenants First

Our tenants remain at the heart of everything we do. Throughout the year, we have continued to focus on providing responsive, customer-centred services that meet the changing needs of those who live in our homes. We recognise that quality housing is about much more than bricks and mortar. It is about creating safe, sustainable communities where people can thrive. We have listened carefully to tenant feedback and used it to drive service improvement, ensuring that our approach remains focused on what matters most to those we serve. We encourage all our tenants to engage in the many tenant participation and communication options. Last year we developed our customer experience panel, and we are very thankful to them for their commitment to assisting the association make a positive change to how we operate.

Maintaining and Improving our Homes

The maintenance and upkeep of our homes continue to be a key priority. We have invested significantly in planned and cyclical maintenance programmes, ensuring that our properties remain safe, comfortable, and energy efficient. Alongside our responsive repairs service, these investments demonstrate our long-term commitment to protecting and enhancing the quality of our housing assets. By maintaining high standards across our stock, we are helping to improve the daily lives of our tenants while safeguarding valuable resources for future generations.

Investing in Housing Stock and Infrastructure

This year has also seen continued investment in our housing stock and infrastructure. Through targeted improvement programmes and ongoing asset management planning, we are ensuring that our homes remain fit for purpose and aligned with future housing needs. These investments not only improve living conditions for tenants but also support our wider objectives of sustainability, value for money, and environmental responsibility. We took the decision to employ our own stock surveyor who has been visiting properties and collating stock data that will assist our decision to target resources where needed over the short, medium and long term.

Financial Performance and Resilience

Our financial performance during 2025-2026 reflects prudent stewardship and careful management of resources. Despite a challenging economic environment marked by inflationary pressures and increasing costs across the sector, we have maintained our financial viability and resilience.

We are fearful that the reduction in government assistance toward new build homes will impact on delivery while waiting lists continue to grow. Reduction in grant levels will place greater pressure on rent levels however NB Housing is committed to contributing to developing high quality homes and has the resources to continue to deliver.

Sound governance, effective financial planning, and disciplined decision-making have enabled us to continue investing in services and homes while maintaining a strong financial position. This stability provides a solid platform from which we can address future challenges and seize new opportunities.

Recognising our Staff

None of these achievements would have been possible without the dedication and professionalism of our staff team. Every day, colleagues across the association demonstrate exceptional commitment to delivering services that make a real difference to people's lives. Their expertise, innovation, and focus on continuous improvement have been instrumental in helping us achieve our objectives and maintain high standards of performance.

The Role of our Board

We would also like to recognise the valuable contribution of our Board. Throughout the year, Board members have provided strong leadership, effective oversight, and strategic guidance. Their commitment to good governance has ensured that we remain focused on our mission while navigating an increasingly complex operating environment. The partnership between the Board, leadership team, and staff continues to be a cornerstone of our success.

Looking Ahead

As we look ahead, we remain focused on delivering excellent services, maintaining strong financial health, investing in quality homes, and supporting vibrant communities. While challenges remain across the housing sector, we are confident that our clear strategic direction, committed people, and robust governance arrangements position us well for the future.

On behalf of the Board and staff, we would like to thank our tenants, partners, stakeholders, and colleagues for their continued support throughout the year. Together, we are building stronger homes, stronger communities, and a stronger future.

Performance Information 2025-2026

Housing Stock

Total Stock at 31st March 2026 was 1,203

House
699 (58%)

Flat
240 (20%)

Bungalow
132 (11%)

Supported
68 (6%)

Sheltered
64 (5%)

Lettings 94

Re-Lets 32

New lettings 62



At 31st March 2026 NB Housing Arrears were:

	Current	Former	Total
Technical debtors	£366,915	-	£366,915
Non-Technical Debtors	£168,796	£86,967	£255,763
Total	£535,711	£86,967	£622,678

Compliments 71

Complaints

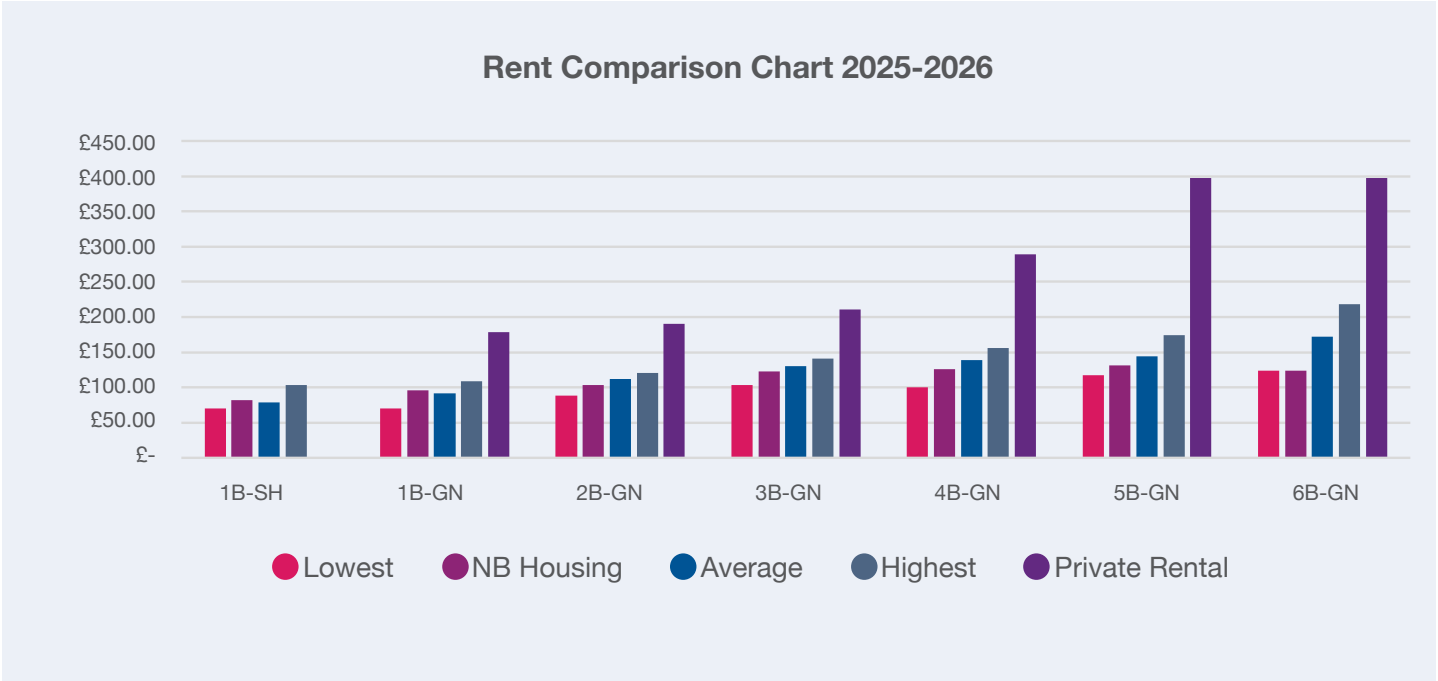
Total complaints for the year	Resolved	Upheld	Average time
8	100%	66%	19 Days

Anti-Social Behaviour Cases reported **35** Cases resolved **23**

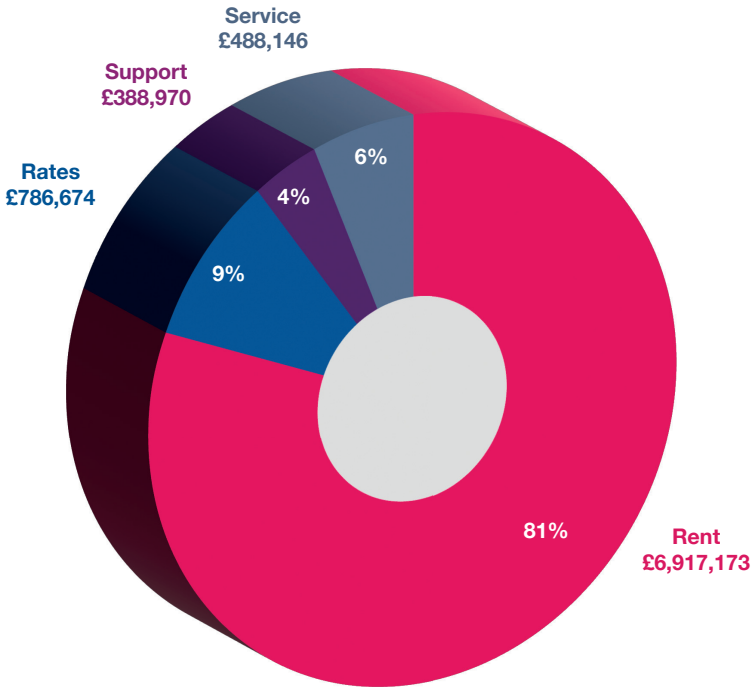
Value for Money

NB Housing continues to offer competitively priced accommodation, with charges for most property sizes remaining below the Northern Ireland Housing Association average. The sole exception is the one-bedroom category, where charges are slightly higher than the average; however, they remain well below comparable private rental rates, reinforcing our commitment to providing affordable and accessible housing options.

NB Housing Rent Charges compare to other Landlords



Sources of Income from Charges

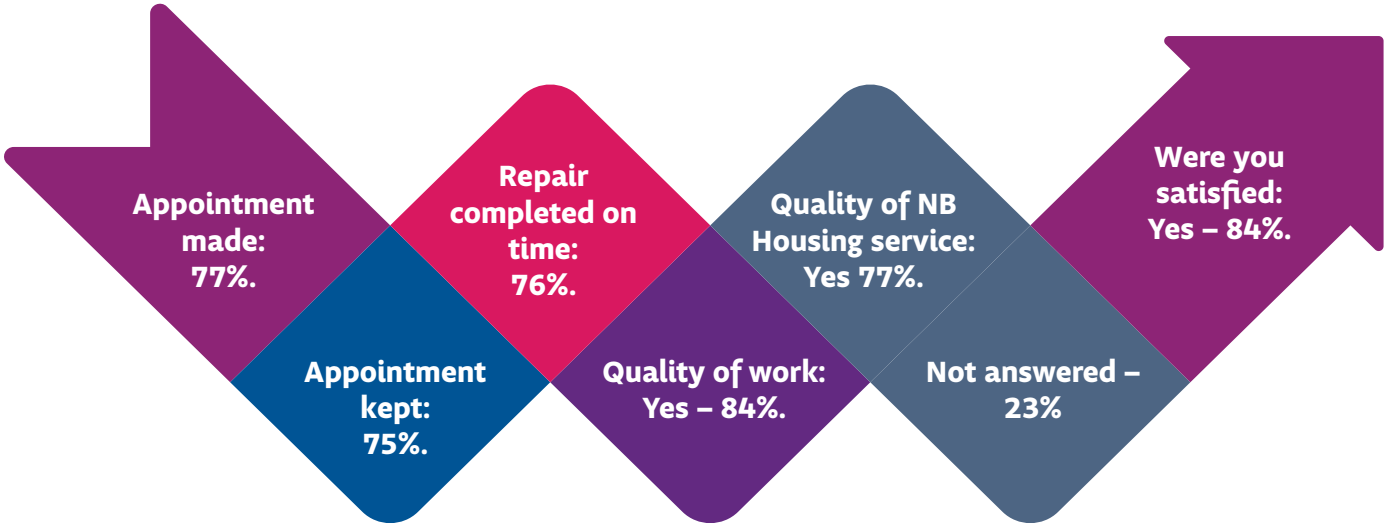


Repair Orders

Total Response Repair Orders raised during 2025-2026 - 5,159. Overall completed within target 92.36%

Repair Category	Percentage completed within Response time
Emergency (within 24Hrs)	97.09%
Urgent (within 4 days)	90.34%
Routine (within 4 calendar weeks)	92.60%

Tenant Satisfaction Results on Contractor Response Maintenance Performance



Performance on Compliance



Gas Boiler Servicing 96.30%



Oil-Fired Boiler Servicing 97.47%



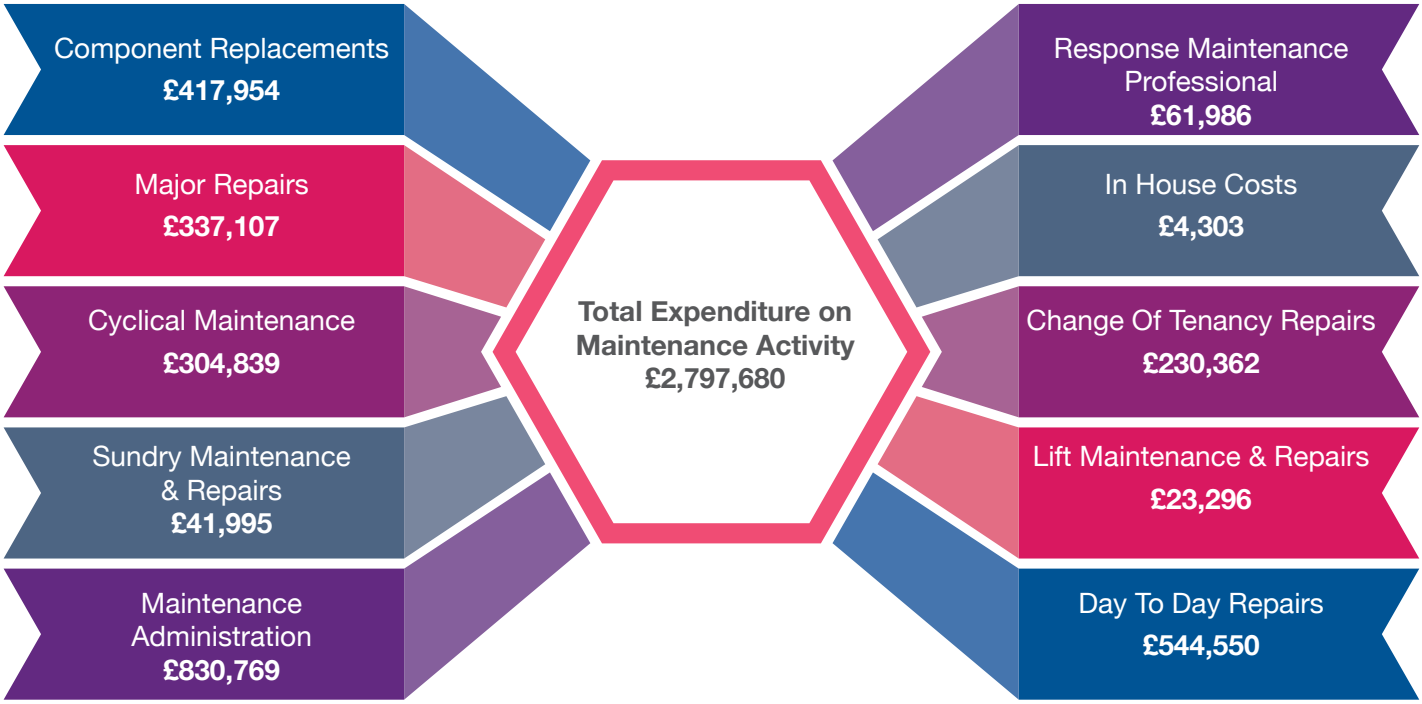
Fire Risk Assessments 100%

Adaptations

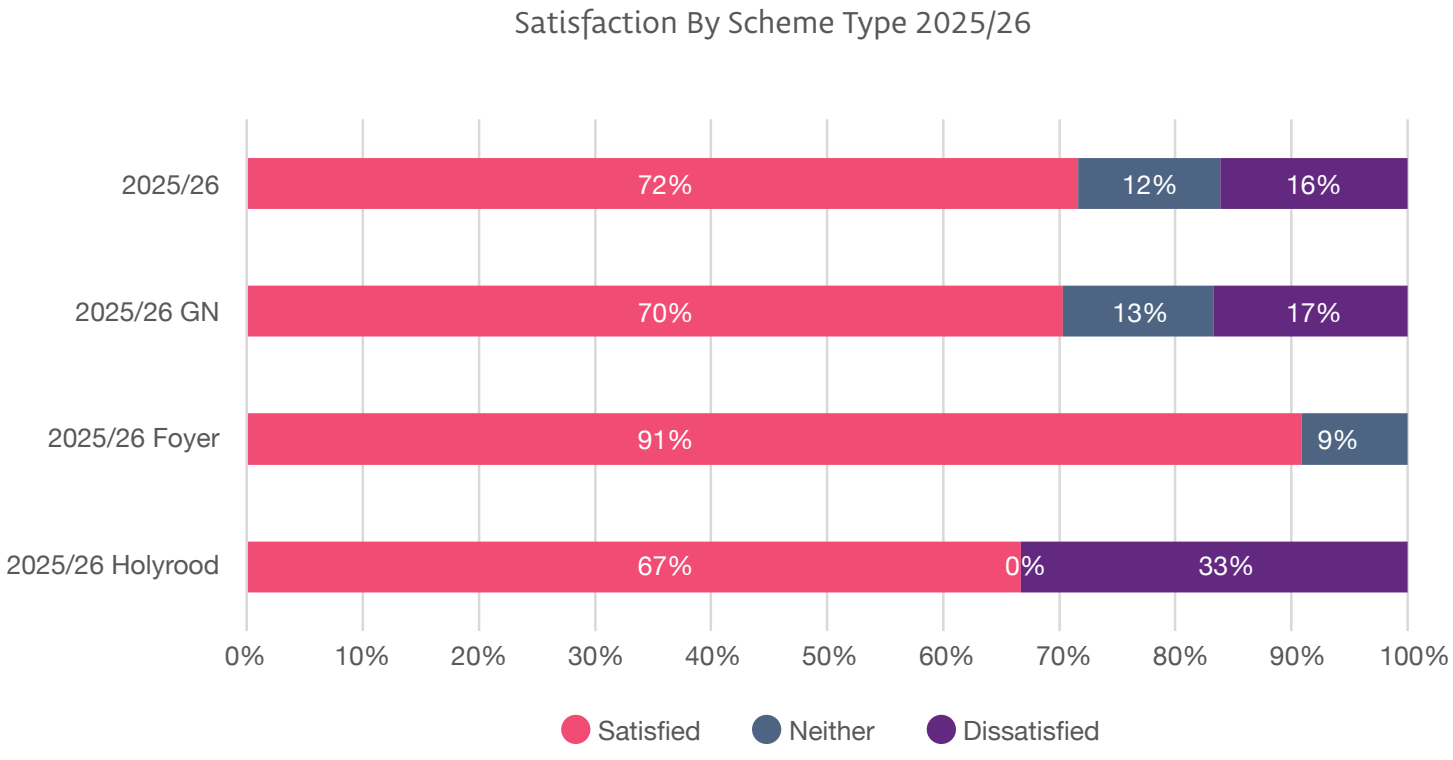


Total adaptations completed at a cost of £65,474

Expenditure on Maintenance Activity



Tenant Satisfaction Findings



Development

Completions for the Year

42 New Homes completed

✓ 9 Family Homes ✓ 9 Apartments ✓ 21 CAT1 Apartments ✓ 3 Wheelchair Apartments



Bridge Street Lisburn



Connsbrook Avenue Belfast









Glenavy – First new build scheme in Ireland to have Energy Cloud technology to provide free hot water during the night.



Leamington Place, Lisburn

Housing Plus

13 **‘Meet your Neighbour’ coffee mornings**

12 **engagement activities planned for tenants throughout the year**



A tenant with a lovely Easter wreath they created at one of our arts & crafts sessions in April 2026



Festive fun at our Christmas Party and Santa’s Grotto in December 2025



The Brookfield Mill Christmas tree provided by NB Housing, helping to create a more festive spirit for residents.



NB Housing residents taking part in planting activities at one of our schemes in Summer 2025. These activities not only bring residents together but also allows them to make their communal areas feel more homely.

There are a range of ways for tenants to get involved, with details available in our sign-up packs, from our office, or on our website. We also provide advice and referrals for:

- Rent arrears and financial management
- Family Support Hubs
- Fuel vouchers (subject to availability)
- Benefit checks

Housing for All activities

As part of our ongoing promotion of our Housing for All scheme in Kingsway, Dunmurry, which will be opening in Autumn 2026, our Community Engagement Officer has been working alongside the local community, and in doing so has identified projects that, when approached by the Project Leaders, we are proud to have supported.

Throughout the year 2025-2026, we offered financial support to 5 community projects, including a Christmas event, and Irish Football Association (IFA) inclusion event and a donation towards ROCNI for school uniforms for children in the North & West Belfast areas.



Members of Dunmurry Community Association attending the Housing for All Christmas event



Local children at the launch on an Irish Football Association event

6 **donations made to support community initiatives from our Community Fund**



A very young attendee at Derriaghy Youth Academy's Christmas Event which NB Housing proudly support

Sheltered & Supported Schemes

While most of our homes are provided for families, we are also proud to offer accommodation and support for older people through our two sheltered housing schemes in North Belfast.

Holyrood House offers a welcoming and supportive home for residents who may need a little extra help to maintain their independence. The scheme provides comfortable one-bedroom apartments alongside a range of shared facilities, including a communal lounge where residents can socialise and take part in activities, a hairdressing room, laundry facilities, and a well-maintained garden that can be enjoyed throughout the year.



Local Storyteller Liz Weir & her friend, Alton Chung from the USA, with Holyrood House residents at a storytelling evening in October 2025.

McCorry House provides one-bedroom accommodation for residents who are able to live more independently, while still enjoying the safety, support, and sense of belonging that comes with living in a sheltered housing community.

Supporting residents to live independently and enjoy the best possible quality of life is at the heart of our sheltered housing services. Our Tenant Support Worker works closely with residents to understand their individual needs and develop personalised support plans, helping them to remain independent and sustain their tenancies for as long as possible.

We continue to work in partnership with the Northern Ireland Housing Executive's Supporting People Programme to deliver housing-related support across both schemes. This partnership is invaluable in enabling us to provide the practical and emotional support that helps residents feel secure, connected, and confident in their homes.

We greatly appreciate the continued funding provided through the Supporting People Programme. This support has a significant impact on the lives of our residents, helping them to maintain their independence, stay connected to their communities, and live with dignity. Continued investment in these services is essential to ensuring that people who need additional support can continue to lead fulfilling and rewarding lives.

Joint Management Partners



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.



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

NB Housing
Flax Foyer

Creating Opportunities, Building Futures

A Year of Positive Change

During 2025/26, Flax Foyer continued to provide a safe, supportive and empowering environment for young people as they progressed towards independence. Through personalised support, strong partnership working and a commitment to young people's aspirations, residents were supported to develop confidence, improve wellbeing and achieve their goals.

The year demonstrated the positive impact of a person-centred approach, with residents making progress across accommodation, education, employment, training, health and community involvement.

Residents benefited from access to:

- ✓ One-to-one mentoring
- ✓ Workplace visits
- ✓ Health and wellbeing activities
- ✓ Work experience opportunities
- ✓ Personal development programmes
- ✓ CV development
- ✓ Cultural awareness sessions
- ✓ Driving theory support



44

young people moved into the Flax Foyer during 2025-2026

95%

of residents were in training or employment

We thank all the agencies who worked with us during the year to change the lives of our residents for the better.

- ✓ Cliftonville Community Regeneration Forum (CCRF)
- ✓ Daisy Project
- ✓ Education providers
- ✓ CRJ Aspire
- ✓ Centrepoint
- ✓ Health and social care partners
- ✓ Housing organisations

Special thanks are given to the Centrepoint More Than A Roof Grant, who donated £2,400 to enable young people moving into their own accommodation to purchase essential household items.

The funding helped residents create safe and comfortable homes, supporting successful transitions into independent living.

Residents described the impact of the grant as helping them feel:

- ✓ More secure
- ✓ Respected
- ✓ Supported
- ✓ Confident about their future

Our People

At NB Housing we recognise our people are our greatest resource and the driving force behind quality services provided to our tenants and communities. We are committed to creating a workplace where every employee feels valued, supported and empowered to succeed.

By investing in staff development, learning and training opportunities, we aim to nurture a motivated, skilled and engaged workforce that reflects our charitable purpose, mission, vision and values.

We believe that encouraging continuous professional growth not only enhances individual fulfilment but strengthens the associations' ability to deliver excellent services. Throughout this year we have attracted new staff to the team to help us on our journey in delivering on our corporate objectives and to provide a quality service to our tenants.

At NB Housing we want to ensure our people are knowledgeable in their roles and consider NB Housing as "a great place to work", a place where our teams feel they are supported and encouraged to achieve their potential.

51 Staff

9 new staff members joined our team throughout the year.

Staff attended **62 training sessions** throughout 2025/26 with a total **investment of £22,673**



We were delighted to achieve Belfast Business Promise Ambassador status in September 2025, becoming the first Housing Association and one of only 13 organisations to receive this recognition from over 50 participating organisations.



We were accredited as a Living Wage Employer by the Living Wage Foundation in June 2025.



Learning and Development

Our Senior Management Team embarked on a Leadership Development Programme focused on strengthening leadership, culture, employee experience and service delivery, guided by our values of Respect, Impact and Togetherness.

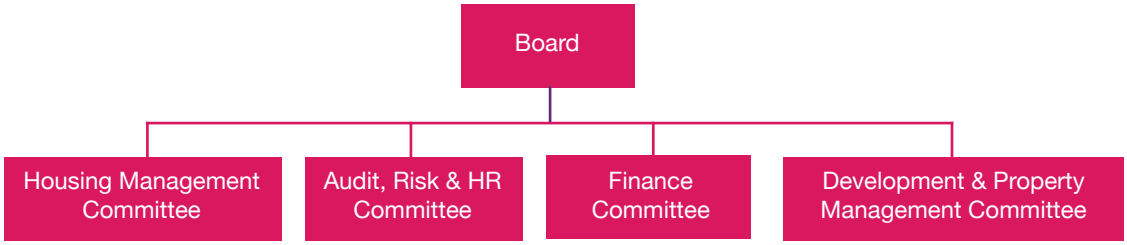


From Apprentice to Housing Officer

Congratulations to Brodie Reilly, who successfully completed his apprenticeship with NB Housing, achieving two housing qualifications and securing a full-time Housing Officer role. Brodie also serves as Vice Chair of CIH Futures NI, promoting careers in housing to young people.

Governance

NB Housing is managed by 12 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

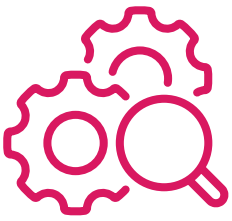


Attendance at Meetings 2025/2026

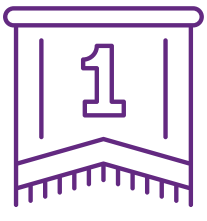
Board Member	Board Meeting*		Committee Meetings	
	Possible	Actual	Possible	Actual
Nicola Barber	7	6	6	3
Brenda Morgan	7	5	6	6
Stephen Garvin	7	6	5	5
Victoria Dunn	7	5	6	5
Ursula Mayers	4	4	2	2
Jane Shaw	7	3	5	3
Brian Reid	7	6	4	4
Bob Hopkin	7	6	4	4
Patrick O'Hanlon	7	3	4	4
John Hewitt	4	2	2	2
Owen Judge	7	6	5	5

Committee expenses for year ending 31st March 2026 were £0

The NB Housing Board wishes to express its appreciation for the contribution of Ursula Mayers and John Hewitt as Chair and Board Member during this year. Three new members joined the Board in Feb 2026 however did not attend any meetings until 2026-2027.



4 Internal Audits all receiving Satisfactory Assurance



Department for Communities Regulatory Standards Report achieved Level One rating for 2023-2024, awaiting outcome of 2024-2025 assessment.



External auditor awarded Satisfactory assurance

Finance

Income & Expenditure Account
For Year Ended 31st March 2026

	2025/26 12 Months
	£
Turnover	10,084,107
Operating Costs	(7,678,457)
Operating Surplus	2,405,650
Interest Receivable	34,526
Interest Payable	(473,372)
Other Finance (Costs)/income	10,000
Surplus for the financial year	**1,976,804**
Total comprehensive income for year	**1,976,804**

Balance Sheet at 31st March 2026

	2025/26
	£
Fixed Assets	
Other tangible Assets	811,695
Housing Properties	104,002,487
Total Fixed Assets	104,814,182
Current Assets	
Debtors	909,942
Investments	2,526,704
Cash & Bank	645,200
Current Assets Total	4,081,846
Current Liabilities	
Amounts falling due within one year	(3,870,278)
Net Current Assets	211,568
Total Assets less Current Liabilities	105,025,750
Creditors > One Year	(70,507,886)
Pension surplus/(liability)	-
Net Assets	34,517,864
Capital and reserves	
Share Capital	22
Revenue reserves	34,517,842

Performance for the year ended 31 March 2026

Key Highlights

- Increased our housing portfolio by 3.6% adding 42 properties, bringing total stock numbers to **1,203**
- Increased our rental income from £6,524,101 in 2025 to **£6,917,173** in 2026 representing a 6% increase. This was due to our annual increase in rent charges and additional stock coming into management during the year.
- Operating costs increased to **£7,678,457** from £6,547,267 the previous year
- Operating surplus remained very strong at **£1,976,804**
- Fixed asset value of our stock was **£104,002,487**, an increase of over £2.4million on the previous year.
- Staff Investment – The association increased staff numbers during the year bringing the average monthly number employed to **53** compared with 48 the year before.
- Staff expenditure increased to **£2,384,006** from £1,991,533 in 2025

Registrations and Memberships

Memberships

A member of the 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
8 Flax Street
Belfast BT14 7EQ

282-290 Crumlin Road
Belfast
BT14 7ED

Internal Auditors

WBG Services
168 Bath Street
Glasgow G2 4TP

External Auditor

RBCA
Linenhall Exchange
26 Linenhall Street
Belfast, BT2 8BG

Bankers

Allied Irish 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

Solicitors

Edwards & Co
3rd floor
Sessia House
61-67 Donegall Street
Belfast BT1 2QH



Design: conordiverdesign.com

Gatelodge
8 Flax Street
Belfast
BT14 7EQ
T: 028 9059 2110

282-290 Crumlin Road
Belfast
BT14 7ED
T: 028 9035 1131

E: info@nb-housing.org
@NBHousing
www.nb-housing.org

Department for Communities Reg No R55
Financial Conduct Authority Reg No IP406

NB Housing
Homes that build community