

North & East Housing Association



Engaging
Tenants



Supporting
Communities

Building
Homes

Annual Report 2017

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North & East is committed to the highest standards of transparency, governance and accountability. Further information on our accounts and regulatory returns are available on our website at www.northandeast.ie/about-us/transparency.

Chairperson's Report



John Ryan, Chairperson

On behalf of the Board of Directors, I am pleased to present the 2017 North & East Housing Association (North & East) Annual Report. I joined the board in June 2017 and was subsequently elected as Chairperson. I have thoroughly enjoyed being part of the dynamic North & East team during this, its 25th year of operation.

North & East has responded positively to the challenges of Rebuilding Ireland. In 2017 we created 50 new households; 31 of which were newly acquired / constructed housing. This brings the total number of homes we provide to almost 500; a number consistent with our Association's strategy of providing at least 700 homes by 2020.

In addition, we have now developed a pipeline of 150 new homes to be delivered in 2018/19. This work is only possible with the strong relationship our organisation has with our Local Authority partners, the

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Department of Housing, the Housing Finance Agency and private sector developers.

In 2017 we added resources to the organisation across such areas as IT, staff and training. These resources allowed our management team to focus clearly on our core activity of providing homes amidst the ever changing regulatory, commercial and financial markets.

Our commitment to technology is enabling North & East to significantly upgrade our asset management capabilities; thus providing a sound platform for future growth. This, in parallel with investment in our tenant engagement services, bodes well for the future.

I would like to acknowledge the expertise and counsel that the board has contributed to the progression of North & East throughout the year. Similarly, my thanks to our management team and employees; led by CEO Vincent Keenan.

Importantly, on behalf of the board, I would like to express our gratitude to the valued tenants of North & East. We passionately believe that everyone is entitled to a quality home within the community. We are committed to leading the way in providing quality homes, and in supporting communities; now and into the future.

With best regards

John Ryan,
Chairperson

Chief Executive's Foreword



Vincent Keenan, *Chief Executive*

Firstly, I would like to acknowledge the support, advice and leadership provided by the board of North & East. Their contribution to the development and growth of the organisation is given on a voluntary basis; and this fact can often be overlooked.

2017 has seen some 2,700 new homes provided by Approved Housing Bodies across the state. This represented a third of all long-term social housing units provided in the year. Over the coming years this target will increase to 4,000 per year. North & East has risen to this challenge and will continue to play a role in this national delivery plan under Rebuilding Ireland.

As North & East continues to grow, it has been critical that we develop our capacity to provide quality homes and services to our tenants. This development took many forms in 2017, but the most critical was the implementation of a human resource development plan for our staff. This has provided all of our staff with the opportunity to engage in a process that enables them to identify their key areas for learning and training. By resourcing this development, we are allowing them to meet their ongoing and changing challenges.

We look forward to developing this plan in conjunction with our tenants so as to maximise their valued contribution to our work.

In addition to this investment, our property services team led in the development of a comprehensive Asset Management Strategy (AMS). In turn, this supported the development of our 5- and 30-year business plans. I would like to acknowledge the work of our Finance Team that led on the authorship of these plans.

North & East has always been committed first and foremost to our tenants. Building on this commitment in 2017, we took the first steps in the development of a new Tenant Engagement Strategy with the appointment of a Tenant Services and Engagement Manager. We look forward to developing this plan in conjunction with our tenants so as to maximise their valued contribution to our work.

The environment in which we operate continues to evolve. We, like any other organisation, need to respond to these developments to ensure that we remain relevant, and can play a positive role for our tenants, our partners and the country.

I would like to acknowledge the partners we work with who support our mission, vision and values; together with our staff who continue to go the extra mile to ensure that our tenants receive a quality service. I look forward to continuing our work together.

Finally, I would like to pay tribute to our former Chairperson Pat Lennon, for his huge contribution over the last 25 years but more specifically his support and guidance given to me over the last four years. His ongoing involvement is a continued asset to the Association.

Vincent Keenan,
Chief Executive

Who We Are

North & East Housing Association (North & East) was incorporated in 1993 having been established in the previous year by a small number of volunteers. We are now a well-established housing provider with a proven track record in the delivery of high-quality homes, comprehensive housing services and tenant supports.

North & East believes that everyone has a right to a quality home within the community. We strive to achieve this vision by working in partnership with local authorities as well as community and voluntary organisations.

Our first housing development comprised 12 homes in Killeghland in Ashbourne in 1995. Over the following 25 years, we have grown our stock through use of the Capital Loan and Subsidy Scheme (CLSS) and the Capital Assistance Scheme (CAS). In addition, we have entered into arrangements with some local authorities to manage their stock. Perhaps most notable were the 101 homes owned by South Dublin County

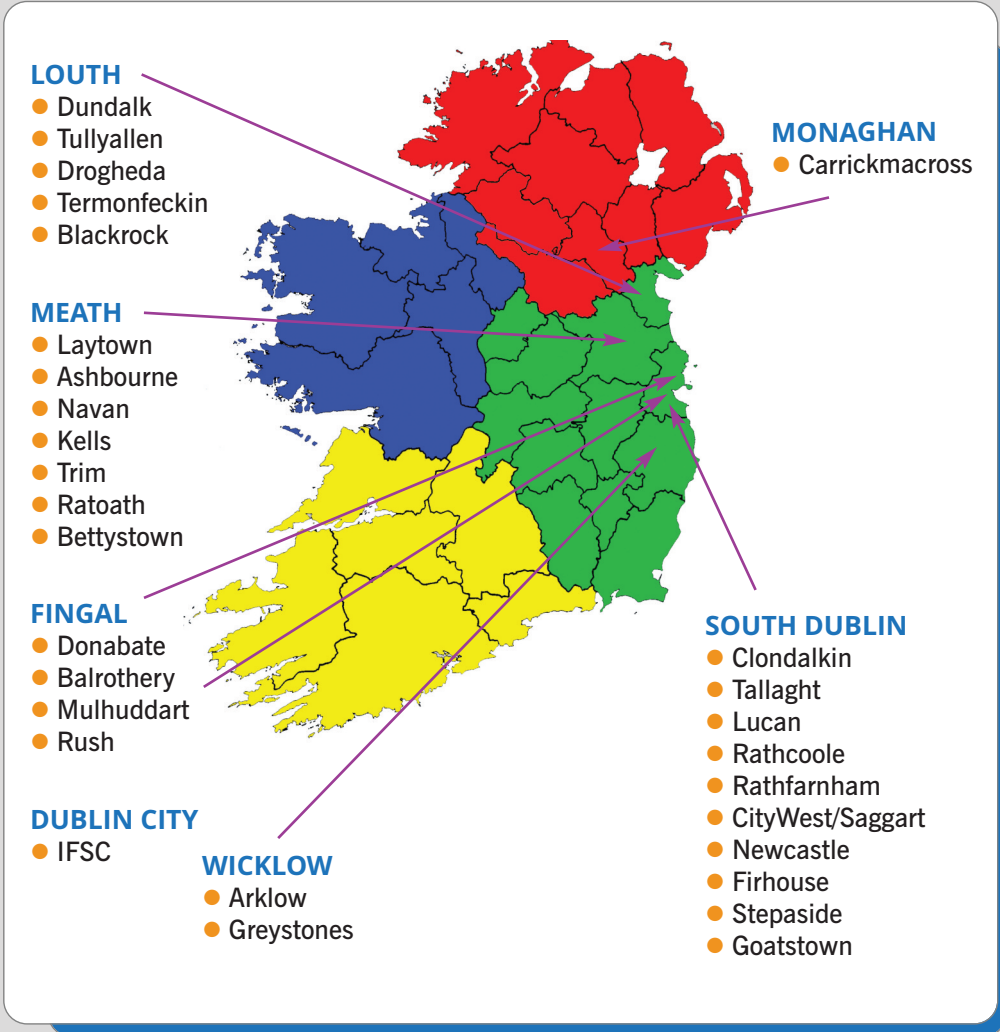
Council. We took over the management of these in 2010.

We are primarily a general needs housing provider. All of the families and single people that we house are approved applicants taken from the local authority housing waiting lists.

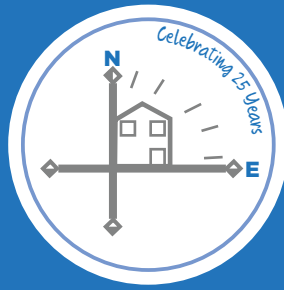
We also provide housing to a wide variety of groups including:

- families
- older people
- homeless households
- people with physical disabilities
- people with learning disabilities

Community is at the heart of what we do. We are an organisation that works hard; looking after the neighbourhoods where we have homes and striving continuously – with our tenants – to support the development of vibrant and sustainable communities.



Our History



North & East Housing Association is incorporated

1993

22 homes in Blackthorn Grove, Kells, Co. Meath

2000

43 homes in An Chearnog, Dundalk, Co. Louth

2004

101 homes on behalf of South Dublin Co. Council

2010

21 homes in Goldenridge, Rush, Co. Dublin

2012

4 homes in Carrick Street, Kells, Co. Meath

2014

29 homes in Ardmore, Bettystown, Co. Meath

2016

24 homes in North County Dublin

2017

25th Anniversary of North & East Housing Association

2018

1995

12 homes in Killegland, Ashbourne, Co. Meath

2002

22 homes in Seaview Grove, Laytown, Co. Meath

2007

16 homes in Saltown, Dundalk, Co. Louth

2011

10 homes in The Gallery, Donabate, Co. Dublin

2012

17 homes in Stamanaran, Blackrock, Co. Louth

2015

22 homes in McArdle Green, Drogheda, Co. Louth

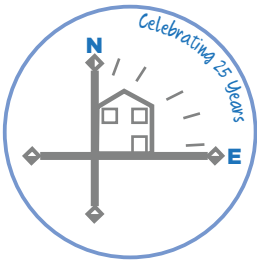
2016

45 homes in Goldenridge, Rush, Co. Dublin

2017

38 homes in Lough na Glack, Carrickmacross, Co. Monaghan

Company Information



North and East Housing Association is a Company Limited by Guarantee (North & East), 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. We are charity number CHY 10970 and 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 Horwath Bastow Charleton Chartered Accountants & Statutory Auditors Marine House, Clanwilliam Court, Dublin 2
Solicitors:	James A. Connolly & Co., 13 St. Andrew Street, Dublin 2
Bankers:	Allied Irish Bank, Baggot Street, Dublin 2 Bank of Ireland, Baggot Street, Dublin 2 Ulster Bank, Blackrock, Co. Dublin
Directors:	<p>The Directors serving during the year and since year end were as follows;</p> <ul style="list-style-type: none">■ John Ryan (Chairperson) co-opted on 13th Nov. 2017 appointed Chair on 4th Dec. 2017■ Pat Lennon (Former Chairperson), resigned as Chair on 4th Dec. 2017■ Barry Magee(Secretary)■ John Cunniffe■ Ann Wilson■ Alan Ring■ Sean Staunton (appointed on 17th June 2017)■ Barney O'Neill (resigned on 17th June 2017)
CEO:	Vincent Keenan

Mission, Vision and Values

North & East’s Vision, Mission and Values were developed as part of our Strategic Plan 2016-2020. This involved consultation with the Board of Management, staff team and tenants.

Our vision and mission outline our commitment to providing not just houses; but high quality homes in vibrant communities.

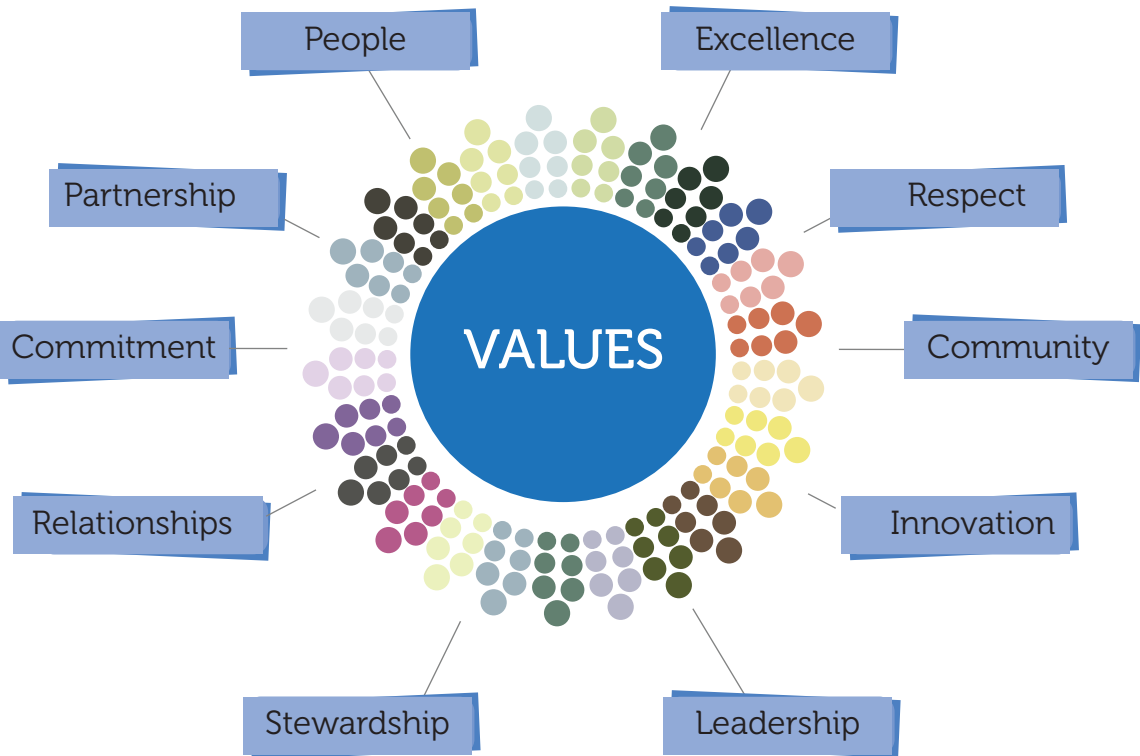
Our values outline our approach to achieving this.



To provide quality homes and support communities.

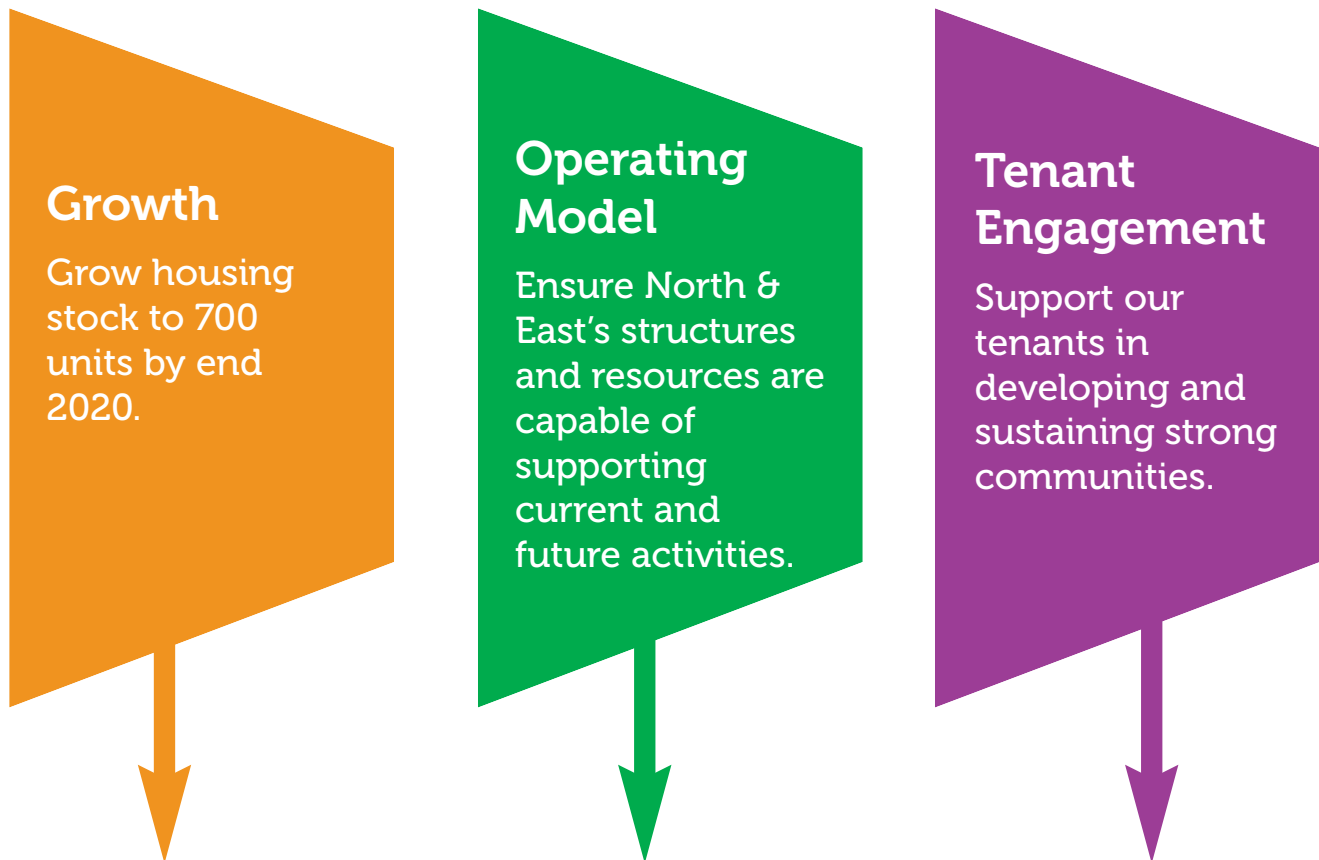


Everyone is entitled to a quality home within the community. North & East will lead the way in providing quality homes and supporting communities.



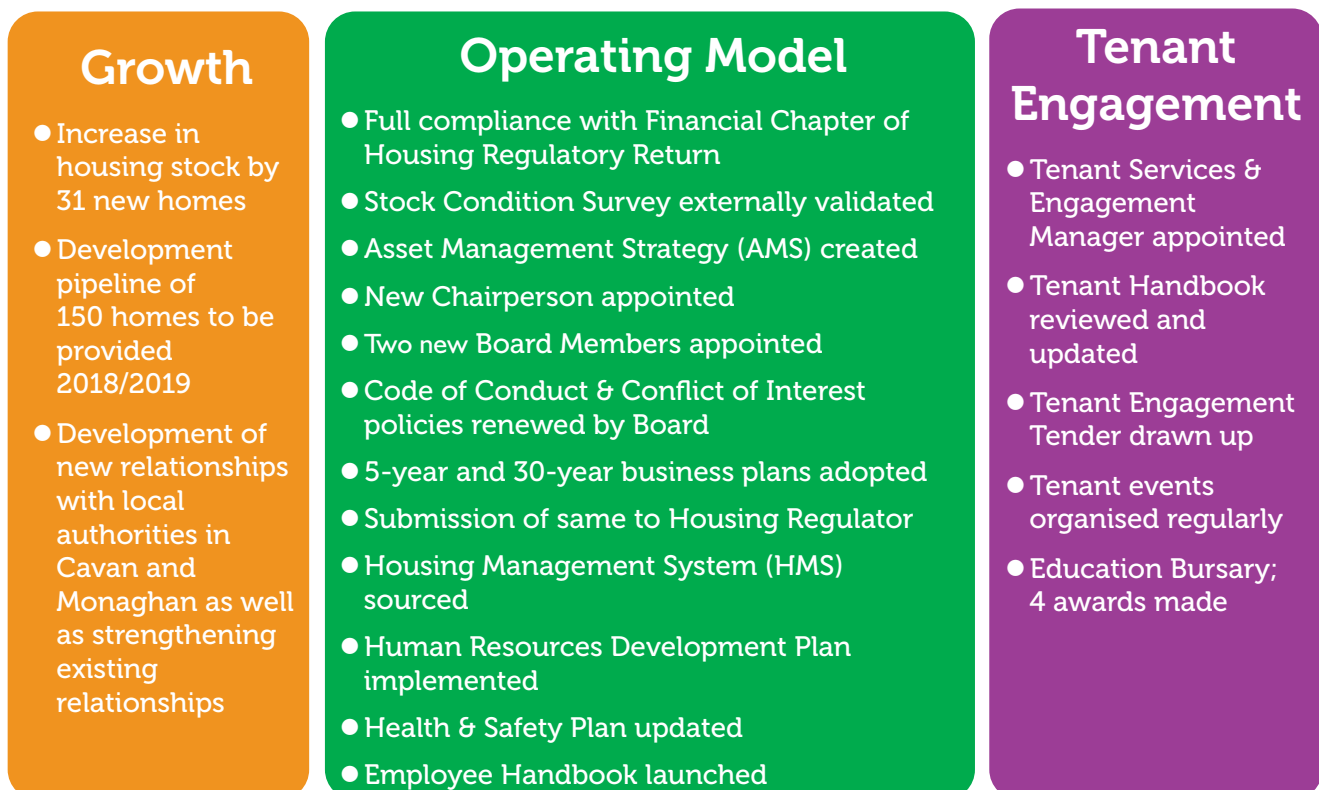
North & East Strategy 2016-2020

The key objectives for North & East's Strategic Plan 2016 to 2020 comprise 3 principal pillars:



2017 was the second year of our 5-year strategy and was a positive year in terms of achieving our goals.

Achievements 2017:



2017 in Focus

1,379,208



Total amount of rental income for 2017.

50

New homes & relets.



2.7%

Rent arrears at year end were 2.7% of annualised rent.



€394,000

Spent on repairs and Maintenance.



Homes in management.

98%



Emergency repairs carried out on time.

€182,301



Surplus in 2017.

Turnover

€2,662,157

2017



€1,766,248

2016

Reserves

€2,154,544

2017



€1,972,253

2016



35

Training opportunities for staff.

€60



Average weekly rent.

16

Tenant events.



Asset Management

In 2017, North & East developed and implemented our Asset Management Strategy (AMS) through a consultative process involving Bolton Dowling Partnership, the Senior Management Team and all North & East staff. We recognised that the experience of our staff would add to the priorities within the strategy. This has given us a greater confidence in our property services and in the capacity of the organisation to manage its assets well.

The AMS recognises the successes to date of the 100% stock condition survey. This included:

- the positive external validation by consultants Impart Links
- the delivery of a planned maintenance programme
- the leveraging of SEAI funding to reduce fuel poverty

The findings of the stock condition survey offer us a high level of confidence for planning future investment programmes.

Asset management is more than simply bricks and mortar investment. It is about the relationship between the people, the homes, the environment and the communities. North & East is committed to the principles of providing and maintaining high quality homes for our current and future tenants. We have adopted the necessary policies and procedures for the delivery of repairs, cyclical investment and programmed investment to realise these principles. There are clear opportunities to better engage our tenants in the asset management field. We see real opportunities to work with our tenants to shape and enhance our property related services, to refine our investment priorities and to help select the best products for future investment programmes.



Darcystown, Balrothery, Co. Dublin



Goldenridge, Rush, Co. Dublin



Blackthorn Grove, Kells, Co. Meath



Lough na Glack, Carrickmacross, Co. Monaghan



McArdle Green, Moneymore, Co. Louth



Stamanaran, Blackrock, Co. Louth

Our Impact

North & East are providing the infrastructure of housing in the form of bricks and mortar. But we are also lending our expertise in the local communities. We do this as we are very committed to discovering what makes a house a home for our residents; and in understanding what they mean by 'community'. Along with our partners and stakeholders we work to develop sustainable housing solutions, and places where people thrive and actively participate in their community. In 2017 North & East appointed a Tenant Services & Engagement Manager who will oversee a 3-year Tenant Engagement Strategy to enhance and support engagement with our tenants and encourage community participation. In 2017 we continued our practise of tenant and community initiatives. Some of these are:

Tenant Engagement – Participation, Examples of Initiatives & Estate Events 2017	
Quality Information	<p>All new tenants were assigned a Housing Officer who supported them from interview stage right through to tenancy sign up and beyond.</p> <p>All new tenants participated in pre-tenancy information workshops and received all the information they need to successfully settle into their new homes.</p> <p>All tenants received regular newsletters keeping them up to date with relevant information.</p> <p>Our website was regularly updated with relevant information.</p>
Tenant Support	<p>Housing Officers visit estates weekly (at a minimum) and call regularly to tenants' homes.</p>
Education Bursary	<p>4 awards were made to tenants under the Noel Mc Ardle Education Bursary to enable them to enhance their education.</p>
Neighbours Day 2017	<p>Local celebrations were organised to celebrate Neighbours Day.</p>
Coffee Mornings	<p>Coffee mornings were held in a number of estates to enable tenants to socialise with each other and to have informal meetings with their Housing Officers.</p>
Events	<p>A variety of events were held throughout the year including: sports days, Halloween celebrations, summer fun days, and estate clean-ups.</p>
Competitions	<p>Annual Gardening and Christmas card design competitions were held.</p>
Wider Community Initiatives	<p>Our tenants took part in a number of initiatives in the wider community; most notably the Moneymore Estate entry into County Louth Pride of Place competition.</p>



Ashleigh's Story



In August 2017, Ashleigh moved into her new home in Darcystown Close, Balrothery, Co. Dublin. The site for these nine homes was provided by Fingal County Council and construction was funded under the government's

Capital Assistance Scheme. Eight of these homes are occupied by families with children. The last, Ashleigh's home, is a single, specially adapted house.

When the team from North & East met with Ashleigh, she was living in Blanchardstown hospital. Here, she describes the meeting; "Brendan (North & East staff member) explained the layout of the property to me. He told me that the property is a 2-bed ground floor bungalow with wet room facilities and ground-level access to the front of the property and they would install a ramp at the back door for me to access the garden easily. I could not believe it! North & East had done everything that I needed to be able to live independently. They were providing me with a house that had everything for my needs."

In July 2017, Ashleigh was given the keys to her new home. She describes what this meant to her: "I am so grateful to have this property to be able to call my home. It has allowed me to become independent, regardless of the obstacles I may face."

Mary's Story



In August 2017, the residents of Ardmore, Bettystown celebrated the first anniversary of their new community. These 29 homes were provided by North & East in partnership with Meath County Council and the National Asset and Management Agency (NAMA). The development is a mix of family homes and two-bedroom apartments. The tenants include both young families and older residents.

Mary is a well-known and much-loved member of this new community. Mary previously lived outside of Laytown. She has mobility difficulties, which meant she found using the stairs in her old home very difficult. Mary's new home in Ardmore is a ground-floor apartment, comprising an ensuite and spare bedroom. Both of which have had a positive effect on her life.

Mary describes her new home as: "...bringing about a great

change in my life.. less hassle... ..state of the art...everything is so handy it is just terrific". She particularly enjoys having a spare room where family or friends can stay when they visit.

Mary's daughter lives just three doors away. Mary enjoys having family close by while retaining her own space and independence. Mary describes how helpful her neighbours are to her: "(they are) terrificalways willing to do something for you...couldn't ask for anything better". Mary particularly enjoys being in a community made up of all ages. "It's great to hear the children's voices out playing."

North & East wish to thank Mary and all of the residents of Ardmore for their support and help in developing this wonderful community. We would like to assure them of our ongoing commitment in the years ahead.

**INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2017**

	2017 €	2016 €
Turnover	2,662,157	1,766,248
Administrative expenses	(2,201,728)	(1,878,279)
Surplus / (Deficit) on ordinary activities before interest	460,429	(112,031)
Interest receivable and similar income	264	1,934
Interest payable and similar charges	(278,392)	(184,674)
Surplus / (Deficit) for the year	182,301	(294,771)

**BALANCE SHEET
AS AT 31 DECEMBER 2017**

	2017 €	2016 €
Fixed assets		
Tangible Fixed Assets	21,295,189	18,315,432
Current assets		
Debtors: amounts falling due within one year	240,150	156,899
Cash at bank and in hand	2,021,361	1,805,199
	<u>2,261,511</u>	<u>1,962,098</u>
Creditors: amounts falling due within one year	(1,170,301)	(1,050,287)
Net current assets	1,091,210	911,811
Total assets less current liabilities	22,386,399	19,227,243
Creditors: amounts falling due after more than one year	(20,231,845)	(17,254,990)
Net assets	2,154,554	1,972,253
Capital and reserves		
Income and expenditure reserve	2,154,554	1,972,253
Shareholders' funds	2,154,554	1,972,253

2017 in Photos



Coffee Morning Navan



Neighbours' Day Races



Bench erected in memory of former Board members
Jim Byrne & Tony Gilmore.



Easter at Ardmore



Ardmore Sports Day



Moneymore Pride of
Place Competition



Christmas Fun



North & East Housing Association CLG

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