

St Matthews Housing Association Ltd. 58 Harper Street Belfast BT5 4EN

Registered under the Industrial and Provident Societies Act (Northern Ireland) 1969, No.IP 177.

Registered with the Department for Social Development, No.R18.

HMRC registered charitable status XT28085

Board of Management **Number attended of 9 Board Meetings in 2013/14**

Mr P Devlin – Chairperson	9
Mr K Craig – Treasurer	5
Mr J O'Donnell	7
Mr D Brennan	9
Mrs P Brennan	6
Mr W Davey	6
Mr P O'Ruanai	5
Mr C Devenny	7
Mr P Donnelly	7
Mrs M Flanagan	4

Total expenses reimbursed to Board members in 2013/14 - £0.00

Staff

Mr Jim Black – Chief Executive & Honorary Secretary

Mrs Sarah Jane Murray – Finance Officer

Mrs Sandra Wright – Housing Officer

Mr Kieran Donnelly – Maintenance Officer

Mrs Deirdre Conlon – P/T Caretaker/Cleaner

Telephone No.:- 02890 451070 / Out of Hours Emergency No.:- 0800 731 3081

A Word from our Chairman

Once again I am delighted to report on yet another progressive year for the Association. SMHA is the leading housing provider for Short Strand and plays an important role in providing accommodation in Clonard and Poleglass also. In the past year I would summarise the following progress and achievements:-

- Another successful year - we are performing well and managing our costs effectively, we are continuing to invest in our stock and have gained modest growth in units with the prospect of more.
- DSD Inspection – officially gained “Satisfactory Assurance” in 2013. Our own internal auditors also maintained satisfactory assurance ratings in the areas examined. In early Spring, we welcomed a report from the DSD which validated the Board of SMHA in the manner in which it allocates homes on a fair and equitable basis. It underlines that the right decisions are being made for the right reasons.
- Development – we added 11 additional units into our stock will be adding the odd ESP or rehab unit as and when suitable opportunities arise. We hope our continued alliance with APEX HA will afford us some additional development opportunities in the future – notably the former Bryson Centre and 1-7 Mountpottinger Road. Our priority remains the Short Strand area and we hope to deliver good quality affordable housing in the coming years.
- The Association continues to be conscious of costs and prudent in our management and maintenance expenditure. Partnership working will help us deliver more efficiently. Group procurement of development and maintenance services has undoubtedly saved us money over the last few years.
- We continue to invest in our housing stock – in total estimated at around £1.3m of total expenditure in the five years after our stock condition survey completed in 2009/10 (completing March 2015). Our homes meet Decent Homes Standard and with regular planned investment will continue to meet this standard. We are soon to complete a new stock condition survey.

I would like to offer a big thank you to our Board for their time, help and effort during a sometimes difficult year. I also thank and encourage our staff to continue to step up and continuously improve our housing service. SMHA has been in operation for almost four decades and we remain committed to our original mission of quality, affordable local housing.

Patrick Devlin

SMHA Chairman

Residents Satisfaction Survey 2013/14

The overall results of the Residents Satisfaction Survey carried out in the autumn of 2013 were positive and the response rate was good. Sound levels of satisfaction across all performance indicators are indicative of a quality housing service and a solid Housing Association that strives for constant improvement and excellence regarding service provision. There were no glaring concerns or major worries for our tenants and this is heartening for SMHA. Indeed we have recorded improvements in most areas of the survey compared to the data we received in 2011.

Improvements on survey response data since 2011 in the following areas are notable:-

- Generally satisfied – up to **90%** from **88%** last time.
- Overall quality of home – up to **85%** from **80%** last time.
- Value for money of home – up to **85%** from **84%** last time.
- Easy getting hold of right member of staff – up to **95%** from **94%** last time.
- Generally satisfied with repairs/maintenance – up to **90%** from **86%** last time.

In relation to sector averages (as compiled by Northern Ireland Federation of Housing Associations for all housing associations) we continue to perform well. NIFHA have published new data on comparisons and we performed very well in comparison to other Associations.

We can take heart from these returns and seek to continue to improve. Our housing service is good and we continue to both invest in our own housing stock and work to bring new housing to Short Strand.

We will continue to put our residents first in all that we do. We are a small community based enterprise with strong community involvement and will seek to continue improve our service in the coming years.

Key Performance Data in 2013/14

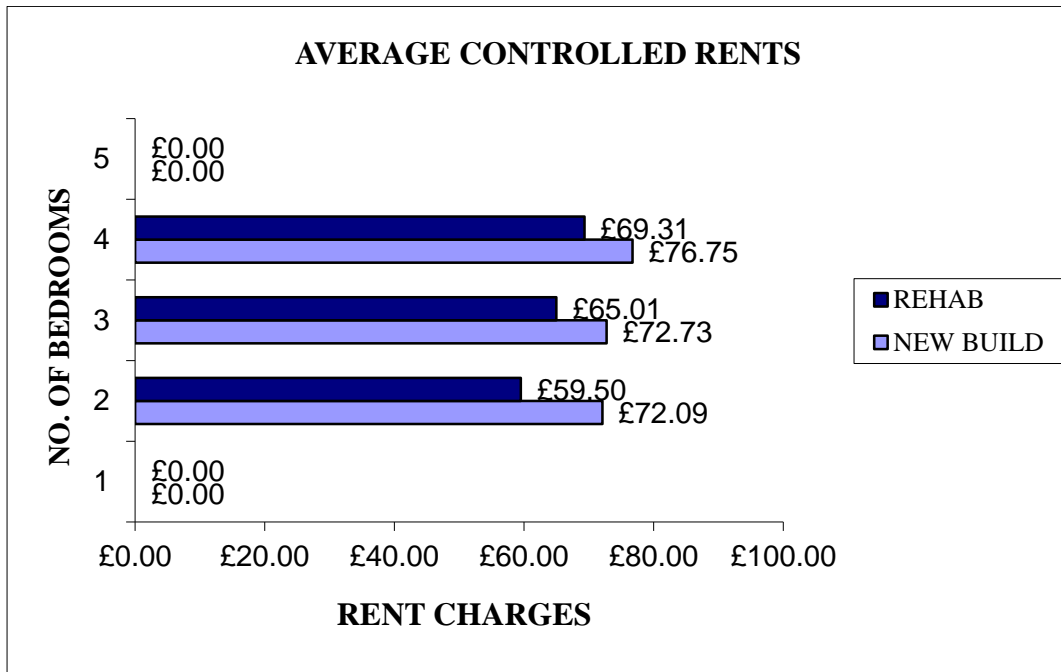
SMHA has performed well in the last four financial years following a period of significant change in the organisation with a new Chief Executive taking over in April 2010. The Association continues to strive to meet performance objectives set for us and also improving the housing service tangibly for all residents. We carried out a comprehensive resident satisfaction survey in 2011/12 with excellent results. A further resident satisfaction survey in 2013/14 ratified these results.

You will see on the next two pages a summary of some of the recorded key performance data over the last year, with a comparison to previous years.

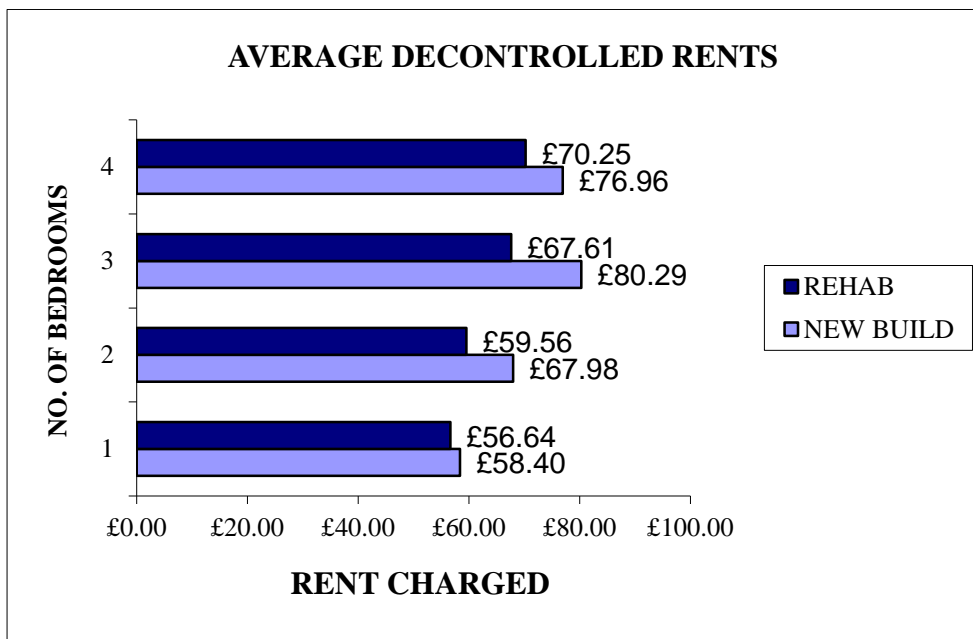
Key Performance Areas 2010/11	2010/11 Performance	2011/12 Performance	2012/13 Performance	2013/14	Target
% of total rent receivable actually collected	106.3%	99.3%	100.1%	97.75%**	98%
Total rent arrears as % of rent receivable	7.7%	7.35%	6.80%	8.03%**	<5%
% of rental income that comes from Housing Benefit	78.25%	75%	75.72%	73.81%	-
Voids as a % of rent receiveable	-	0.25%	0.46%	0.29%	<1%
No. Of new lettings	9	0	0	11	-
No. Of relettings	8	10	13	9	-
Total No. Of units of occupied accommodation	188	187	187	197	-
Average Relet Times (in days)	21	17	22	13	-
% of emergency repairs completed in 24 hours	95%	96%	91%	94%	>85%
% of urgent repairs completed in 4 working days	90%	99%	93%	89%	>80%
% of routine repairs completed in 20 working days	92%	97%	94%	89%	>80%
No. of complaints received/resolved prior to referral to ombudsman	4/4	2/2	1/0	1/1	100%
No. of anti-social behaviour complaints received/resolved	4/4	5/6 – one court action	2/2	2/2	100%
% of residents satisfied with SMHA housing service	-	88%	-	90%	>80%

** figures skewed by additional housing benefit technical debt held for year 2013/14

SMHA has recorded information of the rents charged for different homes in our management. The Association's rent setting policy is broken into two categories. The first is Controlled or Point based rents. Under this system of rent setting, each property is allocated a number of points depending upon the facilities the each property contains.



Decontrolled rents are used for all mixed funded development property. They are based on four-factors: - sinking fund, loan element, management allowances and maintenance allowances.



Planned Maintenance and Stock Condition Surveys

You will be aware that SMHA carried out Stock Condition Surveys on our properties in 2009 to identify some of the main items of disrepair and aged elements of our housing stock. You are also aware we are completed the first four years of these recommendations having put together an initial five-year programme of planned maintenance and external works to address all these relevant items. We shall commence Year 5 of these planned works in the autumn of 2014. Details of the contract, contractor and scope of works to your property will be issued shortly. We are also scheduled to carry out electrical checks and external redecoration on most homes during 2015-16.

The Association will have invested well over £1 million in carrying out these five years of planned maintenance. We welcome your queries and comments on these works and to discuss our future plans for your property. Your help and co-operation during the course of these works will be greatly appreciated.

We are also commencing new Stock Condition Surveys during the autumn of 2014 and spring of 2015. A building surveyor appointed by SMHA will visit with you and survey your property. This will enable us to prioritise future maintenance programmes to replace or repair elements of your property in good time to ensure your home continues to meet Decent Homes Standard. Your co-operation during the course of these surveys is greatly appreciated.

Future Plans

The Association took ownership of 10 new houses in Mountpottinger Road last year. This new development was delivered in partnership with APEX housing association. It remains an excellent redevelopment of the former police station and residents are very happy with their new homes.

We also hope to deliver more new homes in Short Strand in the next couple of years again in partnership with APEX housing association. Potentially there is a redevelopment opportunity with the former Bryson Community Enterprise Centre but this proposal remains at an early stage.

Out of Hours Emergencies – Tel: 0800 731 3081

Please keep at close hand our emergency out of hour's number for any emergency, but particularly at times when weather is severe or you suffer major problems such as loss of power or serious leaks. They can ensure a contractor or officer of the Association is despatched to deal with any emergency.

Accounts 2013/14**Approved at AGM 26th June 2014****Income and Expenditure Account****Year ended 31 March 2014**

	2014	2013
	£	£
Turnover	749,064	685,432
Operating costs	<u>(464,021)</u>	<u>(425,536)</u>
Operating Surplus	285,043	259,896
Interest receivable	5,846	22,288
Interest payable	(58,938)	(56,195)
FRS 17 past service cost gains	8,000	4,000
Other interest charge	<u>0</u>	<u>0</u>
Surplus on Ordinary Activities	239,951	229,989
Surplus for the year	239,951	229,989
Actuarial gain (loss) on pension scheme	31,000	(35,000)
Total recognised gains (losses) since last AR	270,951	194,989

Balance Sheet as at 31 st March 2014	2014	2013
	£	£
Fixed Assets		
Housing land and buildings:		
Cost	16,317,486	16,086,280
Less: Housing Association Grants	(11,632,500)	(11,532,381)
Depreciation	<u>(961,121)</u>	<u>(858,499)</u>
	3,723,865	3,695,400
Other Fixed Assets	<u>24,744</u>	<u>26,812</u>
	3,748,609	3,722,212
Current Assets		
Debtors	149,426	35,239
Cash & bank balances	<u>887,639</u>	<u>519,826</u>
	1,037,065	555,065
Current Liabilities		
Creditors	<u>(182,117)</u>	<u>(160,298)</u>
Net Current Assets	854,948	394,767
Total Assets less Current Liabilities	<u>4,603,557</u>	<u>4,116,979</u>
Creditors: Amounts Falling Due After More Than 1 Year		
Long-term liabilities	1,040,624	785,997
Pension fund liability	<u>82,000</u>	<u>121,000</u>
	1,122,624	906,997
Financed By:		
Share Capital	57	57
Capital Reserves	301	301
Revenue Reserves	<u>3,480,575</u>	<u>3,209,624</u>
	<u>3,480,933</u>	<u>3,209,982</u>
	4,603,557	4,116,979