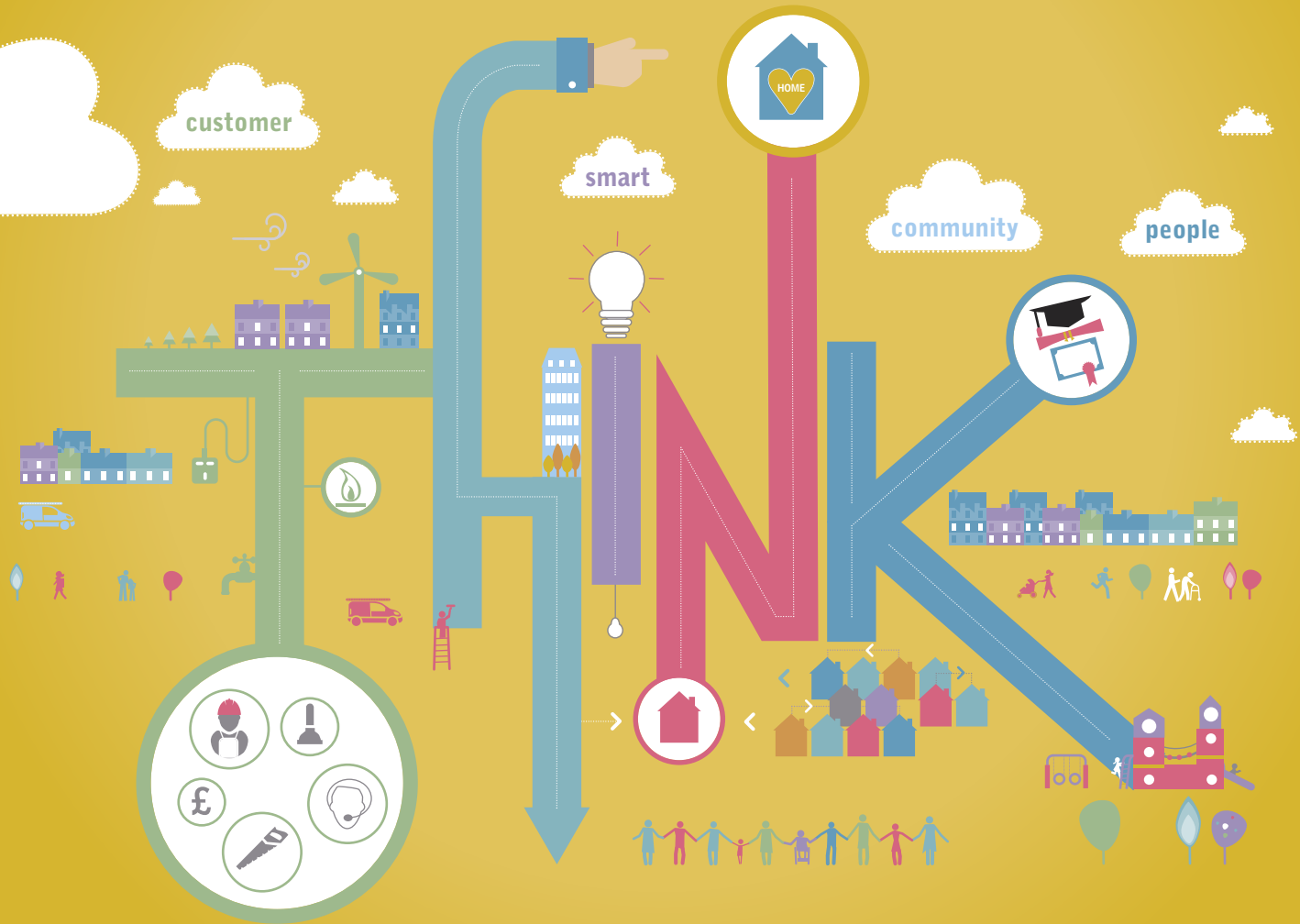


Connswater Homes

Annual Review 2016/17



MAINTENANCE

Total spent on
maintenance services

£312,536

RESPONSE

£310,703

PLANNED/CYCLICAL



Property Improvements Completed

- 29 Heating upgrades – oil to gas
- 29 Loft insulation
- 55 External painting, gutter cleaning & verge pointing
- 9 Replacement doors & windows
- 3 Internal redecoration (communal apartment buildings)

% repairs completed within timescale

98% EMERGENCY
within 24 hours
TARGET 85%

90% URGENT
within 4 working days
TARGET 80%

91% ROUTINE
within 28 working days
TARGET 80%

1957 Total response work
orders placed



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

763
GAS
HEATING

80
OIL
HEATING

42
HEAT
RECOVERY

843
CO²
DETECTORS

843
SMOKE
ALARMS

121
ASBESTOS
MONITORING
INSPECTIONS

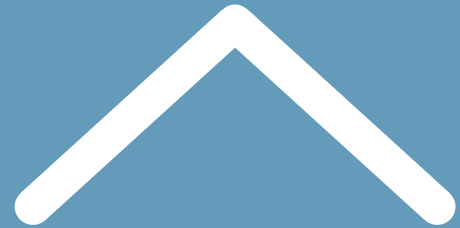
110
LEGIONELLA
MANAGEMENT

15
FIRE RISK
ASSESSMENTS

HOUSING STOCK

843

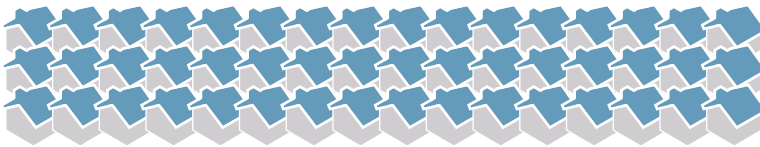
Total number
of homes 31/03/17



4.38%

INCREASE
SINCE 31/03/16

Stock by council area



560 Belfast



104 Lisburn and Castlereagh



121 Ards and North Down



55 Antrim and Newtownabbey



3 in Newry, Mourne & Down



TOTAL HOMES

ALLOCATIONS, RENTS & FEEDBACK

£4,459,350

Rent, rates & service charges collected

Average weekly rents



1 BED £72.91



2 BED £92.48



3 BED £99.87



4 BED £106.26

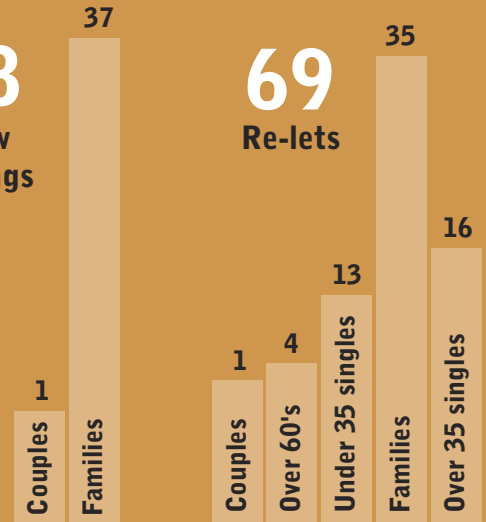


5 BED £126.35

48
New lettings

69
Re-lets

3 Complaints all satisfactorily resolved in-house.
All 3 in relation to maintenance problems.



Tenant Satisfaction

98%

of tenants are satisfied with the services provided by Connswater Homes

95%

of tenants are satisfied with the condition of their home

93%

of tenants are satisfied overall with their home

95%

of tenants are satisfied with the repairs service

72%

of tenants think the rent charged is good value for money

95%

of tenants are satisfied with the area they live in

98%

of tenants find staff helpful

98%

of tenants say Connswater Homes are good at keeping them informed

100%

of tenants were satisfied with how staff dealt with their problems

86%

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

SOCIAL IMPACT

10

Internships and apprenticeships provided through head office and maintenance & construction contracts

£3K

Providing a weekly housing surgery in the Ards & North Down council area

£2.5K

Donated to community groups under the Association's Common Fund

£35K

Spent on enhancing CCTV security recording equipment at communal schemes

Efficient
Lovely
Caring
Good
Great
Professional
Friendly
Polite
Fair
Value
Honest
1stClass
Helpful
Nicestaff
Courteous
Reliable
Informative
Excellent

We fed all the comments from new tenants over the past year into a wordle generator.
The more frequently a word appears, the larger its size.

INTERNAL AUDITS

During 2016 – 17 internal audits were carried out on 7 areas of the Association's systems and processes. 5 substantial assurances were received and 2 reasonable.

System	Substantial Assurance	Reasonable Assurance
Conflict of Interest	✓	
Cyber-Crime	✓	
Development – Contract Management	✓	
Responsive Maintenance	✓	
Financial Controls – Health Check	✓	
Gas Safety		✓
Void Works		✓

FINANCE

Turnover grew during the year by 7.6% to stand at just over £5.1 million.

The Association's operating margin of 37% (2015-16: 36%) continues to be well above sector average.

New private finance of £7 million secured to invest in building new homes.

Surplus for the year was £914k which amounted to 18% of turnover.

Breakdown of expenditure during the year was:



£623,059

Repairs & maintenance



£10 million

spent on providing new homes



£855,576

Loan Interest



4.13%

Average cost of borrowing



£1,266,104

Property depreciation

Statement of Income, Year ended 31 March 2017

	2017	2016
Turnover	5,128,790	4,765,134
Operating costs	(3,218,850)	(3,055,429)
Operating Surplus	1,909,940	1,709,705
Surplus arising from disposals of Housing	2,712	-
Transfer to Disposal Proceeds Fund	(126,303)	-
Interest receivable	5,862	5,985
Interest payable	(855,576)	(783,641)
Other finance costs	(23,000)	(99,000)
Surplus for the financial year	913,635	833,049
Other Comprehensive Income		
Actuarial gain (loss) on pension scheme	(243,000)	223,000
Total comprehensive income for the year	670,635	1,056,049

Statement of Financial Position as at 31 March 2017

Fixed Assets		
Housing land and buildings:		
Cost	110,683,452	100,851,921
Less: Depreciation	(9,125,444)	(8,085,886)
	101,558,008	92,766,035
Investment Property	-	350,000
Other Fixed Assets	205,482	242,943
	101,968,972	93,358,978
Current Assets		
Assets held for sale	350,000	-
Debtors	1,757,237	2,342,332
Cash & bank balances	1,322,685	936,033
	3,429,922	3,278,365
Current Liabilities		
Creditors	(2,883,266)	(2,180,765)
Net Current Assets	546,656	1,097,600
Total Assets less Current Liabilities	102,515,628	94,456,578
Creditors: Amounts falling due after more than one year		
Deferred Grant	63,761,342	60,737,156
Long Term Liabilities	24,042,521	19,989,293
Pension Liability	958,000	647,000
	88,761,863	81,373,449
Financed By:		
Share Capital	91	90
Revenue Reserves	13,753,674	13,083,039
	102,515,628	94,456,578

Board Members 2016 / 2017

Prof Paddy Gray (Chair)

Mr Trevor Hampton (Vice Chair)

Mr Martin Leahy (Hon. Treasurer)

Mr Robbie Davis (Hon. Secretary)

Mr Alan Hill

Mr Alex Ward

Mrs Kelly Andrews

Mr Patrick Loughrey

Ms Mary Durkan

Ms Nicola Barber

Mr John Beattie

Member	Attendance			
	Board Meetings		Committee Meetings	
	Possible	Actual	Possible	Actual
P Gray	5	5	2	2
T Hampton	5	4	4	4
M Leahy	5	5	6	5
R Davis	5	4	6	6
A Ward	5	2	2	4
K Andrews	5	5	3	3
M Graham	1*	1	4**	4
N Barber	5	4	0	0
A Hill	5	4	3	4
P Loughrey	5	2	4	0
J Beattie	4	4	4	4
M Durkan	5	4	4	3

*stood down at AGM (20/06/2017)

**by invitation of committee

£2,575.42 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: PWC
 Internal Auditors: TIAA Ltd
 Principal Solicitors: Elliott Duffy Garrett
 Principal Bankers: Danske Bank

FIND US ON:  

www.connswater.org.uk

