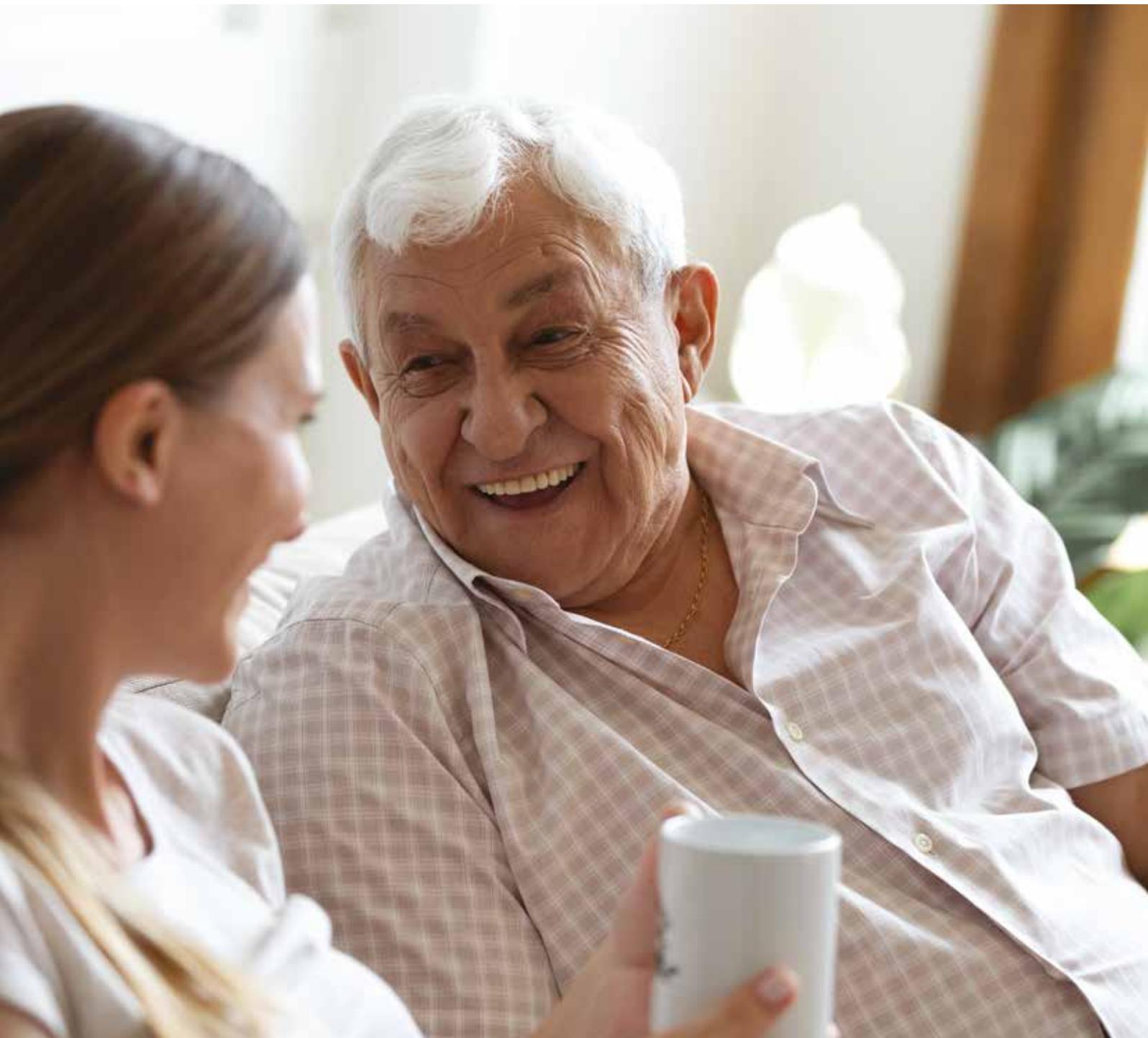


Annual Report 2022/23

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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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).

A word from our Chairperson



As Chairperson of St. Matthew's Housing Association (SMHA) I am pleased to report yet another year of strong performance. SMHA continue to improve, work in partnership with others and manage our costs effectively. In short, we are moving ahead on our journey of being a model of excellence for community-based housing.

We remain committed to growing by working with others. You will notice locally we are on site with Bryson Street Phase 2 (8 elderly apartments) and new offices at the site of the former parish house of St. Matthew's Church. Additionally, we will soon deliver at McClure Street, lower Ormeau Road (22 houses for families). Both these schemes are progressing with the assistance of APEX Housing Association. We are also working closely with Clanmil HA to deliver 13 apartments at 1-7 Mountpottinger Road. Finally, we have purchased the site of former Strand Bar with a view to delivering some exciting new housing here.

Longer term it is our community hope to deliver shared housing at Sirocco and housing and well-being opportunities at Translink site. We are working with the local community representatives on these important objectives. We want to meet the housing demand in our area in the years ahead by realising all the potential of local sites.

Our current properties all meet Decent Homes Standard and we have plans in the coming years to ensure they maintain this standard. We are also conscious of obligations in ensuring we future proof our housing from a green perspective by reducing the carbon footprint and improving the thermal comfort of older

housing. We have a costed Business Plan that outlines how we can continue to invest in our service and our stock and achieve the growth to make a real impact on local waiting lists.

We are pleased to continue to support local initiatives and projects. We were able to continue our grant assistance of local community initiatives and also helped 14 young people avail of £500 education/training bursaries. We hope to recruit a young person locally on a housing apprenticeship programme soon. We remain a community asset with a strong community focus.

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 are 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. Once again, my thanks go 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.

Patrick "Tucker" Devlin
SMHA Chairperson

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 2022/23 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 Senior Citizen Project 2022 - £1k**
- **Donation to NIHE and PKM charitable items 2022 - £0.1k**
- **Supported the Onwards and Upwards training programme for young people locally – with three successful young local graduates availing of mentoring and Level 1 IT NVQ award. - £2K**
- **SMHA Bursary Scheme Awards 2022** Bursary scheme awards as per the adopted policy of SMHA in 2021 – 14 @ £500 – Total - **£7k**

Final updated total expended on Financial Inclusion and Community Support Initiatives - £10,100 – equal to 0.89% of potential income turnover £1.14M for 2022/23.



£1,000

Donation to Short Strand Community Centre Senior Citizen Project



£100

Donation to NIHE and PKM charitable items



£2,000

Supported the Onwards and Upwards training programme



£7,000

SMHA Bursary Scheme Awards 2022



£10,100

Towards Financial Inclusion and Community Support Initiatives for 2022/23



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Key Performance Data in 2022/23

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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 until 2022. 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.



Total No. of units of occupied accommodation

2020/21 **209**
2021/22 **205**
2022/23 **207**
Target -



% of emergency repairs completed in 24 hours

2020/21 **98%**
2021/22 **95%**
2022/23 **94%**
Target >85%



% of urgent repairs completed in 4 working days

2020/21 **83%**
2021/22 **87%**
2022/23 **91%**
Target >80%



% of routine repairs completed in 20 working days

2020/21 **81%**
2021/22 **91%**
2022/23 **90%**
Target >80%



% of residents satisfied with SMHA housing service

2020/21 **100%***
2021/22 -
2022/23 **83%**
Target >80%



% of residents satisfied with value for money of their home

2020/21 **85%***
2021/22 -
2022/23 **88%**
Target >80%



% of residents satisfied with overall quality of their home

2020/21 **100%***
2021/22 -
2022/23 **83%**
Target >80%



SUMMARY OF KEY PERFORMANCE DATA IN 2022/23

Number of new lettings

2020/21 **2**
2021/22 **1**
2022/23 **2**
Target -



Number of relettings

2020/21 **3**
2021/22 **4**
2022/23 **24**
Target -



Average Relet Times (in days)

2020/21 **54**
2021/22 **126**
2022/23 **110**
Target -



Number of complaints received/resolved prior to referral to ombudsman

2020/21 **0/0**
2021/22 **1/1**
2022/23 **1/1**
Target **100%**



Number of anti-social behaviour complaints received/resolved

2020/21 **9/9**
2021/22 **10/10**
2022/23 **6/6**
Target **100%**



Voids as a % of rent receivable

2020/21 **0.48%**
2021/22 **0.68%**
2022/23 **0.96%**
Target <1%



% of total rent receivable actually collected

2020/21 **98.81%**
2021/22 **99.34%**
2022/23 **99.05%**
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 raise rent by 3.1% in 2022/23, after previously freezing rents in 2021/22.**

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	£68.98	3	£94.36
2-bedroom	58	£79.72	16	£94.81
3-bedroom	90	£90.70	0	-
4-bedroom	41	£88.50	0	-
Totals	188		19	

St. Matthew's Housing Association Accounts 2022/23

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Approved at AGM 27th June 2023

Statement of Income - Year ended 31 March 2023

	2023 £	2022 £
Turnover	1,332,005	1,381,813
Operating costs	(1,014,403)	(1,040,428)
Operating Surplus	317,602	341,385
Interest receivable	22,712	1,919
Interest payable	(31,918)	(32,406)
Other interest	(6,000)	(14,000)
Pension additional service cost	(44,000)	(51,000)
Surplus on Ordinary Activities (no taxation - due to charitable status)	258,396	245,898
Surplus for the year	258,396	245,898
Actuarial gain (loss) on pension scheme	246,000	527,000
Total recognised gains (losses) since last AR	504,396	772,898

Statement of Financial Position - Year ended 31 March 2023

	2023 £	2022 £
Tangible Fixed Assets		
Cost	20,055,911	19,188,477
Less Depreciation	(5,048,080)	(4,778,783)
	15,007,031	14,409,694
Other Fixed Assets	28,135	26,922
	15,035,966	14,436,616
Current Assets		
Debtors	99,648	91,704
Cash & bank balances	1,577,635	2,157,046
	1,677,283	2,248,750
Current Liabilities		
Creditors	(301,822)	(347,916)
Net Current Assets	1,375,461	1,900,834
Total Assets less Current Liabilities	16,411,427	16,337,450
Creditors: Amounts Falling Due After More Than 1 Year		
Deferred Grant	9,103,411	9,070,506
Long-term liabilities	1,004,259	1,271,583
Pension fund liability	-	196,000
	10,107,670	10,538,089
Total Net Assets:	6,303,757	5,799,361
Reserves:		
Share Capital	57	57
Capital Reserves	301	301
Revenue Reserves	6,303,399	5,799,003
Total Reserves	6,303,757	5,799,361

St. Matthew's Housing Association Management & Staff

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Board of Management	Number attended of 6 Board Meetings in 2022/23
Mr P Devlin - Chairperson (from June 2021)	6
Mr F Woods - Treasurer (from June 2021)	6
Mr P Donnelly	6
Ms L Fegan	1
Mr D Brennan	4
Mr J O'Donnell	2
Mr C Devenny	1
Mrs P Brennan	4
Mr P Ó'Ruanáí	4

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 2022/23 - £0.00

(2 Board members are tenants of the Association during 2022/23)

Staff	Position
Mr Jim Black	Chief Executive & Honorary Secretary
Mrs Sandra Wright	Housing Officer
Mrs Sarah Jane Murray	Acting Finance & Operations Manager
Mr Kieran Donnelly	Maintenance Officer
Mr A Curran	Maintenance Officer (from May 2022)
Mrs Deirdre Conlon	P/T Caretaker/Cleaner



**St. Matthew's
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Contact details:

St. Matthew's Housing Association
58 Harper Street
Belfast
BT5 4EN

Telephone: 028 9045 1070

**Out of Hours Emergency
Telephone:** 0800 731 3081

Email: office@smha.co.uk



www.smha.co.uk



twitter.com/smhabelfast



Find us on Facebook

Tenant Board Members



SMHA has up to two dedicated spaces on our Board of Management reserved for tenants.

Following the retirement of two existing tenant board members, we are seeking interest from tenants who might wish to become involved in the governance of the Association by joining our board.

Any interested tenant should contact either the Chair "Tucker" Devlin or Chief Executive Jim Black at the following email address **office@smha.co.uk**

Should anyone wish to discuss the opportunity to join our Board, our Chief Executive can be contacted on **028 9046 3601** to discuss what might be involved in the role.

SMHA remains committed to being an example for community based housing associations. If you have a voice, use it for tenants on our Board.

Jim Black
St. Matthew's Housing Association
58 Harper Street
Belfast BT5 4EN

Direct Line: 028 9046 3601