

Annual Report 2021/22

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



St. Matthew's
Housing Association Ltd.
A Non Profit-making Housing Association



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A word from our Chair



As Chair of St. Matthew's Housing Association (SMHA) I can report another year of good performance, where we have had to deal with the continuing challenge presented by global pandemic caused by Covid-19. 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 continue on our journey to maintain our aim of being a model of excellence for community-based housing.

Our growth ambitions remain strong – working in partnership with others. We continue to work hard to add growth at Bryson Street Phase 2 (8 elderly apartments) and McClure Street (22 houses for families) with APEX Housing Association. We expect these units to commence on site by APEX later in 2022/23. We are also working closely with Clanmil HA to deliver 13 apartments at 1-7 Mountpottinger Road. We have also purchased the site of former Strand Bar with a view to delivering some exciting new housing here. In the longer term it is our community hope to deliver shared housing at Sirocco and 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 outlines how we can continue to invest in our service and our stock and achieve growth to make a real impact on local waiting lists. As are very lowly leveraged. 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 our very recent 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 - maintaining 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.

My thanks to the efforts of our Board members, who give of their time freely and remain a credit to this community and our staff who continue to operate an excellent housing service.

P Devlin
SMHA Chair

SMHA and Community

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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 for over 40 years.

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.

In 2021/22 members introduced a local Bursary Scheme and donations were made in relation to this exercise.

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

- **Donation to Short Strand Community Centre Summer Scheme 2021 - £1k**
- **Donation to Short strand Partnership Meals on Wheels Scheme 2021 - £2k**
- **Donation to Short Strand Community Forum – Defibrillator - £1.08K**
- **Donation to Under 6 Football Team for kit - £1k**
- **SMHA Bursary Scheme Awards 2021 – Bursary scheme awards as per the adopted policy of SMHA in 2021 – 8 @ £500 with one pending – Total - £4.5k**

Current updated Total expended on Financial Inclusion and Community Support Initiatives - £9,580 – equal to 0.9% of potential income turnover £1.06M for 2021/22



£1,000

**Donation to Short Strand Community
Centre Summer Scheme 2021**



£2,000

**Donation to Short strand Partnership
Meals on Wheels Scheme 2021**



£1,080

**Donation to Short Strand Community
Forum - Defibrillator**



£1,000

**Donation to Under 6
Football Team for kit**



£4,500

SMHA Bursary Scheme Awards 2021



£9,580

**Towards Financial Inclusion
and Community Support
Initiatives for 2021/22**

Key Performance Data in 2021/22

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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. Our 2021 survey was delayed by the Covid-19 pandemic but is underway for 2022. You will see opposite 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.



Total No. of units of occupied accommodation

2019/20 **209**
2020/21 **209**
2021/22 **205**
Target -



% of emergency repairs completed in 24 hours

2019/20 **94%**
2020/21 **98%**
2021/22 **95%**
Target **>85%**



% of urgent repairs completed in 4 working days

2019/20 **82%**
2020/21 **83%**
2021/22 **87%**
Target **>80%**



% of routine repairs completed in 20 working days

2019/20 **81%**
2020/21 **81%**
2021/22 **91%**
Target **>80%**



% of residents satisfied with SMHA housing service

2019/20 **100%***
2020/21 -
2021/22 -
Target **>80%**



% of residents satisfied with value for money of their home

2019/20 **85%***
2020/21 -
2021/22 -
Target **>80%**



% of residents satisfied with overall quality of their home

2019/20 **100%***
2020/21 -
2021/22 -
Target **>80%**



SUMMARY OF KEY PERFORMANCE DATA IN 2021/22

Number of new lettings

2019/20 **2**
2020/21 **2**
2021/22 **1**
Target -



Number of relettings

2019/20 **6**
2020/21 **3**
2021/22 **4**
Target -



Average Relet Times (in days)

2019/20 **54**
2020/21 **54**
2021/22 **126**
Target -



Number of complaints received/resolved prior to referral to ombudsman

2019/20 **1/1**
2020/21 **0/0**
2021/22 **0/0**
Target **100%**



Number of anti-social behaviour complaints received/resolved

2019/20 **2/2**
2020/21 **9/9**
2021/22 **10/10**
Target **100%**



Voids as a % of rent receivable

2019/20 **0.15%**
2020/21 **0.48%**
2021/22 **0.68%**
Target **<1%**



% of total rent receivable actually collected

2019/20 **98.59%**
2020/21 **98.81%**
2021/22 **99.34%**
Target **>98%**



SMHA Rents

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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. SMHA decided to freeze rents in 2021/22 to assist our tenants at a difficult time.

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

Average Weekly Rent

	GENERAL HOUSING		SHELTERED HOUSING	
SIZE OF HOME	No. Units	Average Net Rent	No. Units	Average Net Rent
1-bedroom	9	£66.91	3	£91.52
2-bedroom	59	£77.57	16	£91.96
3-bedroom	77	£88.07	0	-
4-bedroom	41	£85.84	0	-
Totals	186		19	

St. Matthew's Housing Association Accounts 2021/22

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Approved at AGM 28th June 2022

Statement of Income - Year ended 31 March 2022

	2022	2021
	£	£
Turnover	1,381,813	1,392,597
Operating costs	(1,040,428)	(1,215,435)
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Operating Surplus	341,385	177,162
Interest receivable	1,919	6,685
Interest payable	(32,406)	(38,861)
Other interest	(14,000)	(13,000)
Pension additional service cost	(51,000)	(32,000)
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Surplus on Ordinary Activities (no taxation – due to charitable status)	245,898	99,986
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Surplus for the year	245,898	99,986
Actuarial gain (loss) on pension scheme	527,000	(101,000)
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Total recognised gains (losses) since last AR	772,898	(1,014)

Statement of Financial Position - Year ended 31 March 2022

	2022	2021
	£	£
Tangible Fixed Assets		
Cost	19,188,477	18,972,314
Less Depreciation	(4,778,783)	(4,599,080)
	14,409,694	14,373,234
Other Fixed Assets	26,922	29,778
	14,436,616	14,403,012
Current Assets		
Debtors	91,704	76,954
Cash & bank balances	2,157,046	2,023,179
	2,248,750	2,100,133
Current Liabilities		
Creditors	(347,916)	(351,550)
Net Current Assets	1,900,834	1,748,583
Total Assets less Current Liabilities	16,337,450	16,151,595
Creditors: Amounts Falling Due After More Than 1 Year		
Deferred Grant	9,070,506	9,280,055
Long-term liabilities	1,271,583	1,187,077
Pension fund liability	196,000	658,000
	10,538,089	11,125,132
Total Net Assets:	5,799,361	5,026,463
Reserves:		
Share Capital	57	57
Capital Reserves	301	301
Revenue Reserves	5,799,003	5,026,105
Total Reserves	5,799,361	5,026,463

St. Matthew's Housing Association Management & Staff

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Board of Management	Number attended of 6 Board Meetings in 2021/22
Mr P Ó'Ruanaí – Chair (until June 2021 when left Board)	2
Mr P Devlin – Chairperson (from June 2021)	5
Mr K Craig – Treasurer (until June 2021, left Board June 2022)	6
Mr F Woods – Treasurer (from June 2021)	6
Mr P Donnelly	6
Ms L Fegan	2
Mr D Brennan	5
Mr J O'Donnell	3
Mr C Devenny	2
Mrs P Brennan	5

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 2021/22 - £0.00

(2 Board members are tenants of the Association during 2021/22)

Staff	Position
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 (left March 2022)
Mr A Curran	Maintenance Officer (from May 2022)
Mrs Deirdre Conlon	P/T Caretaker/Cleaner



**St. Matthew's
Housing Association Ltd.**
A Non Profit-making Housing Association

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