



North & East Housing Association

Building & Supporting Communities

Annual Report 2018



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Front cover photos:

Emmet Steet,
Trim, Co. Meath



Lough na Glack,
Carrickmacross,
Co. Monaghan



St. Agnes Court,
Crumlin, Dublin 12

Visit to site at Tooting
Meadow,
Scarlet Street,
Drogheda, Co. Louth

25th Anniversary
Event

25th Anniversary
Event

Chairperson’s Report



John Ryan, Chairperson

On behalf of the Board of Directors I’m delighted to present the company’s Annual Report.

2018 has been another successful year for North and East Housing Association. We provided an additional 67 new homes for our tenants, progress toward our target of 700 homes by 2020.

“our focus on governance and leadership at Board level continues and this year we have added two new members to the Board....”

Our focus on governance and leadership at Board level continues and this year we have added two new members to the Board and also added a new subcommittee for remuneration. We have continued to fully engage with our external



Board visit to North & East developments

...we reached a milestone in our development with the launch of our Tenant Engagement Strategy.

stakeholders including various Local Authorities, the Housing Agency Regulation Office, Housing Finance Agency and the Department of Housing and developers.

Our mission to provide quality homes and support communities has informed the refresh of the Association’s logo and we reached a milestone in our development with the launch our Tenant Engagement Strategy.



Board visit to North & East developments

To ensure we minimise risk to the Association and its tenants, the Board, led by the Risk and Audit subcommittee, have updated our Risk Register and re-evaluated the risks to our operations and agreed risk mitigation measures that are being implemented.

I would like to acknowledge the commitment and advice that the Board has offered to support the development of our Association throughout the year. Similarly, my sincere thanks to our CEO, Vincent Keenan and his wonderful team.

I would also like to thank our tenants for their engagement to date and look forward to their input to our collective development as we plan our future strategic direction.

With best regards

John Ryan,
Chairperson

Chief Executive's Foreword

In 2018 North and East Housing held a number of events to mark the 25th anniversary since its establishment in 1993 by a number of very committed individuals. Those founders would be delighted that the most memorable and significant event saw over 100 families from a number of different housing estates attend a tenant event in December in Drogheda.

It was also notable that 2018 saw North and East provide the highest number of new homes in one year since its foundation. These 67 homes provided in Monaghan, Meath, Fingal, Cavan, Louth, and Dublin City, together with a number of relets, means that 75 households were housed from local authority social housing waiting lists. This increase was reflected across our sector with 38% (3,219) new homes provided by Approved Housing Bodies in 2018.

We continued to develop and improve our systems and processes, this included going live with our new Housing Management System (Civica) in September. This cross organisational project was led by our Chief Finance Officer and together with the establishment of the tenant support desk has not only enhanced our tenant interface but also allowed our housing officer staff focus more on tenant engagement.

... over €425,000 was invested in maintaining, servicing and renewing our housing stock...

The continued investment into the organisation during the year has been significant. Over €425,000 was invested in maintaining, servicing and renewing our housing stock through the implementation of our Asset Management Strategy. This is led by our Property Services Team who also play a critical role ensuring that the new homes we provide meet the highest standards.

The continued investment in our staff in a changing environment is critical to the services we provide to our tenants and in fulfilling our statutory and regulatory requirements. To this end our staff attended some 40 individual, collective and CPD training sessions during the course of the year covering a wide range of areas from tenant engagement, digital inclusion,



Vincent Keenan, Chief Executive

...subsequent increase in our turnover to €3,158 million in 2018 from €2,662 in 2017.

project management and leadership development. The continued growth of new stock has resulted in a subsequent increase in our turnover to €3,158 million in 2018 from €2,662 in 2017. An increase in our loans to acquire new housing, together with the increase in payment and availability from local authorities to meet those loans, requires us to continue to have high standards in financial management and stewardship.

There are now a number of critical matters North and East Housing needs to consider. 2019 will see the review and the development of a new strategic plan for the Association this will be led by our board laying out the next 5-year plan for the organisation. In the implementation of the previous plan, NEHA has met the significant challenges of the very changed environment in which it operates. The next steps and decisions that are now raised of "where to now" can be taken in the firm knowledge of good foundations.

Finally, I would like to acknowledge the work of our volunteer board members who have taken the mantle from our founder members and continue to demonstrate a commitment to the work we undertake and of course our staff and a special thanks to those who have joined us in the last year, their contribution has been notable.

Vincent Keenan

Who We Are

North & East Housing Association has a mission to provide quality Social Housing and develop sustainable communities. Any surplus we make is reinvested in building new homes, improving existing ones and developing services for our tenants.

Over its 25 years, the association has sought to fulfil this mission by developing long-term partnerships, building good quality developments and providing comprehensive tenant supports.

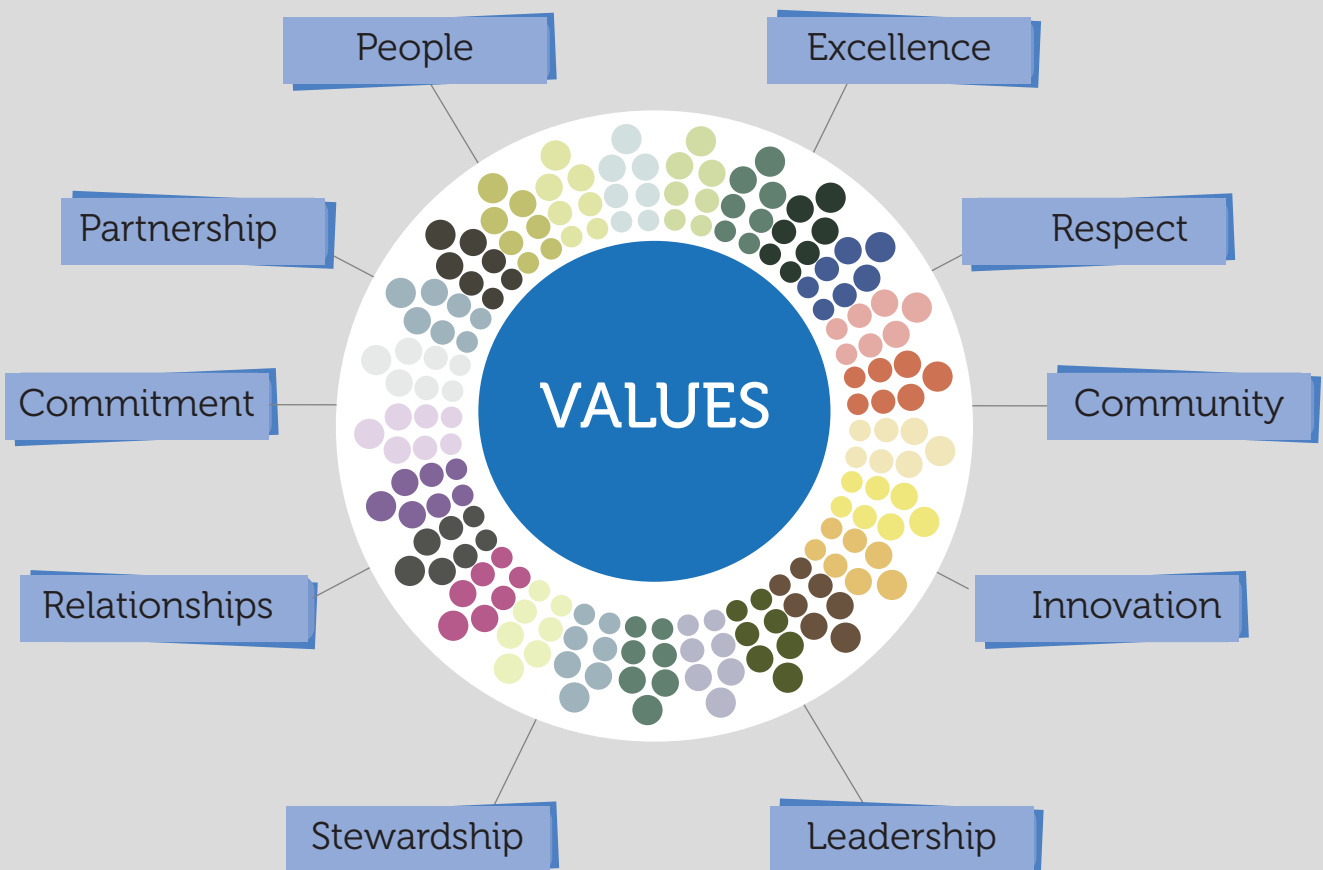
We acquire our homes through various means including leasing, buying and building. All the tenants we house – families and single people – are approved applicants taken from local authority housing waiting lists. Although most of our housing is general needs, we also provide for those with specific needs including:

- Older people
- Homeless households
- People with physical disabilities
- People with learning disabilities

Most of our housing is based in the North East of the country and includes individual houses, small clusters of homes and larger estates. With developments in both urban and rural settings, we place a huge emphasis on providing housing that is suitable for each individual locality.

Fresh and innovative approaches to building homes and supporting communities are constantly required in the current market. We have welcomed this challenge and have put in place financial governance and organisational changes to help equip us for future growth.

In 2018, we celebrated our 25th Anniversary. While we cherish our past – and honour our founding members – we are an organisation very much focused on the future. To that end, we are developing a new Strategy to set out the goals we want to achieve. Our values – fundamental to all we strive to achieve – will be our guide in helping make them a reality.



Legal Status & Administrative Detail



North & East Housing Association (North & East) is a Company Limited by Guarantee, without a share capital under the Companies Act 2014. It was incorporated on 14 January 1993 and its registered number is 197791.

North & East was granted charitable status for taxation purposes by the Revenue Commissioners. Our charity number is CHY 10970 and we are registered with the Charities Regulation Authority; number CRA 20029074.

All income is exclusively used to promote the charitable objectives of the company.

We are not obliged to comply with Statements of Recommended Practice (SORP) 2014, FRS 102 - Statement of Recommended Practice for Social Housing Providers. Despite this, North & East has implemented many of the SORP recommendations in its financial statements where applicable.

Registered Office:	287, Block G, Blanchardstown Corporate Park 2, D15 P229
Auditors:	Crowe Ireland, Chartered Accountants & Statutory Auditors, Marine House, Clanwilliam Court, Dublin D02FY24
Solicitors:	James A. Connolly & Co. 13 St. Andrew St. Dublin 2
Bankers:	Allied Irish Bank, Baggot St. Dublin 2 Bank of Ireland, Baggot St. Dublin 2 Ulster Bank, Blackrock, Co. Dublin Cuchullain Credit Union, The Ramparts, Dundalk, Co. Louth
Directors:	The Directors serving during the year and since year end were as follows; <ul style="list-style-type: none"> ■ John Ryan (Chairperson) ■ John Cunniffe (Vice-Chairperson) ■ Barry Magee (Secretary) ■ Alan Ring ■ Sean Staunton ■ Pat Lennon ■ Patricia Cleary (appointed on 29th June 2018) ■ Maurice O'Neill (appointed on 29th June 2018) ■ Ann Wilson (resigned 3rd December 2018)
CEO:	Vincent Keenan

2018 in Focus

1,509,500



Total amount of rental income for 2018.

67 New homes.



3.26%

Rent arrears at year end were 3.26% of annualised rent.



€425,767

Spent on repairs and Maintenance.



Homes in management.

92%



Repairs carried out on time.

€165,629



Surplus in 2018.

Turnover

€3,158,751

2018



€2,662,157

2017

Reserves

€2,320,183

2018



€2,154,544

2017



40 Training opportunities for staff.

€59.40



Average weekly rent.

14 Tenant events.



25th Anniversary

In the last 25 years, North & East has helped to build homes and develop communities spread across the north east of the country and in 2018 we reflected on our history with pride.

As part of our celebrations, we offered residents in An Chearnóg, Dundalk the opportunity to share their stories on what it is like living and growing up in their community. We listened to all the stories and recorded their thoughts and memories of their estate.

Moved in 2004, just myself and one daughter. Got the keys from no 1. Couldn't wait to move in. We got an arts and craft club going twice a week which the kids loved. We have had two Christmas trips away also. Met our new neighbours and had some laughs. It took a long time to get a house, but it was worth the wait! My daughter had her first child, my 9th grandchild here. I like everything about An Chearnóg. We started collecting money every year for hanging baskets which make the street

Bringing our daughter home after her birth was a wonderful day for our family and watching our two children grow up here. We are very happy



Younger members took part in sports events and all those present finished off the evening with a well-deserved treat of fish and chips

Other celebrations included the official opening of new homes in Darcystown, Balrothery and Millrace Court, Trim, and a number of parties throughout the year culminating in a Christmas event for tenants in the Glenside Hotel in Drogheda which helped round off our anniversary year in style.



"Reeling in the Years" tenant event at An Chearnóg, Dundalk, Co. Louth

Property Services

The property services team (PST) is comprised of Chartered Surveyors responsible for the asset management of North and East’s housing stock including technical oversight and due diligence of all new builds and acquisition. The PST carry out technical appraisals of all new developments and acquisitions to ensure that the new homes we provide to tenants comply with North & East’s and regulatory standards. The team are responsible for the management of the responsive repairs, void management, cyclical and planned maintenance and investment budget.

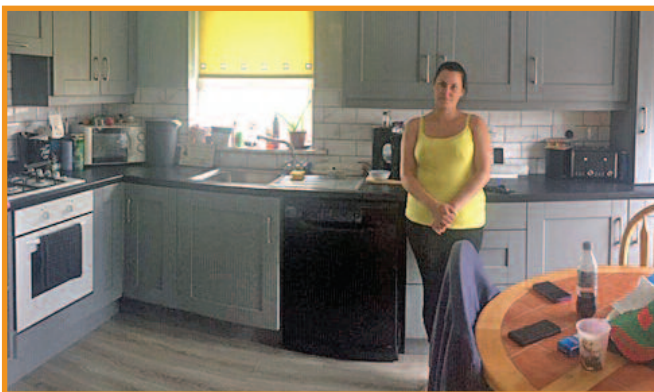
North & East is in its second year of its asset management strategy 2018-2020, which set out a 3-year action plan. The PST implement the objectives of the asset management strategy, which reinforces the principles of design for new homes that will allow cost effective future maintenance and investment costs while ensuring that the homes are financially sustainable for both tenants, and the Association.

The responsive repairs service is arguably the most important service provided by North & East and is the most common reason for tenant initiated contact. North & East’s new Housing Management System Civica CX, enables North & East to streamline the maintenance service we provide to

our tenants. We are now in a position where we can hold, manage, report and interpret data, which is key to enhancing services, inform business decisions, shape services around tenant needs, deliver value for money and meet the increasing regulatory requirements.

There are naturally strong ties between our core values and asset management; both reflect the way in which we deliver services to our customers and how we believe we should run our business. It is important to us that we deliver on our values in all that we do.

With this in mind, a key focus of the asset management strategy was considering the assets from the tenants’ perspectives as well as from housing management and new development perspectives. It reflects what is important for tenants and provides an opportunity for meaningful tenant engagement through tenant focus group meetings, giving tenants priorities and choice in the management of their homes and their estate. This is reflected in positive tenant feedback in recent kitchen replacements in Blackthorn Grove, Kells where tenants were given a choice in selecting the kitchens they wanted in their homes.



“ It was lovely to be able to put the finishing touches to the kitchen ourselves. It took us weeks to decide on what tiles to choose. ”



St. Agnes Court, Crumlin, Dublin 12



Emmet St. Trim, Co. Meath



Lough na Glack, Carrickmacross, Co. Monaghan

Tenant Services & Engagement

2018 was a pivotal year for Tenant Engagement in North & East with work commencing on our 3-year Tenant Engagement Strategy. With the help of Tpas (UK Tenant Engagement Experts), a programme of workshops was held with tenants and staff to explore current tenant engagement activities undertaken by the Association and to plan for new initiatives.

We look forward to kicking off our strategy by conducting an independent survey of tenants on North & East housing services, capturing their customer experience as tenants. These results will provide us with the detail we require to further plan and focus our efforts.

A key part of the Strategy is improving access to information and advice for our tenants. To this end, we established a dedicated Tenant Support Desk in 2018 which is a one-stop shop for all of our tenants' queries. In addition to managing queries, the support team are also responsible for dealing with any repair or service issues requested by our tenants. They work closely with our Property Services team to ensure your repair issues are prioritised and resolved as quick as possible. We have a new Housing Management System which allows us track repairs and other issues so they can be resolved in agreed timeframes.

Engaging tenants is not a new activity in North and East, and in 2018, 14 community events were held on estates including Easter, Summer and Christmas activities in partnership with our



25th Anniversary Event

tenants and a number of residents' associations. Our annual gardening competition and planting programmes had the usual high level of participation. Six tenants were successful in their application to our Noel McArdle Education Bursary supporting them in furthering their education. All of our new tenants in 2018 attended pre-tenancy courses with us giving them a chance to meet our staff, learn more about us as an organisation and meet some of their new neighbours.

To mark our 25th anniversary we held a Christmas themed event for all of our tenants in one venue where over 100 households turned up for a great day out with clowns, Santa Clause, selfie photo booths and prizes galore. A great day out marked the end of a great 25th anniversary year!



25th Anniversary Event



25th Anniversary Event

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2018**

	Note	2018 €	2017 €
Turnover		3,158,751	2,662,157
Administrative expenses		(2,733,283)	(2,201,728)
Surplus on ordinary activities before interest		425,468	460,429
Interest receivable and similar income		2,446	264
Interest payable and similar charges		(262,285)	(278,392)
Surplus for the year		165,629	182,301

**BALANCE SHEET
AS AT 31 DECEMBER 2018**

	Note	2018 €	2017 €
Fixed assets			
Tangible Fixed assets		29,024,365	21,295,189
Current assets			
Debtors: amounts falling due within one year	313,581	240,150	
Cash at bank and in hand	2,373,444	2,021,361	
	2,687,025	2,261,511	
Creditors: amounts falling due within one year	(1,858,565)	(1,170,301)	
Net current assets		828,460	1,091,210
Total assets less current liabilities		29,852,825	22,386,399
Creditors: amounts falling due after more than one year		(27,532,642)	(20,231,845)
Net assets		2,320,183	2,154,554
Capital and reserves			
Income and expenditure reserve		2,320,183	2,154,554
Shareholders' funds		2,320,183	2,154,554



North & East
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