

# INTERNAL AUDITS

During 2017 – 18 internal audits were carried out on 8 areas of the Association’s systems and processes. 6 substantial assurances were received and 2 reasonable.

System	Substantial Assurance	Reasonable Assurance
Rent Setting and Collection	✓	
Nominal Ledger	✓	
Gas Safety	✓	
Business Continuity Planning	✓	
Development Community Consultation	✓	
Treasury Management	✓	
Planned Maintenance		✓
Cyber Security Part 2		✓

# COMMUNITIES

Number of attendees at a range of events during 2017-18

61 

People attended resident meetings

755 

People attended community fun / information events

37 

People attended gardening & cookery workshops

67 

People attended tenant estate inspections / readers panel & consultation events

18 

People attended crime prevention event

10 

People attended certified first aid training

## Statement of Income, Year ended 31 March 2018

	2018	2017
<b>Turnover</b>	5,544,165	5,128,790
Operating costs	(3,706,461)	(3,218,850)
<b>Operating Surplus</b>	<b>1,837,705</b>	<b>1,909,940</b>
<b>Surplus arising from disposals of Housing</b>	<b>0</b>	<b>2,712</b>
Transfer to Disposal Proceeds Fund	0	(126,303)
Interest receivable	3,069	5,862
Interest payable	(1,058,764)	(855,576)
Other finance costs	28,000	(23,000)
<b>Surplus for the financial year</b>	<b>738,853</b>	<b>913,635</b>
<b>Other Comprehensive Income</b>		
Actuarial gain (loss) on pension scheme	(69,000)	(243,000)
<b>Total comprehensive income for the year</b>	<b>669,853</b>	<b>670,635</b>

## Statement of Financial Position as at 31 March 2018

<b>Fixed Assets</b>		
Housing land and buildings:		
Cost	122,560,117	110,683,452
Less: Depreciation	(10,316,981)	(9,125,444)
	112,243,136	101,558,008
Investment Property		-
Other Fixed Assets	194,904	205,482
	112,428,040	101,968,972
<b>Current Assets</b>		
Assets held for sale	0	350,000
Debtors	1,667,146	1,757,237
Cash & bank balances	1,718,446	1,322,685
	3,385,592	3,429,922
<b>Current Liabilities</b>		
Creditors	(1,287,249)	(2,883,266)
<b>Net Current Assets</b>	<b>2,098,342</b>	<b>546,656</b>
<b>Total Assets less Current Liabilities</b>	<b>114,526,382</b>	<b>102,515,628</b>
<b>Creditors: Amounts falling due after more than one year</b>		
Deferred Grant	67,566,936	63,761,342
Long Term Liabilities	31,480,828	24,042,521
Pension Liability	1,055,000	958,000
	100,102,764	88,761,863
<b>Financed By:</b>		
Share Capital	91	91
Revenue Reserves	14,423,527	13,753,674
	<b>114,526,382</b>	<b>102,515,628</b>

## Board Members 2017 / 2018

Prof Paddy Gray (Chair)

Mr Trevor Hampton (Vice Chair)

Mrs Kelly Andrews (Hon. Treasurer)

Mr Robbie Davis (Hon. Secretary)

Mr Alan Hill

Mr Alex Ward

Mr Martin Leahy

Mr Michael Graham

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	0	0
T Hampton	5	1	4	4
K Andrews	5	5	5	5
R Davis	5	5	4	2
A Ward	5	4	3	2
M Leahy	5	4	4	2
M Graham	4	4	4	3
N Barber	5	3	0	0
A Hill	5	2	3	2
P Loughrey	5	3	4	3
J Beattie	5	5	4	4
M Durkan	5	3	6	6

£769.10 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](http://www.connswater.org.uk)

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

External Auditors: Price Waterhouse Cooper  
 Internal Auditors: TIAA Ltd  
 Principal Solicitors: Elliott Duffy Garrett  
 Principal Bankers: Danske Bank

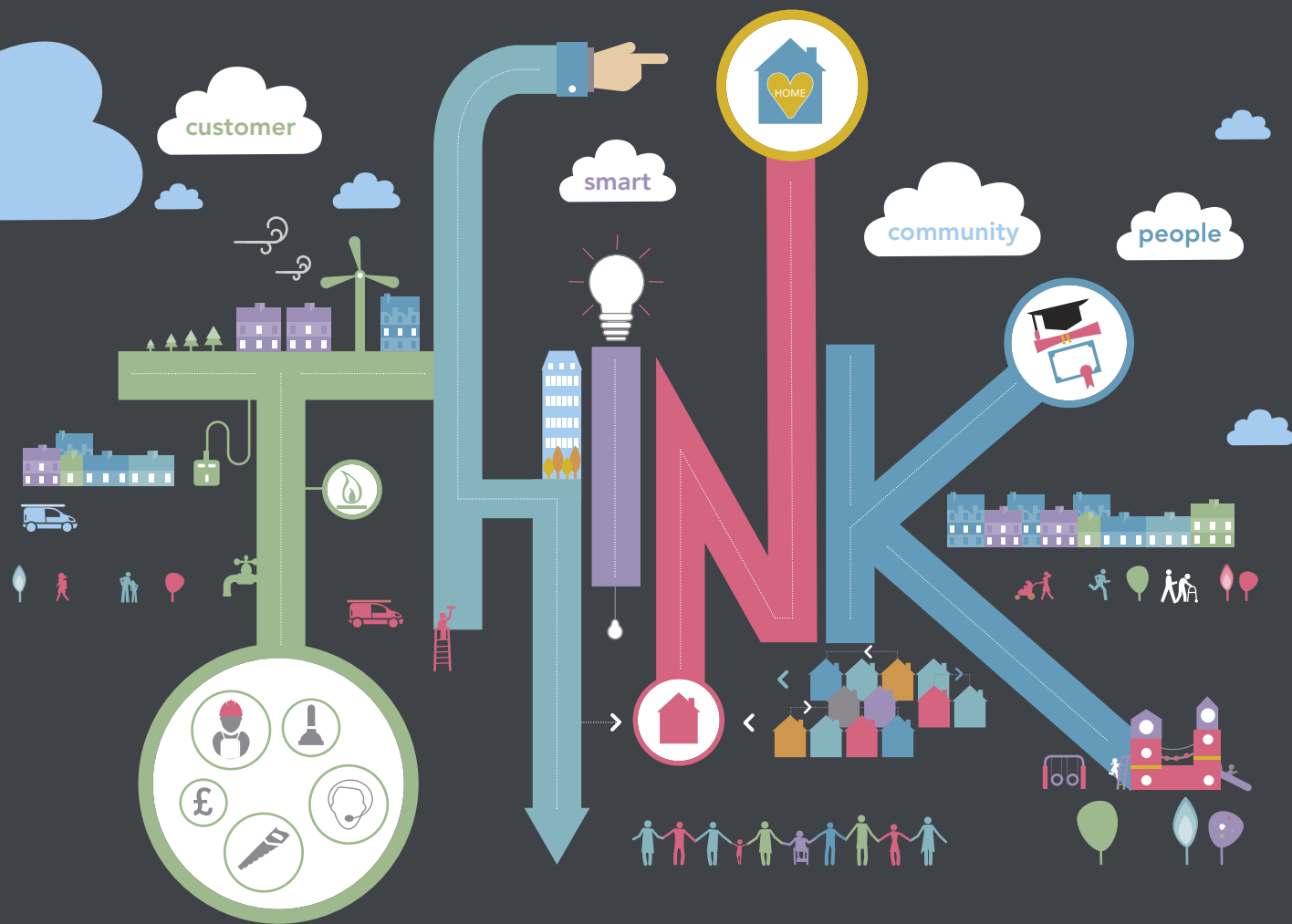
FIND US ON:  

[www.connswater.org.uk](http://www.connswater.org.uk)



# Connswater Homes

## Annual Review 2017/18



## MAINTENANCE

Total spent on maintenance services

**£485,697**

RESPONSE

**£355,942**

PLANNED/CYCLICAL



## Property Improvements Completed

14 Heating upgrades – oil to gas

12 Loft insulation

1 External painting, gutter cleaning & verge pointing

10 Replacement doors & windows

2 Internal redecoration (communal apartment buildings)

## % repairs completed within timescale

**97%**

**EMERGENCY**  
within 24 hours  
TARGET 85%

**88%**

**URGENT**  
within 4 working days  
TARGET 80%

**90%**

**ROUTINE**  
within 28 working days  
TARGET 80%

**2176**

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

**869**

**GAS HEATING**

**104**

**OIL HEATING**

**143**

**HEAT RECOVERY**

**869**

**CO<sup>2</sup> DETECTORS**

**973**

**SMOKE ALARMS**

**220**

**ASBESTOS MONITORING INSPECTIONS**

**120**

**LEGIONELLA MANAGEMENT**

**15**

**FIRE RISK ASSESSMENTS**

# HOUSING STOCK

# 973

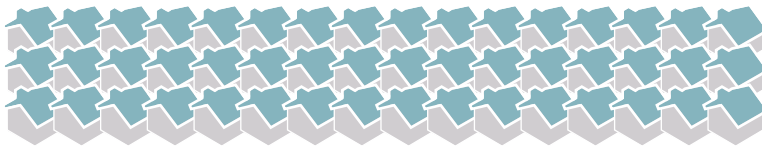
Total number  
of homes



# 15.4%

INCREASE  
SINCE 31/03/17

## Stock by council area



546 Belfast



209 Lisburn and Castlereagh



137 Ards and North Down



79 Antrim and Newtownabbey



2 in Newry, Mourne & Down



TOTAL HOMES

# ALLOCATIONS, RENTS & FEEDBACK

# £4,889,620

Rent, rates & service charges collected

## Average weekly rents



1 BED £70.64



2 BED £92.48



3 BED £100.13

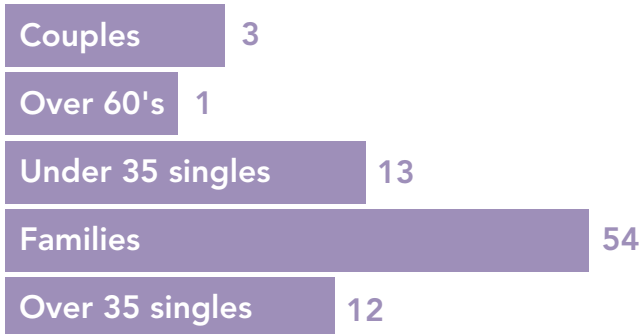


4 BED £110.52

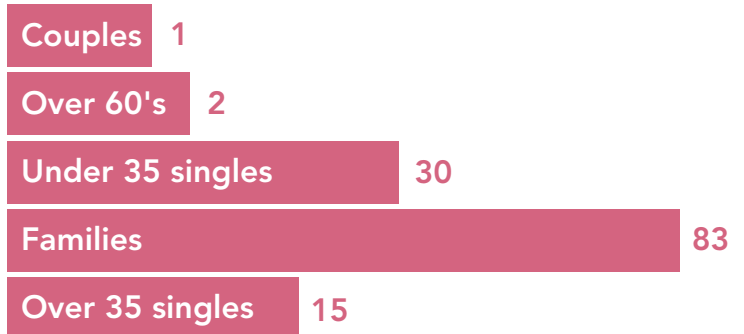


5 BED £126.35

## 83 Re-lets



## 131 New lettings



## TENANT SATISFACTION

**98%**

of tenants are satisfied with the services provided by Connswater Homes

**72%**

of tenants think the rent charged is good value for money

**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 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

**95%**

of tenants are satisfied with the repairs service

**97%**

of tenants who were satisfied with the final outcome of their contact

**1**

complaint satisfactorily resolved in house