



St. Matthew's Housing Association Ltd.

A Non Profit-making Housing Association

Annual Report 2020



On a journey to become a model of excellence for community-based housing associations

Annual Report of St Matthews Housing Association

2020

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

Registered under the Industrial and Provident Societies Act (Northern Ireland) 1969 (No.IP177). Registered with the Department for Communities NI (No.R18).

HMRC registered charitable status (XT28085). Registered with the Charity Commission for NI (NIC 10291)

| Board of Management | Number attended of 6 Board Meetings in 2019/20 |
|--------------------------------------|---|
| Mr P Devlin – Chairperson (outgoing) | 6 |
| Mr K Craig – Treasurer | 5 |
| Mr P Donnelly | 6 |
| Mr P Ó'Ruanáí | 5 |
| Ms L Fegan | 3 |
| Mr D Brennan | 3 |
| Mr J O'Donnell | 3 |
| Mr C Devenny | 4 |
| Mrs P Brennan | 1 |

The Board also has two main sub-committees the Finance and Personnel sub-committee and Audit sub-committee. Total expenses reimbursed to Board members in 2019/20 - £0.00

(2 Board members are tenants of the Association during 2019/20)

Staff

Mr Jim Black – Chief Executive & Honorary Secretary

Mrs Sandra Wright – Housing Officer

Mrs Sarah Jane Murray – Finance Officer

Mr Kieran Donnelly – Maintenance Officer

Mr Peter Fahy – Assets Officer

Mrs Deirdre Conlon – P/T Caretaker/Cleaner

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

St Matthews Housing Association– a word from our Chairman

As outgoing Chairman of St Matthews Housing Association (SMHA) I can report once again on another strong year of performance. SMHA continue to improve, perform well and manage our costs effectively. We continue to operate an excellent service, are investing in our property and have a costed plan in place that shows how we can deliver future growth ambitions. We truly are meeting our aim of being a model of excellence for community-based housing.

As the community will well know, we are working hard to add growth at Bryson Street Phase 2, Sirocco Waterside development and at 1-7 Mountpottinger Road. In the longer term it is our community hope to deliver housing and wellbeing opportunities at Translink site. We continue to explore opportunities and are confident of being able to meet housing demand in our area in the years ahead.

Our Business Plan is designed to unlock the potential of the area to bring well over 100 new housing units in the next 5 years. It is a time where we will hopefully make a big impact in reducing waiting lists in Short Strand. Our Plan also outlines how we can continue to invest in our service and our stock. We have 5 office-based staff and a part time Caretaker/Cleaner – as we grow, we will take the necessary decisions in supporting the service. We have also affordable long-term maintenance plans based on a Stock Condition Survey for annual planned and programmed maintenance keeping our property in excellent condition and complying with Decent Homes Standards.

SMHA continues to perform well from a regulatory point of view and we have maintained our housing service at the highest 1 rating with the Department of Communities. We remain an important community asset – a vibrant local community enterprise providing homes and helping support community work - and not just in Short Strand but also to our tenants in Clonard and Poleglass.

All our Board members continue to give of their time freely and are a credit to this community. Our staff operate an excellent housing service and whilst things we have been particularly challenging with the onset of the COVID19 pandemic, we are continuing to maintain our service standards.

Thank you to all my colleagues on the Board and our staff for all your time, help and effort in continuing with our vision of being a successful community housing association long into the future where we will continue to work hard locally and with the Short Strand Partnership to deliver growth, prosperity and opportunity in the coming years.

Patrick Devlin

Outgoing SMHA Chairperson

SMHA and Community

SMHA is at the heart of the Short Strand community and we provide an excellent local service to our tenants, including in Clonard and Poleglass. We have been active within Short Strand over 40 years having been formed by local people wanting to improve their area.

SMHA seeks to:-

- Inform - Informing residents
- Consult - Consulting with residents
- Empower - Empowering residents
- Partnership - Partnership with the wider community
- Measure - Measuring outputs

We continue to supply information to tenants through our Annual Report, spring newsletter and our updated website www.smha.co.uk. Many Housing Associations are getting better at supporting communities where they operate and are looking beyond simply the bricks and mortar of the housing they provide to do more in their communities. Often this is done by awarding small grants to local groups whose work benefits the community. SMHA is actively seeking to support the communities we serve – not just Short Strand but also in Clonard and Poleglass.

By way of financial inclusion, there has been no take-up of our matched savings scheme with Credit Unions. In all likelihood, the vast majority of our tenants are already with our local vibrant credit union. In terms of the free provision of tenant contents insurance, the cost to SMHA for this year was £6,029. As there have been no claims these last 3 years, members have requested for this product not to be renewed and monies deployed in other ways.

By way of support to local community groups, initiatives etc. we expended the following:-

Doyle Youth Club Football Team trip to Boston – Donation - **£1,000**

Doyle Youth Club (football kit, recovering pool table, music system) – Donation **£1,030**

Short Strand Senior Citizens Forum - home visiting service – Donation - **£1,000**

Short Strand Community Forum – After Schools Club – Donation - **£1,000**

St Matthews Football Club – Video analysis equipment – Donation - **£1,000**

Total expended on Financial Inclusion and Community Support Initiatives - £11,059 – equal to 0.98% of income turnover £1.12M for 2019/20 turnover

Key Performance Data in 2019/20

SMHA has performed well in the last several years. We continue 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, 2013, 2015, 2017 and most recently 2019 with excellent results. You will see on the next two pages a summary of some of the recorded key performance data over the last year with some recent comparison years. We are doing well but will always want to be better.

| Key Performance Areas | 2017/18 Performance | 2018/19 Performance | 2019/20 | Target |
|--|----------------------------|----------------------------|----------------|---------------|
| Total No. Of units of occupied accommodation | 214 | 211 | 209 | - |
| % of emergency repairs completed in 24 hours | 92% | 94% | 94% | >85% |
| % of urgent repairs completed in 4 working days | 79% | 81% | 82% | >80% |
| % of routine repairs completed in 20 working days | 81% | 80% | 81% | >80% |
| % of residents satisfied with SMHA housing service | 97% | - | 100% | >80% |
| % of residents satisfied with value for money of their home | 93% | - | 85% | >80% |
| % of residents satisfied with overall quality of their home | 97% | - | 100% | >80% |
| No. Of new lettings | 12 | 0 | 1 | - |
| No. Of relettings | 3 | 4 | 6 | - |
| Average Relet Times (in days) | 37 | 14.2 | 54 | - |
| No. of complaints received/resolved prior to referral to ombudsman | 1/1 | 0/0 | 1/1 | 100% |
| No. of anti-social behaviour complaints received/resolved | 3/3 | 2/2 | 2/2 | 100% |
| Voids as a % of rent receiveable | 0.16% | 0.55% | 0.15% | <1% |
| % of total rent receivable actually collected | 100.65% | 100.13% | 98.59% | >98% |

SMHA Rents

SMHA has recorded information on 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 that each property contains. Decontrolled rents are used for all mixed funded development property with an element of loan finance built in. They are based on four-factors in total: - sinking fund, loan element, management allowances and maintenance allowances.

Our Board balances the need to fund our housing service adequately and maintain affordable rents. Typically, our rents compare well against other HA sector rents. The average rent rise applied in 2019-20 was 2.4%.

Our overall average weekly rents as a whole are reported annually to the Department for Communities and are recorded below:-

| Size | General Housing | | Sheltered Housing | |
|---------------|-----------------|------------------|-------------------|------------------|
| | No. Units | Average Net Rent | No. Units | Average Net Rent |
| 1-bedroom | 10 | £65.77 | 3 | £90.23 |
| 2-bedroom | 60 | £75.98 | 16 | £90.66 |
| 3-bedroom | 79 | £86.88 | 0 | - |
| 4-bedroom | 41 | £84.48 | 0 | - |
| Totals | 192 | | 19 | |

St Matthews HA Accounts 2019/20**Approved at AGM 30th June 2020****Statement of Income****Year ended 31 March 2020**

| | 2020 | 2019 |
|--|------------------|------------------|
| | £ | £ |
| Turnover | 1,347,688 | 1,302,933 |
| Operating costs | <u>(928,366)</u> | <u>(857,016)</u> |
| Operating Surplus | 419,032 | 445,917 |
| Interest receivable | 11,370 | 7,110 |
| Interest payable | (42,386) | (40,930) |
| Other interest | (11,000) | (7,000) |
| Pension additional service cost | <u>(62,000)</u> | <u>(28,000)</u> |
| Surplus on Ordinary Activities (no taxation – due to charitable status) | 315,286 | 377,097 |
| Surplus for the year | 315,286 | 377,097 |
| Actuarial gain (loss) on pension scheme | 6,000 | (171,000) |
| Total recognised gains (losses) since last AR | 321,286 | 206,097 |

| Statement of Financial Position - as at 31st March 2020 | 2020 | 2019 |
|---|--------------------------|--------------------------|
| | £ | £ |
| Tangible Fixed Assets | | |
| Cost | 19,219,536 | 18,862,067 |
| Less Depreciation | <u>(4,588,027)</u> | <u>(4,293,493)</u> |
| | 14,631,509 | 14,568,574 |
| Other Fixed Assets | <u>26,464</u> | <u>24,393</u> |
| | 14,657,973 | 14,592,967 |
| Current Assets | | |
| Debtors | 96,106 | 86,460 |
| Cash & bank balances | <u>1,871,502</u> | <u>1,764,353</u> |
| | 1,967,608 | 1,850,813 |
| Current Liabilities | | |
| Creditors | <u>(351,950)</u> | <u>(372,188)</u> |
| Net Current Assets | 1,615,658 | 1,478,625 |
| Total Assets less Current Liabilities | <u>16,273,631</u> | <u>16,071,592</u> |
| Creditors: Amounts Falling Due After More Than 1 Year | | |
| Deferred Grant | 9,534,257 | 9,529,142 |
| Long-term liabilities | 1,199,897 | 1,391,259 |
| Pension fund liability | <u>512,000</u> | <u>445,000</u> |
| | 11,246,154 | <u>11,365,401</u> |
| Total Net Assets: | 5,027,477 | 4,706,191 |
| Reserves: | | |
| Share Capital | 57 | 57 |
| Capital Reserves | 301 | 301 |
| Revenue Reserves | <u>5,027,119</u> | <u>4,705,833</u> |
| | 5,027,477 | 4,706,191 |