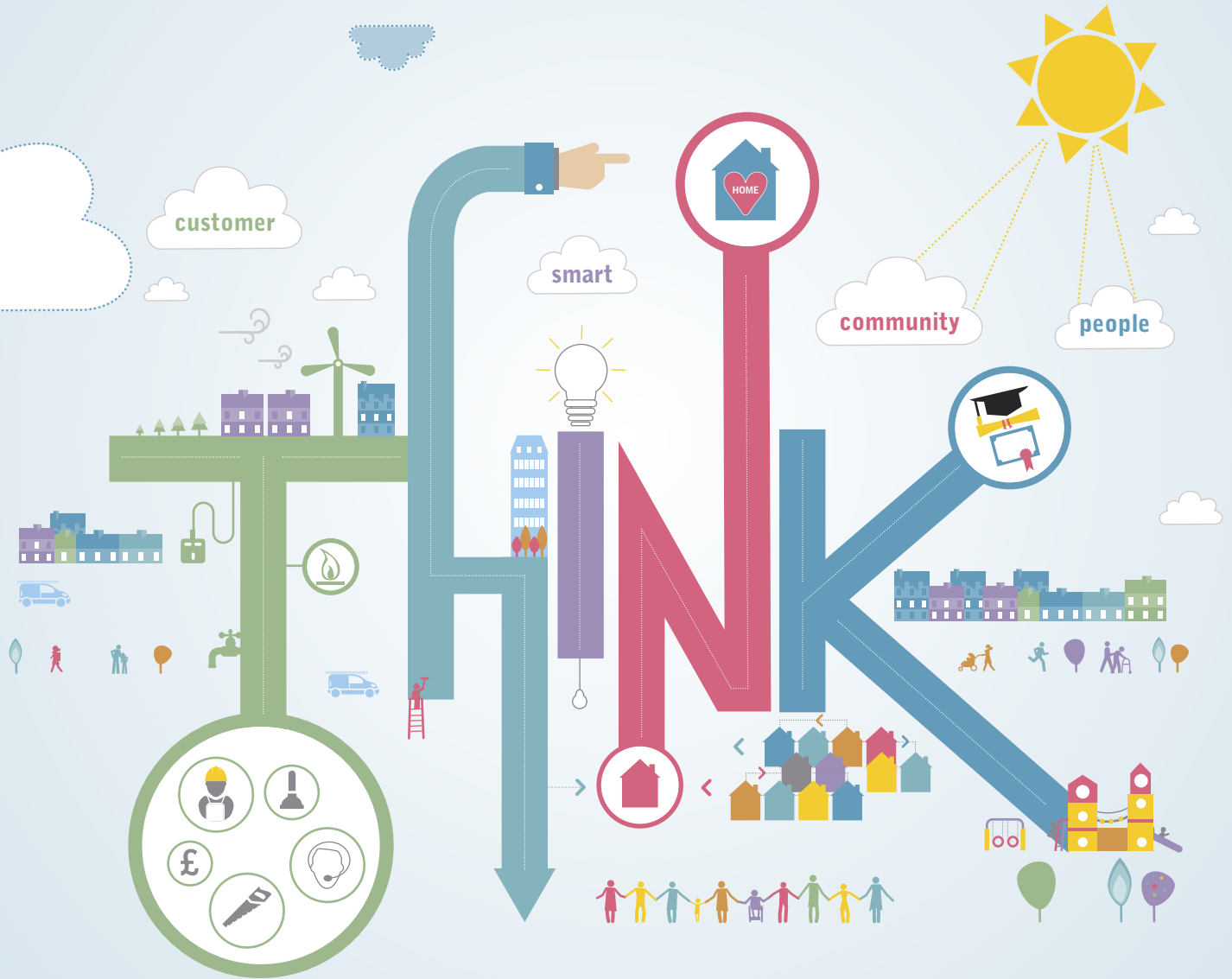


Connswater Homes

Annual Review 2014/15



MAINTENANCE

Total spent on
maintenance services



£437,206

RESPONSE

£227,352

CYCLICAL

£145,820

PLANNED

Property Improvements

159

Homes external
painting gutter
& verge pointing

50

Homes loft
insulation upgraded

22

Homes
re-rendering
of external
plaster work

48

Homes
heating
upgraded



% repairs completed
within timescale



90%

ROUTINE
within 28 working days

TARGET 80%

82%

URGENT
within 4 working days

TARGET 80%

89%

EMERGENCY
within 24 hours

TARGET 85%

2124

Total response work
orders placed

Home inspections

We carry out a range of inspections on all of our properties every year to keep your home safe and secure



698

GAS
HEATING



55

OIL
HEATING



88

HEAT
RECOVERY



698

CO²
DETECTORS



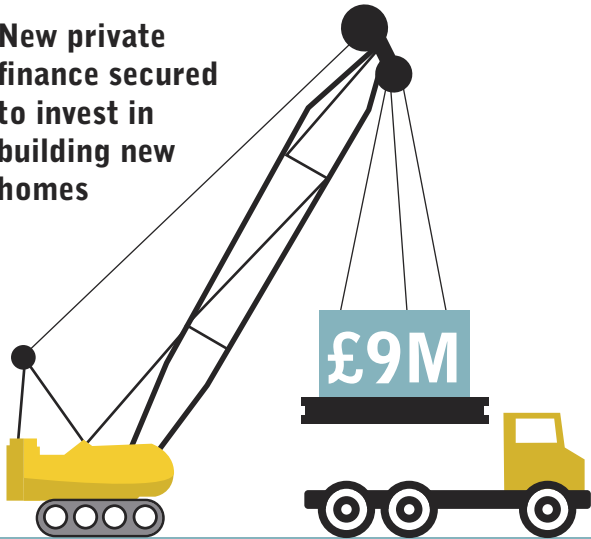
753

SMOKE
ALARMS

HOUSING STOCK

£9M

New private finance secured to invest in building new homes



Work is underway on

132 NEW HOMES

Stock by council area



555 Belfast



99 Ards and North Down



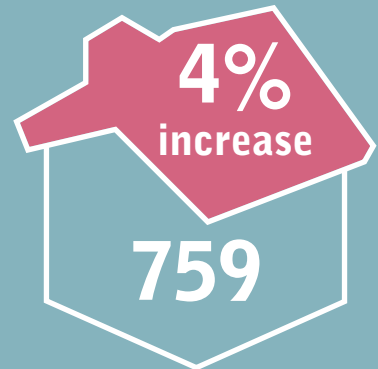
73 Lisburn and Castlereagh



30 Antrim and Newtownabbey



2 in Newry, Mourne & Down



TOTAL HOMES

ALLOCATIONS, RENTS & FEEDBACK

Rent, rates and service charges collected

£

£3,919,692

91%

of tenants are satisfied with the condition of their home

91%

of tenants are satisfied with the services provided by Connswater Homes

Average weekly rents



1 BED £67.70



2 BED £87.27



3 BED £96.59



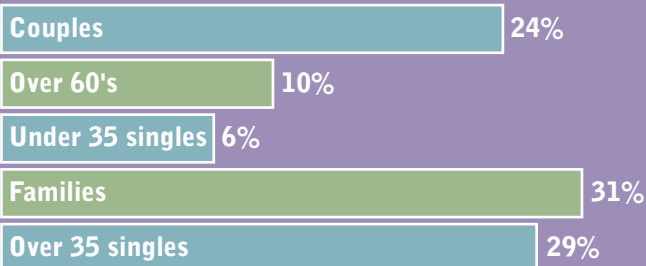
4 BED £100.10



5 BED £118.14

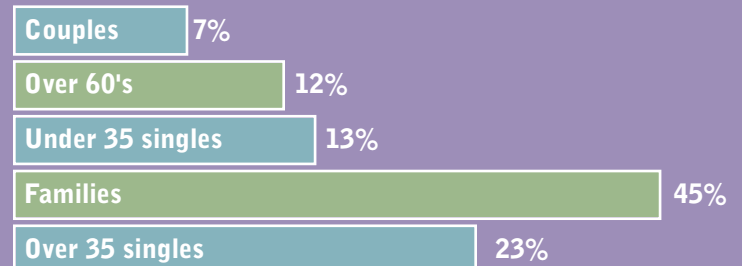
32 New lettings

New lettings (groups)



51 Re-lets within 15 days

Re-let (groups)



94%

of tenants say
Connswater Homes are
good at keeping
them informed

84%

of tenants are
satisfied with the
repairs service

82%

of tenants were
satisfied with how
staff dealt with
their problems

93%

of tenants are
satisfied with the
area they live in

98%

of tenants felt they
were treated fairly
across all 9 equality
categories

93%

of tenants are
satisfied overall
with their home

95%

of tenants find
staff helpful

88%

of tenants think
the rent charged is
good value for money

15 Complaints

All satisfactorily resolved in-house



INTERNAL AUDITS

Business Continuity (inc disaster planning)

ICT access rights

Complaints and Compliments

Risk Management

Key financial controls

Planned maintenance

Rent setting / collection

Anti-social behaviour



**TOP GRADED
SUBSTANTIAL
RATINGS**

FINANCE

Turnover grew during the year by 7.6% to stand at just over £3.5 million. The Association's operating surplus of 37% (2013-14: 42%) continues to be well above sector average. Surplus for the year was £540k which amounted to 15.2% of turnover. Breakdown of Expenditure during the year was as follows:



£810,378

Repairs & maintenance



£781,436

Loan interest



£263,262

Property depreciation



£42,652

Legal & professional fees



4.56%

Average cost of borrowing

Income and Expenditure Account Year ended 31 March 2015

	2015	2014
Turnover	3,563,278	3,311,816
Operating costs	2,242,055	(1,933,049)
Operating Surplus	1,321,223	1,378,767
Interest receivable	14,651	14,451
Interest payable	(781,436)	(767,051)
Other finance costs	(14,000)	(26,000)
Surplus on Ordinary Activities	540,438	600,167
Transfers		
Disposals proceeds fund	-	-
Surplus for the Year	540,438	600,167
Impairment on office premises	(286,206)	-
Actuarial gain (loss) on pension scheme	(373,000)	(84,000)
	(118,768)	516,167
Revenue Reserves Brought Forward	10,847,987	10,331,820
Revenue Reserves Carried Forward	10,729,219	10,847,987
Fixed Assets		
Housing land and buildings:		
Cost	91,195,397	87,373,520
Less: Housing Association Grants	(62,758,619)	(61,161,034)
Depreciation	1,797,576	(1,683,957)
	26,639,202	24,528,529
Investment Property	350,000	-
Other Fixed Assets	205,223	856,891
	27,194,425	25,385,420
Current Assets		
Debtors	1,445,011	622,792
Cash & bank balances	573,787	3,104,895
	2,018,798	3,727,687
Current Liabilities		
Creditors	1,217,210	(1,009,364)
Net Current Assets (Liabilities)	801,588	2,718,323
Total Assets less Current Liabilities	27,996,013	28,103,743
Creditors: Amounts falling due after more than one year	16,495,705	16,871,673
Pension Liability	771,000	384,000
	17,266,705	17,255,673
Financed By:		
Share Capital	89	83
Revenue Reserves	10,729,219	10,847,987
	27,996,013	28,103,743

Board Members 2014 – 15

	Member	Attendance			
		Board Meetings		Committee Meetings	
		Possible	Actual	Possible	Actual
Mr John Beattie (Chair)	J Beattie	5	5	7	6
Mr Martin Leahy (Honorary Treasurer)	M Leahy	5	5	6	6
Mrs Ann Watt (Honorary Secretary)	A Watt	5	5	7	3
Mr Michael Graham	M Graham	5	3	3	2
Mr Alex Ward	A Ward	5	2	3	1
Ms Ciara Boyes (resigned June 2014)	C Boyes	1	1	n/a	n/a
Mr Patrick Cregg (resigned June 2014)	P Cregg	1	1	1	1
Professor Paddy Gray	P Gray	4	2	n/a	n/a
Ms Nicola Barber	N Barber	5	3	2	1
Mrs Marie Pickles (resigned November 2014)	M Pickles	2	2	4	4
Mrs Moyra Armstrong (resigned January 2015)	D Boland	2	1	3	3
Mr David Boland (resigned October 2014)	R Davis	4	4	3	2
Mr Robbie Davis	A Hill	4	4	3	2
Mr Alan Hill	P Loughrey	4	2	3	2
Mr Patrick Loughrey	T Hampton	4	2	2	1
Mr Trevor Hampton	M Armstrong	2	1	4	3

£112 in total was claimed by members in expenses during the year.

Registered Office:

5 Citylink Business Park
 Albert Street, Belfast, BT12 4HQ
 Tel: 028 9065 6155
 Fax: 028 9032 8758

Registered Industrial & Provident No. IP166
 Registered with DSD No.R8

External Auditors, Toner McDowell
 Internal Auditors, TIAA Ltd
 Principal Solicitors, Elliott Duffy Garrett
 Principal Bankers, Northern Bank

Find us on:  

www.connswater.org.uk

