

Section 1: General Information

1.1 ORGANISATIONAL DETAILS

1. Official Name of Approved Housing Body: <i>(as Registered with Companies Office)</i>	North and East Housing Association Ltd
2. Operational Name of Approved Housing Body: <i>(if different from above)</i>	As above

1.2 CONTACT DETAILS

1. Office Address: 3 Kirkfield Cottages, Clonsilla Rd, Dublin 15	
2. Registered Address (if different from above): As above	
3. Telephone No:	01-8200002
4. Email Address:	info@neha.ie
5. Website Address (if any):	www.northandeast.ie

1.3 KEY CONTACTS

1. Chief Executive/or most Senior Staff Member/or Board Representative:	Name:	Vincent Keenan
	Role in Organisation:	CEO
	Telephone No:	01-8200002
	Email Address:	v.keenan@neha.ie
2. Contact Person for Regulation Purposes: <i>(if different from above)</i>	Name:	Tina Hynes
	Role in Organisation:	Executive Administrator
	Telephone No:	01-8200002
	Email Address:	t.hynes@neha.ie

1.4 DECLARATION – THIS SECTION MUST BE COMPLETED

Please give the date of the meeting of the Board (i.e. governing body or subcommittee delegated by the Board) where this Annual Return was approved:	Date: 12 TH Oct 2015
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I certify for, and on behalf of, the above Organisation that the information reported in the Annual Return is accurate and is a fair representation of the Organisation for 2014.

Signature: _____

Print Name: _____

Position: _____

Section 2: Property Information

2.1 PROPERTY BREAKDOWN

In the following Property Table please complete the following:

Q.1. State the **overall combined total** number of units that were owned, leased and managed by the organisation as at 31st December 2014.

Q.2. Here the organisation is asked to break this overall total number of units (from Q1. above) into the various categories of owned, leased and managed stock. Please input the total number of units per category into the relevant box on this line. We ask that a unit is considered for counting in **one category only**.

Q.3. This part of the Property Information Table requires more detail on the location of the actual units by local authority area. Many organisations only operate in one local authority area, while other organisations operate across numerous local authorities. Organisations are asked to state the number of units they have in each local authority area under the various categories set out.

For example:

- *If you have 5 CAS units in the Clare Local Authority area, please insert "5" into the appropriate box.*
- *If you lease 10 units from Kilkenny County Council, please insert "10" into the appropriate box.*

To ensure the number of units listed in the detailed local authority table match the total held by the organisation, please add the totals at the bottom to ensure that properties are not double counted.

Terms used in the Property Table – for reference

- **Unit** refers to:
A residential unit which is a single unit of property per household. For example, in a group home situation, where four adults with special needs are sharing common facilities, that equates to **four units** of accommodation.
- **Owned units** include:
 - Units originally funded through the Capital Assistance Scheme (CAS) and the Capital Loan and Subsidy Scheme (CLSS), that still have the mortgage charge in place. Information is also required on units funded under these schemes that are now 'out of mortgage charge'.
 - Units that are owned by the organisation and currently subject to a Payment and Availability Agreement.
 - Units owned by the organisation and funded from another source not mentioned above, for example by way of donations, gifts, etc.
- **Leased units** include:
 - Units leased by the organisation where the owner of the property is the local authority, a private property owner or another Approved Housing Body.
- **Managed units** include:
 - Units managed by the organisation, (excluding the owned or leased properties above) that an organisation is managing on behalf of a Local Authority, or private property owner or another AHB via a Service Level Agreement.

If you wish to clarify anything regarding table 2.1. on the next page, please provide details here:

1. Please state the overall total number of units that are owned, leased or managed by the organisation in 2014: 347											
2.		Owned Units (if any) Total: 172				Leased Units (if any) Total: 175			Managed Units (if any) Total: 0		
3. Local Authority	CAS	CLSS	CAS/CLSS (Out of Mortgage)	Funded via Payment & Availability Arrangements	Non-State Funded	From Local Authority	From Private Property Owners	From another AHB	On behalf of a Local Authority	On behalf of a Private Property Owner	On behalf of another AHB
Carlow											
Cavan											
Clare											
Cork City											
Cork County											
Donegal											
Dublin City	1										
DunL – Rathdown	1										
Fingal						32					
Galway City											
Galway County											
Kerry											
Kildare											
Kilkenny											
Laois											
Leitrim											
Limerick City & County											
Longford											
Louth	2	70		17		4					
Mayo											
Meath	19	56		1	1	27	11				
Monaghan											
Tipperary											
Offaly											
Roscommon											
Sligo											
South Dublin	1					101					
Waterford City & County											
Westmeath											
Wexford											
Wicklowl	3										
TOTAL	27	126		18	1	164	11				

2.2 TYPE OF UNITS

Of the units listed in Section 2.1, how many are:

1. Self-contained units?

(A unit is considered self-contained if it has the exclusive use of a bath/shower and cooking facilities.)

2. Non self-contained units?

These non self-contained units are set out across properties (insert a number)

(A unit is considered non self-contained if it does not have the exclusive use of a bath/shower and cooking facilities.)

2.3 ADDITIONAL INFORMATION ON MANAGED AND/OR LEASED UNITS

(applicable only where the AHB manages or leases units to/from other AHBs)

1.	If the organisation owns units and leases them to another AHB, please specify the name of each AHB and the number leased to each AHB.	AHB name	Number leased to that AHB
		Clanway Housing Association	3
2.	If the organisation has leased units from another AHB, please specify the name of the AHB and the number leased from each AHB:	AHB name	Number leased from that AHB
3.	If the organisation manages units on behalf of another AHB, please specify the name of each AHB and the number managed on behalf of each AHB.	AHB name	Number managed on that AHB's behalf
4.	Please provide further information in relation to these units, e.g. details of formal agreements in place which cover party responsibilities such as repairs, sinking funds etc:		

2.4 ADDITIONAL UNITS FOR 2014

1. Did the organisation develop or acquire any additional units in 2014? Yes No

If yes, please state the number by scheme type below:

	CAS	Payment & Availability	Other
The number of units completed or acquired:	9	1	11
The number of units under construction:	5	17	

Section 3: Governance

3.1 CORE OBJECTIVE

1. Please outline the core objective of the organisation and the particular target group for housing purposes e.g. 'our focus is on housing older persons':

We provide general needs homes to those on low incomes and help support communities in the North East of the country

2. Does the organisation provide any other services, for example, property management services for private estates, childcare etc?

N/A

3.2 ACHIEVEMENTS

1. Please provide a description of the key activities and achievements during 2014.

We took handover into management of 21 new units in 2014. These comprised of 11 units in Ardmore, 4 Carrick Street apartments and 5 CAS funded units (1 in DCC, 1 in SDCC and 3 in Wicklow).

We processed a total of 324 response repairs over the course of 2014, 91% of which were completed within the target deadline.

Housing Officers made considerable efforts in promoting social and other events on their estates. Successful initiatives during 2014 included coffee mornings, Easter, Summer & Halloween Family events, estate clean-ups and information workshops

.We have sought to develop the quality of our communications with tenants throughout 2014. . We communicate with our residents where possible in person or by telephone, however we also provide written material to convey information including regular newsletters. We also facilitate communication via our website

2. Does the organisation produce an Annual Report? Yes No

If yes, please attach the latest Annual Report.

3.3 BOARD / MANAGEMENT COMMITTEE DETAILS

- | | |
|--|---|
| 1. How many times did the Board or Management Committee meet in 2014? | 9 |
| 2. When was the 2014 AGM held? | 9 June 2014 |
| 3. Please confirm if the following are resident in the State: | |
| The Chairperson | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| The Secretary | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| At least three other board members | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| 4. Please give details of the Governing Board or Management Committee: | |

Important

- *Non-Executive – A Non-Executive Board Member is not a paid member of staff. In the case of an AHB that is solely managed and operated by voluntary board members, then all of the board members are deemed to be ‘Non-Executive’.*
- *Executive - Any staff member employed by the AHB holding a position on the Board is deemed to be an ‘Executive Board Member’.*

Position	Name	Date of Original Appointment to the Board ¹ .	Please state if the Board Member is a Non-Executive or an Executive Board Member.	
			Non-executive	Executive
Chairperson	Pat Lennon	1991	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Treasurer	Tony Gilmore	1991	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Secretary	Barney O'Neill	2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other Board Member	Jim Byrne	1993	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other Board Member	Adrienne Smith	1999	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>
Other Board Member			<input type="checkbox"/>	<input type="checkbox"/>

3.4 SUBCOMMITTEES

1. Is there an Audit (or Audit and Risk) Committee in place?

Yes No

2. Please list any other subcommittees that are in place across the organisation (if any):

Development Committee
Finance Committee

3. Please add any other relevant information regarding subcommittees or working groups within the organisation:

Following an audit of the skills set of the Board 2 new members , (one with financial background and one with legal background) were recruited in 2015 as follows;

Barry Magee

Barry is a Solicitor and the current Chairperson of the Refugee Appeals Tribunal. Previous to this he held legal roles with an involvement in conveyancing, procurement and development with Dun Laoghaire/Rathdown Co. Council, the Railway Procurement Agency and the office of the Chief State Solicitors. He has recently completed a Masters in Public Administration; his final dissertation was on Governance.

¹ This is for information purposes only: the commitment where board members serve no more than 2 consecutive 5 year terms apply from 15th July 2013. Service on the Board prior to this date is disregarded for the purpose of this calculation.

Alan Ring

Alan is a banking analyst with the National Treasury Management Agency. He is currently on secondment to the Department of Finance Shareholding Management Unit. Prior to joining NTMA, Alan held senior roles in KBC Bank Ireland and Elavon Financial Services. Alan is a Chartered Accountant having completed his training with KPMG. His areas of expertise include, banking, corporate finance and financial reporting.

The Board will continue to review its skill set on an annual basis and recruit new members accordingly.

3.5 BOARD POLICIES

1. Are the following Policies in Place:		Please state the date when each policy was last reviewed
Board Membership	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2015
Board Membership Renewal (<i>May be part of general Board Membership Policy</i>)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2015
Code of Conduct	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2015
Conflict of Interest	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2015
Register of Interests	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2015

2. If these policies, or a number of these policies are not in place, please explain how the organisation is working towards developing and implementing same. *Please add any other relevant information.*

3.6 GROUP STRUCTURES AND RELATIONSHIP WITH OTHER ORGANISATIONS

1. Is the organisation part of a broader group structure i.e. does it have a parent company, a subsidiary or related/ sister companies.	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
2. If yes, please explain the structure, detailing what companies are in the group, which is the parent/ subsidiary or related company:		
3. Is there an intergroup or service level agreement in place between members/related parties?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
4. If yes, please set out key aspects of the intergroup or service level agreement between related parties: <i>Please provide a copy of the agreement.</i>		

5. Are there any interdependent liabilities such as loans, guarantees or other exposures in existence between the related parties?

No

6. Please provide any further information in relation to the operation of the group/related parties:

3.7 STAFF AND/OR VOLUNTEER DETAILS

1. Does the organisation employ any staff?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2. If yes, please provide the number of Whole Time Equivalent staff employed.		10
3. If yes, please give details of the staffing structure within the organisation. <i>Alternatively, please attach an Organisational Chart.</i>		
Org Chart attached		
4. Please state the number of volunteers working for the organisation, if applicable <i>(excluding Board Members)</i>		0

3.8 STRATEGY AND RISK MANAGEMENT

A. Development Programme

1. Does the organisation have any plans to develop or acquire further units in the coming years? <i>(e.g. in the next 1-5 years)</i>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
2. If yes, please provide some details of the development programme. Please set out whether project proposals are at approval stage and what the proposed, or approved funding source is:		

2015 - 9 CAS approved
 17 CALF approved

2016 - 63 NARPS Lease
 13 CALF application made
 6 MTR

2017 39 NARPS Lease

Current Strategy is under review and 2017 - 2020 targets are being assessed

B. Risk Management

1. Please explain how the organisation assesses risk and how risk management is incorporated into the organisation's core strategy and operations:

The Board and staff of North & East have completed training on identifying and managing Risks in the organisation. Further work will be done on identifying potential risks in the forthcoming Strategic Plan and Business Plan and identifying measures that need to be put in place to manage them.

2. Is there a risk register in operation? Yes No

3. If yes, how is the risk register managed and reviewed?

Individual staff will be given responsibility for monitoring specific areas of Risk and the Register will be reviewed at each meeting of the Risk, Audit & Governance Committee and quarterly by the Board.

C. Strategic Plan

3 Only Tier 3s to complete this section

1. Does the organisation have a Strategic Plan in place? Yes No
If yes, please enclose the operational Strategic Plan (detailed internal version)

2. When was the current Strategic Plan last reviewed? 2015

3. When is the current Strategic Plan due for renewal? 2015

4. If the organisation does not have a Strategic Plan in place, please explain how the organisation is working towards this:

A new Strategic Plan for North & East 2016 - 2020 will be completed and published in early 2016

5. Please provide any other relevant information in relation to the strategic direction of the organisation.

There are three pillars underpinning our strategy as follows;

Growth - Grow Housing Stock by means of acquisitions, development and long term leasing

Operating Model -Ensure North & East's structures and resources are capable of supporting current and future activities

Tenant Engagement - Housing services that are customer -focussed, high quality and innovative

Section 4: Financial & Business Management

Please note: As part of the assessment process, the Regulation Office will access audited accounts for all AHBs through the Companies Registration Office.

If the organisation does not submit Audited Accounts to the Companies Registration Office, please submit a copy for the last Financial Year with this Return.

4.1 AUDITED ACCOUNTS

- | | |
|--|---|
| 1. Does the organisation have audited accounts for the last financial year (2014 year)? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| 2. Has the auditor issued a modified/qualified audit opinion in relation to these accounts?
<i>If yes, please attach a copy of the opinion.</i> | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| 3. Did the external Auditor provide an Audit Management Letter ² in respect of the last financial year (2014 year)?
<i>If yes, please provide a copy of Audit Management Letter and the organisation's response.</i> | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |

4.2 TAX CLEARANCE CERTIFICATE

Please attach a copy of up to date Tax Clearance Certificate.

4.3 SINKING FUND

Please Note: A sinking fund is a fund required for the longer term systematic repair and refurbishment of housing stock e.g. roof replacement. Many organisations have funds/ reserves for short term repairs. Such reserves are important but are not sinking funds and should not be referred to here.

- | | |
|---|---|
| 1. Does the Organisation have a sinking fund in place? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| 2. If yes, what was the level of the sinking fund provision at year end 2014? | € 1000396 |
| 3. What was the change in the total provision since the previous year (2013)? | +€ 103020 -€ |
| 4. Please explain the methodology the organisation uses in determining the amount to be allocated to a sinking fund each year:

Sinking fund is 30% of CLSS Rents | |
| 5. If there is no sinking fund in place, please explain how the organisation is working towards establishing such a fund: | |

² An Audit Management Letter does not form part of statutory financial statements. It is a letter to Management which some external auditors provide, summarising their findings and key recommendations. It is not the Independent Auditors Report which forms part of the Financial Statements.

6. Please provide any other relevant information with regard to the sinking fund:

Stock condition surveys are currently taking place in all our properties. These will be used to develop a Planned Costed Maintenance Programme which will help determine the sinking fund

4.4 LOAN SUMMARY

1. Does the organisation have any outstanding loans, excluding CAS and CLSS? Yes No

If yes, then please provide a response to the following questions:

2. Total Loans owed at the 1st of January 2014: € 1936272

3. Total amount of additional New Loans acquired during the 2014 year: € 962284

4. Capital repayments made during the 2014 year: € 157929

5. Total Loans owed at the 31st December 2014: € 2846563

6. What is the average % interest rate payable on the Total Loans referred to at 5 above? 4 %

7. Please provide an explanation for the source and purpose of the loans, for example, private/ Housing Finance Agency borrowings, loans related to land acquisition and other business loans etc:

17 units built Stamanaran

17 Units built Money more

2 units purchased Athlumney

4.5 FINANCIAL PLAN

3

Only Tier 3s to complete this section

1. Does the organisation have a current and active financial plan, covering a minimum of a three year period. *If yes, please attach a copy of the financial plan. Please also submit an electronic copy.* Yes No

Section 5: Performance Management

Section 1 – Tenant Services

5.1 TENANT SERVICE POLICIES

1. Are the following Tenant Service policies in place:

Please state the date when each policy was last reviewed

Complaints Policy: Yes No

2014

Allocations Policy: Yes No

2014

Repairs Policy: Yes No 2014Rent Arrears Policy: Yes No 2014

2. If the above policies are not in place currently, please explain how the organisation is working to implement these policies:

Tenant Policies will be reviewed in 2016

5.2 RENT RECORDS

1. Does the organisation provide a rent book, rent statement, or rent receipts for tenants: Yes No

5.3 COMMUNICATING WITH TENANTS

1. Please provide a short description of how the organisation engages and communicates with tenants:

Examples include handbooks, newsletters, training, meetings etc

The Association employs 3 Housing Officers who maintain a regular presence on each of the estates they cover. We conduct pre and post tenancy meetings with residents and provide them with handbooks and other printed literature and a quarterly newsletter. Events including Neighbours Day and Sports Days are organised throughout the year and we maintain ongoing regular contact by phone, home visits, estate clinics and in writing. Tenants are encouraged to contact the association by any of these means and also via our website which is kept up to date with news of activities on various estates.

2. Does the organisation provide pre-tenancy training? Yes No

3. Does the organisation provide a tenant handbook? Yes No

Section 2 – Performance Management

In completing Section 2 (to reduce administration) where an AHB already participates with the Irish Council for Social Housing (ICSH) or with the National Association of Building Co-operative (NABCO) performance management reporting systems, AHBs will have the option of submitting their survey responses with this Return and just completing PART B of this section.

Please read the following instructions for this section carefully and select which method of response best applies to your AHB:

Option 1

AHBs that **do not participate in** the 'Housing Association Performance Management (HAPM) or the 'Co-operative Housing Quality Service Provision Review' reporting systems: **must complete PART A** and the AHB does not have to submit any information in addition to this.

Option 2

1. AHBs that **did complete HAPM:**

- Are welcome to complete PART A in full

OR

- Complete PART B of this section and additionally, provide a copy of the detailed HAPM Survey response submitted to the Irish Council for Social Housing (ICSH) setting out performance management indicators for the 2014 year

2. AHBs that **did complete the 'Co-operative Housing Quality Service Provision Review':**

- Are welcome to complete PART A in full

OR

- Complete PART B of this section and additionally, provide a copy of the Co-operative Housing Quality Service Provision Review setting out performance management indicators for the 2014 year. Please note, in completing PART B, co-operatives only have to respond to questions that are marked with an (*)

PART A**A.1 VOID MANAGEMENT**

1. Please state the total number of void properties during the 2014 year:

A void is a vacant property available for letting but not tenanted. A void period is defined from when a vacant property is available for letting to the time a new tenancy commences.

2. What was the average length of a void in 2014 (in weeks):

For all the void units during 2014, total the number of weeks the units were void and average this by dividing by the number of void units in the year. (This may include long-term voids)

3. What was the main reason for void properties during 2014?

A.2 RENT PAYMENTS AND ARREARS

1. What is the average weekly rent charged on Capital Assistance Scheme (CAS) properties? €

(This should be inclusive of the tenant's contribution and any rent supplement)

2. What is the average weekly rent charged on properties funded through other sources? €

3. Of these tenancies in rent arrears, what number of tenancies were in arrears for:

between 4 and 6 weeks worth of arrears:

between 6 and 12 weeks worth of arrears:

more than 12 weeks worth of arrears:

4. What was the total amount of rent due in 2014? €

5. What was the total amount of rent collected in 2014? €

6. What was the total arrears amount owed to the organisation at 31/12/2014? €

7. Were any rent arrears written off in 2014? Yes No

8. Please provide any other details that you think are relevant in relation to rent payments and arrears:

9. If the organisation does not currently collect information on rent payment and arrears, or has not reported on this above, please explain how you are working towards collecting this information:

A.3 REPAIRS

1. For each type of repair category, please state:

Repairs Type	The number of valid Repair Requests:	Average Response Time
Emergency: <i>e.g. within 24 hours</i>		
Urgent: <i>e.g. within 5-7 days</i>		
Routine: <i>e.g. within 28-30 days</i>		

2. Please provide any other detail that you think is relevant in relation to repairs:

3. If the organisation does not currently collect information on repairs, or has not reported on this above, please explain how you are working towards collecting this information:

A.4 MANAGEMENT AND MAINTENANCE COSTS

1. What was the overall average management cost per unit during 2014: €

Management costs include all management and other associated costs, including service charge expenditure.

2. What was the overall average maintenance cost per unit during 2014: €

Maintenance costs should include costs relating to all repairs and planned maintenance.

3. Please explain any significant variations in costs, which impact on the average figures set out above:

4. If the organisation does not currently collect information on management and maintenance cost, or has not reported on this above, please explain how you are working towards collecting this information:

A.5 OTHER INFORMATION

1. Please provide any other information in relation to monitoring and reporting on performance management:

PART B

B.1 RENT PAYMENTS AND ARREARS

1. * If rent arrears were indicated in the HAPM or NABCO performance management surveys for the 2014 year, what number of tenancies were in arrears for :

between 4 and 6 weeks worth of arrears:	see below for arrears details for 2014
between 6 and 12 weeks worth of arrears:	<input type="text"/>
more than 12 weeks worth of arrears:	<input type="text"/>

2. What was the total arrears amount owed to the organisation at 31/12/2014? € 20707

3. *Were any rent arrears written off in 2014? Yes No

4. *Please provide any other details that you think are relevant in relation to rent payments and arrears:

At year end (2014) our arrears stood well within target at €20,707.23 (2.15%) in comparison with €25,437.33 (3.7%) at 2013 year end.

Throughout 2014, we embedded a routine of weekly arrears exclusive periods for housing officers to concentrate on arrears cases and this has proved to be a successful approach. Housing Officers addressed some historical poor payment issues as well as further developed relationships with residents in addressing arrears in a mutually beneficial manner. Focus has been on changing to household budget and standing order as preferred methods of payments, early identification and notification to tenants and consistent weekly contact with an emphasis on face to face discussions with residents.

The following table (table 1.2.1) summarises arrears management action at year end.

Table 1.2.1 – Arrears Management Action

No of weeks arrears	0-1 weeks	2 - 4 Weeks	5 - 9 weeks	10 + Weeks	Total
No of tenants	51	25	15	9	100
Value of arrears	€1,715.68	€3,534.90	€5,244.03	€10,212.62	€20,707.23
Stage of arrears process					
Tenant informed in writing	19	6	5	0	30
Contacted in Person	4	7	2	1	14
Under agreement/ compliant	27	11	7	6	51
Not complying with agreement	1	1	1	1	4

Legal action commenced	0	0	0	1	1
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B.2 REPAIRS

1. For each type of repair category, please state:

Repairs Type	The number of valid Repair Requests:	Average Response Time
Emergency: <i>e.g. within 24 hours</i>	38	within 24 hours
Urgent: <i>e.g. within 5-7 days</i>	113	within 5 days
Routine: <i>e.g. within 28-30 days</i>	173	within 28 days

2. *Please provide any other detail that you think is relevant in relation to repairs:

We processed a total of 324 response repairs over the course of 2014, 91% of which were completed within the target deadline.

Our aim for 2014 was to pre-inspect and post inspect repairs to ensure quality of workmanship and value for money

The table below details our performance against agreed timescales.

Table 3.1.1 – Summary of Repair Timescales

	Emergency Out of Hours	Emergency	Urgent	Routine	Total
No of repairs ordered	6	32	113	173	324
No completed in timescale	6	26	106	160	298
% completed in timescale	100%	81%	94%	92%	91%

B.3 MANAGEMENT AND MAINTENANCE COSTS

1. *What was the overall average management cost per unit during 2014: € 897

Management costs include all management and other associated costs, including service charge expenditure.

2. *Please explain any significant variations in costs, which impact on the management costs above, or the maintenance costs reported in the HAPM or NABCO performance management surveys for the 2014 year:

3. *If the organisation does not currently collect information on management and maintenance costs, or has not reported on this above, please explain how you are working towards collecting this information:

B.4 OTHER INFORMATION

1. *Please provide any other information in relation to monitoring and reporting on performance management:

Supporting Documentation Checklist – For AHB use

Please review to ensure all necessary documents are enclosed as part of the Annual Regulatory Return submission.

1.	Tax Clearance Certificate	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2.	Organisational Chart (<i>if applicable</i>)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
3.	Latest Annual Report (<i>if applicable</i>)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4.	Intergroup or Service Level Agreement (<i>if applicable</i>)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
5.	A copy of Audited Accounts for the last financial year, if the organisation does not submit Audited Accounts to the Companies Registration Office.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
6.	Audit Management Letter and the organisation's response (<i>if applicable</i>)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
7.	The detailed HAPM survey response or the NABCO performance management response (<i>as applicable</i>)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
9.	Financial Plan (covering a minimum of a 3 year period) (Tier 3s only)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
10.	Operational Strategic Plan (<i>detailed internal version</i>) (Tier 3s only)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
11.	Charter of Commitment for the 2015/2016 Year	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>