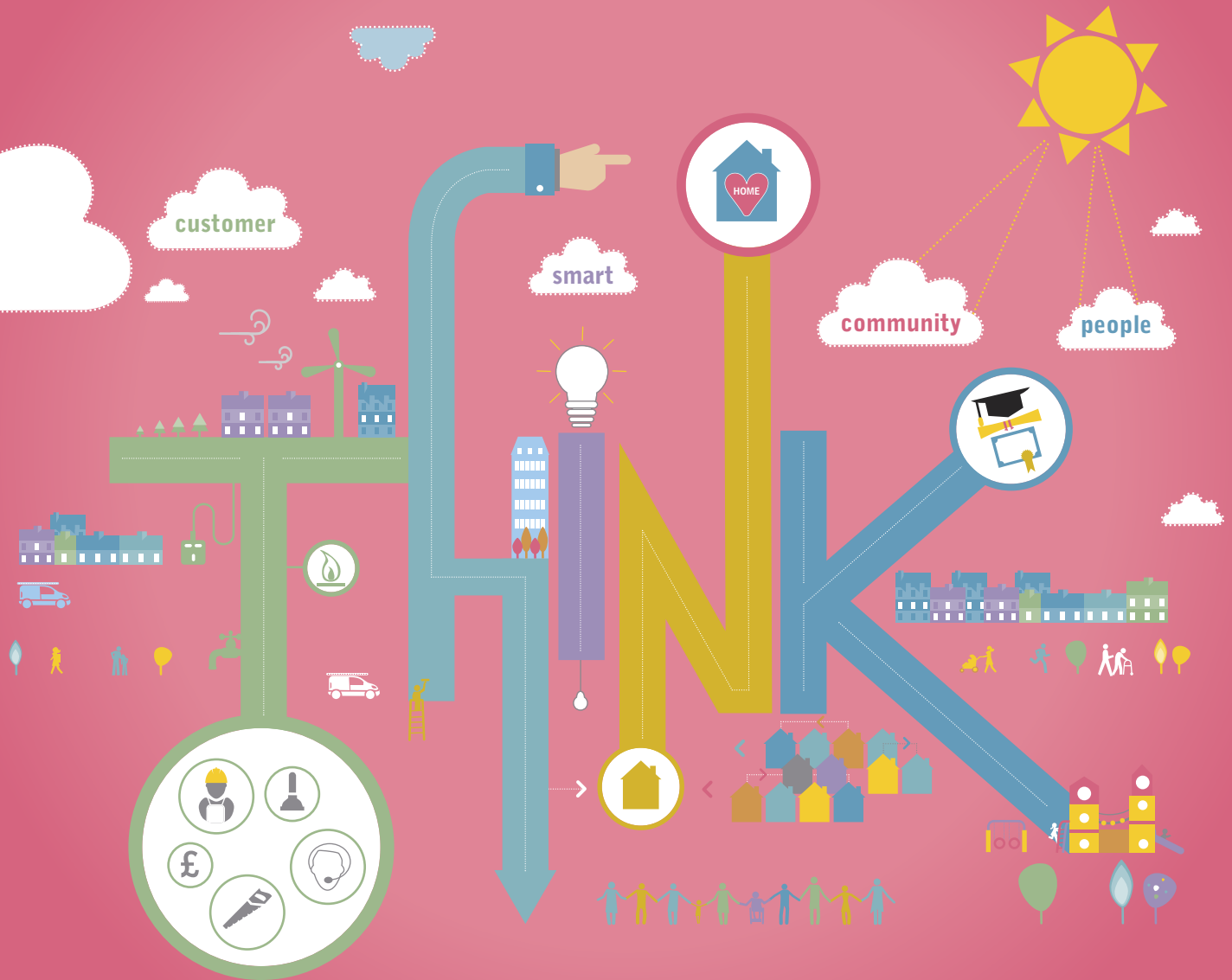


Connswater Homes

Annual Review 2015/16



MAINTENANCE

Total spent on
maintenance services

£256,993

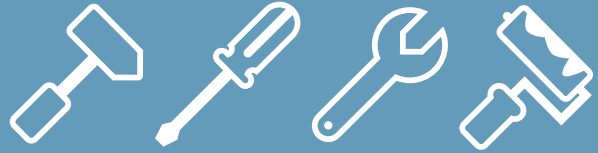
RESPONSE

£157,499

CYCLICAL

£155,711

PLANNED



Property Improvements

- 3 Internal redecoration (communal apartment buildings)
- 11 Homes loft insulation upgraded
- 25 Bathroom replacements
- 75 Homes external painting gutter cleaning & verge pointing
- 23 Homes heating upgraded
- 22 Kitchen replacements

% repairs completed within timescale

92% EMERGENCY
within 24 hours
TARGET 85%

85% URGENT
within 4 working days
TARGET 80%

88% ROUTINE
within 28 working days
TARGET 80%

1957 Total response work
orders placed



623
GAS
HEATING

778
SMOKE
ALARMS

Health & Safety Inspections Completed

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

155
OIL
HEATING

123
ASBESTOS
MONITORING
INSPECTIONS

181
HEAT
RECOVERY

110
LEGIONELLA
MANAGEMENT

778
CO²
DETECTORS

15
FIRE RISK
ASSESSMENTS

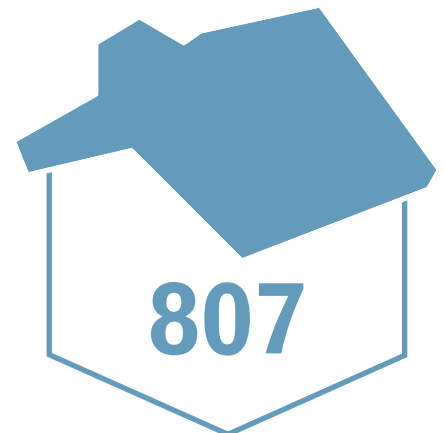
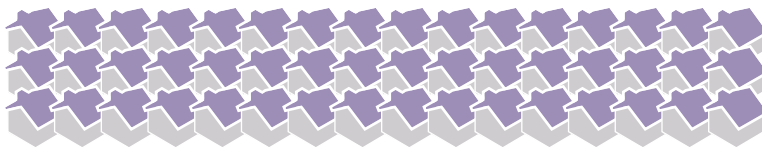
HOUSING STOCK

807

Total number of homes
as at 31/03/16



Stock by council area



TOTAL HOMES

ALLOCATIONS, RENTS & FEEDBACK

£4,100,747

Rent, rates and service charges collected

Average
weekly rents



1 BED £71.99



2 BED £76.53



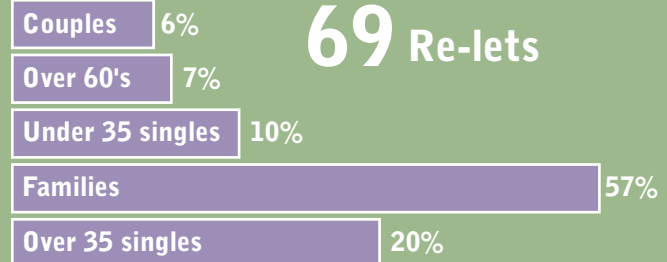
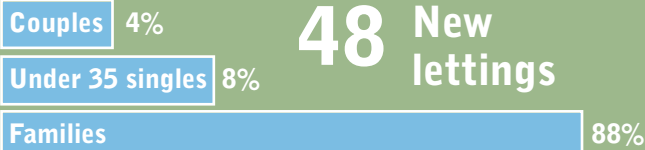
3 BED £92.39



4 BED £100.50



5 BED £126.91



3 Complaints all satisfactorily resolved in-house.

1 in relation to a staff member & 2 in relation to response maintenance problems

88%

of tenants are satisfied overall with their home

82%

of tenants are satisfied with the repairs service

84%

of tenants think the rent charged is good value for money

88%

of tenants are satisfied with the area they live in

93%

of tenants find staff helpful

90%

of tenants say Connswater Homes are good at keeping them informed

88%

of tenants were satisfied with how staff dealt with their problems

90%

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

91%

of tenants are satisfied with the services provided by Connswater Homes

82%

of tenants are satisfied with the condition of their home

SOCIAL IMPACT

16

Work placements provided to young people through our maintenance and construction contracts

£70K

Provision of a community hall facility in east Belfast at a cost to the Association

£3K

Housing surgery in Newtownards

£15K

Cost of additional disabled adaptations completed to enhance family living circumstances at a cost to the Association

£10K

Spend actively supporting and creating links with 3rd sector organisations & learning and development providers

£2K

Donated to community groups under the Association's Common Fund (per annum)

At the request of tenants



£5K

Spent on enhancing car parking, specific disabled parking spaces and traffic calming measures



£40K

Spent on enhancing security fixtures and fittings in communal apartment schemes



£14K

Spent on enhancing additional garden fencing to properties which led to improvements and inclusion in the new build design brief for all new build schemes to ensure privacy and security



INTERNAL AUDITS

During 2015 – 16 internal audits were carried out on 9 areas of the Association’s systems and processes. 7 substantial assurances were received and 2 reasonable.

| System | Substantial Assurance | Reasonable Assurance |
|---|-----------------------|----------------------|
| Gas & Asbestos Management | | ✓ |
| Governance – performance management | ✓ | |
| Budgetary Control | ✓ | |
| Risk Management – Mitigation | | ✓ |
| Works Procurement | ✓ | |
| Development – Project Appraisal | ✓ | |
| Treasury Management | ✓ | |
| Allocations, Transfers & Mutual Exchanges | ✓ | |
| Arrears figures | ✓ | |

FINANCE

Turnover grew during the year by 4.65% to stand at just over £4.76 million. The Association’s operating margin of 36% (2014-15: 32%) continues to be well above sector average. New private finance of £9 million secured to invest in building new homes. Surplus for the year was £833k which amounted to 17.5% of turnover. Breakdown of expenditure during the year was:



£570,203

Repairs & maintenance



£783,641

Loan interest



£1,118,221

Property depreciation



£41,105

Legal & professional fees



4.38%

Average cost of borrowing

Statement of Income, Year ended 31 March 2016

| | 2016 | Restated 2015 |
|---|-------------|------------------|
| Turnover | 4,765,134 | 4,553,375 |
| Operating costs | (3,055,429) | (3,083,053) |
| Operating Surplus | 1,709,705 | 1,470,322 |
| Interest receivable | 5,985 | 14,651 |
| Interest payable | (783,641) | (781,436) |
| Other finance costs | (99,000) | (14,000) |
| Surplus on Ordinary Activities | 833,049 | 689,537 |
| Transfers | | |
| Surplus for the Year | 833,049 | 689,537 |
| Impairment on office premises | - | (286,206) |
| Actuarial gain (loss) on pension scheme | 223,000 | (373,000) |
| | 1,056,049 | 30,331 |
| Revenue Reserves Brought Forward | 12,026,990 | 11,996,659 |
| Revenue Reserves Carried Forward | 13,083,039 | 12,026,990 |

Statement of Financial Position as at 31 March 2016

| | | |
|--|-------------|-------------|
| Fixed Assets | | |
| Housing land and buildings: | | |
| Cost | 100,851,921 | 91,195,397 |
| Less: Depreciation | (8,085,886) | (7,232,753) |
| | 92,766,035 | 83,962,644 |
| Investment Property | 350,000 | 350,000 |
| Other Fixed Assets | 242,943 | 205,223 |
| | 93,358,978 | 84,517,867 |
| Current Assets | | |
| Debtors | 2,342,332 | 1,445,011 |
| Cash & bank balances | 936,033 | 573,787 |
| | 3,278,365 | 2,018,798 |
| Current Liabilities | | |
| Creditors | 2,180,765 | 1,217,210 |
| Net Current Assets (Liabilities) | 1,097,600 | 801,588 |
| Total Assets less Current Liabilities | 94,456,578 | 85,319,455 |
| Creditors: Amounts falling due after more than one year | | |
| Deferred Grant | 60,737,156 | 16,495,705 |
| Long Term Liabilities | 60,737,156 | 56,025,671 |
| Pension Liability | 19,989,293 | 16,495,705 |
| | 647,000 | 771,000 |
| | 81,373,449 | 73,292,376 |
| Financed By: | | |
| Share Capital | 90 | 89 |
| Revenue Reserves | 13,083,039 | 12,026,990 |
| | 94,456,578 | 85,319,455 |

Board Members 2014 – 15

Prof Paddy Gray (Chair)
 Mr Trevor Hampton (Vice-Chair)
 Mr Martin Leahy (Honorary Treasurer)
 Mr Robbie Davis (Honorary Secretary)
 Mr Michael Graham
 Mr Alex Ward
 Ms Nicola Barber
 Mr Alan Hill
 Mr Patrick Loughrey
 Mr John Beattie (resigned June 2015)
 Ms Mary Durkan
 Ms Ann Watt (resigned September 2015)

| Member | Attendance | | | |
|------------|----------------|--------|--------------------|--------|
| | Board Meetings | | Committee Meetings | |
| | Possible | Actual | Possible | Actual |
| P Gray | 4 | 4 | n/a | n/a |
| T Hampton | 4 | 4 | 4 | 4 |
| M Leahy | 4 | 4 | 4 | 4 |
| R Davis | 4 | 3 | 5 | 4 |
| M Graham | 4 | 3 | 4 | 3 |
| A Ward | 4 | 4 | 5 | 3 |
| N Barber | 4 | 1 | 1 | 1 |
| A Hill | 4 | 2 | 5 | 4 |
| P Loughrey | 4 | 2 | 4 | 2 |
| J Beattie | 1 | 1 | 5* | 5 |
| M Durkan | 3 | 3 | 3 | 2 |
| A Watt | 1 | 1 | 1 | 1 |

*by invitation of committee



£638.40 was claimed by members in expenses during the year.

Registered Office:

5C Citylink Business Park
 Albert Street, Belfast, BT12 4HQ
 Tel: 028 9065 6155
 Fax: 028 9032 8758
www.connswater.org.uk

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

