

Annual Review 2021-22





Tenants enjoying a summer BBQ
Johnston Court, Belfast

Building homes and communities where people can flourish

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Serving Tenants in Tough Times

Introduction from the Chair

I am extremely proud of how Alpha Housing has continued to serve and support our residents during 2021–22.

In April 2021, Alpha was still experiencing the full impact of the COVID-19 pandemic. However, by the end of March 2022 we were in a much better place. Although not over, the pandemic's impact had significantly diminished.

During 2021–22, Alpha began the process of 'building back better'. For example, activities in our sheltered schemes were re-started with appropriate safeguards. We continued to invest heavily in our homes, including through extensive replacements of windows and doors, enhancing energy efficiency in our schemes.

Alpha's new Board and Senior Management Team have formulated a new corporate strategy to guide our development and growth over the next three years. This includes ambitious targets to build new homes, starting with our soon to be completed exemplar development in Broughshane.

I want to thank tenants for their patience and understanding during the trials of the last two years and pay tribute to Alpha's staff team and Board for their fantastic ongoing work in challenging times. The progress detailed in this Review demonstrates that we can face the future with confidence, building on the firm foundations reinforced during 2021–22.



JOHN GLASS
CHAIR

A stylized, handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke at the end.

Effective Strategic Leadership

During 2021-22 a new Chair of the Board was elected – John Glass, Director of Infrastructure & Projects Delivery at Translink.

Five further Board members were appointed: Craig Logan, JP O'Doherty, Rachel Steenson, Eamonn Sweeney and Judith Winters. Their professional expertise encompasses corporate finance, corporate governance, IT, construction, and town planning.

Valued Board members John Clarke (Chair), Eileen Askham, Catherine Cooney, Arthur Halligan and Richard Todd stepped down after many years of distinguished service.

Two new members of the Senior Management Team were recruited. James Wright was appointed Development Director to lead in building new homes. Meanwhile Gerard McKeown was recruited as Head of Finance, replacing the retiring Sharon Little.

The refreshed Board developed and approved a new corporate strategy to underpin Alpha's development over the next three years.



Important appointments to senior Development Director and Head of Finance roles followed successful recruitment exercises

New Board Members



John Glass



Craig Logan



JP O'Doherty



Rachel Steenson



Eamonn Sweeney



Judith Winters



Residents playing Bingo
Stepping Stones, Comber

Corporate Strategy 2022–25

Our Mission

Is to provide homes and services that help people flourish

Our Vision

Is to be recognised as a leading provider of exemplary homes and support

Our Ambition

Is to enhance lives by providing high-quality, affordable homes and services; building beautiful homes and vibrant communities; stewarding our resources wisely; being an excellent employer; and helping deliver positive social and environmental change

Our Values

All we do will be underpinned by our values:

- We Care
- We Serve
- We Build

Strategic Priorities to 2025

1. Maintain homes to a high standard
2. Provide exemplary housing and support services
3. Build beautiful homes
4. Deliver social and environmental change
5. Run our business effectively

"I got involved with Outwork through Probation. I've been with them for a year now. I came here as a criminal, and now I'm leaving as an honest man ready to go into full-time employment."

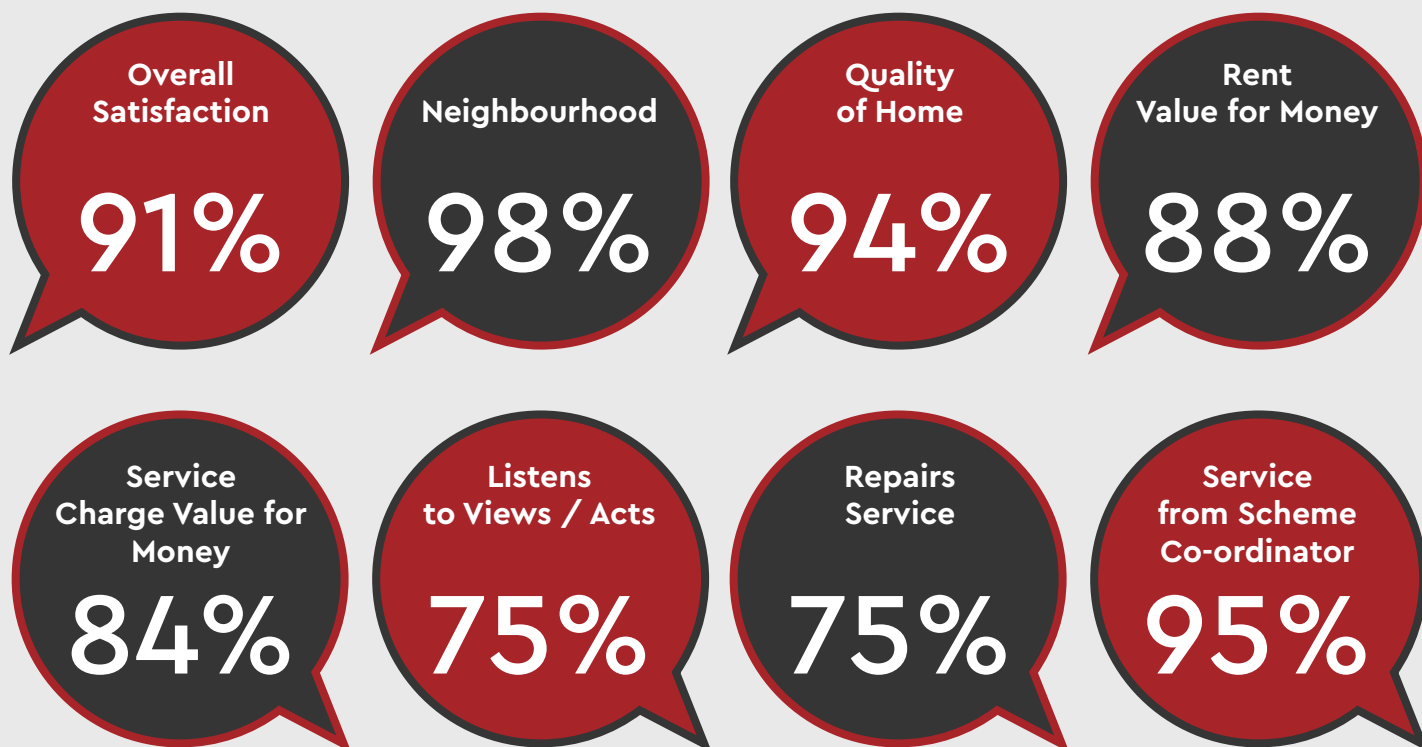
Damian, Outwork Trainee



**Gardening day with social enterprise Outwork,
our grounds maintenance contractor**

Weir Court, Comber

Providing Exemplary Housing & Support Services



2021 'STAR' Tenant Survey Results

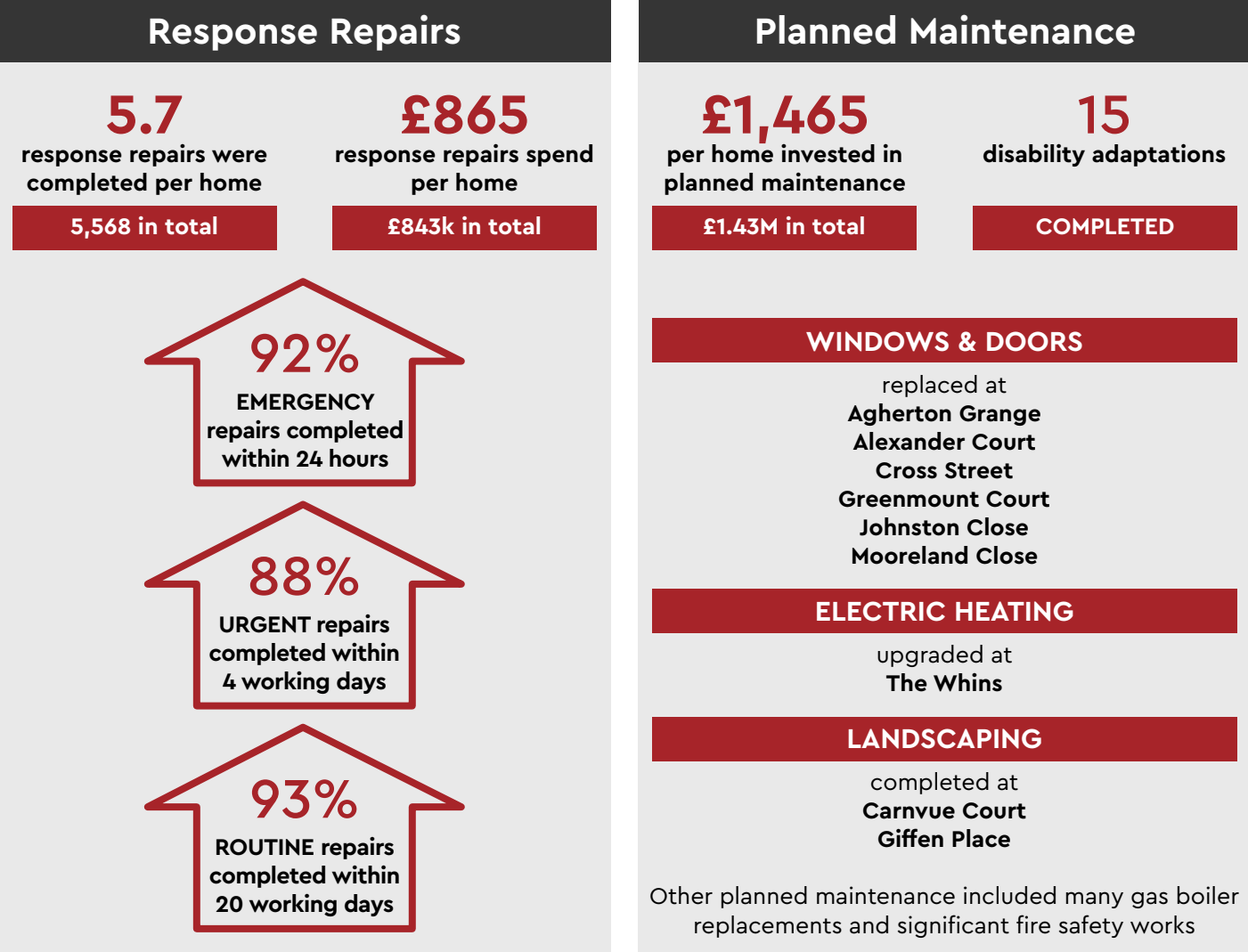
Independent research shows that tenants remain highly satisfied with the services they receive from Alpha. 91% of residents are satisfied with the overall service from their landlord. This is one of the highest levels in Northern Ireland and top quartile performance among our peer group of housing associations.

In response to these results, ensuring that tenants' views are listened to and acted on, and that the repairs service is improved, have been top priorities throughout 2021–22.

*STAR Survey results – IFF Research interviewed 275 tenants on the phone in March 2021

Maintaining Homes to a High Standard

Despite many ongoing challenges caused by the pandemic, and supported by our valued contractors, Alpha continued to invest significantly in our homes during 2021-22.



"The new windows are beautiful and bright and the place is so much warmer without using much gas heating"

Resident following double glazing installation



Double glazing replacements by BANN Contracts

Alexander Court, Belfast

Stock and Rent Information

Rent & Lettings

Having suspended allocations during lockdowns to help protect tenants and staff, great progress was made in re-letting the higher number of vacant homes that resulted.

Rent collection remains highly effective, with arrears levels continuing to be very low. Meanwhile, sector benchmarking confirms that Alpha rents for sheltered housing are competitive.

Rent, Rates & Service Charges collected

£4,770,000

Average sheltered housing weekly charges

		
1 BED £94.41	2 BED £106.65	3 BED £111.48

New Lettings

166

Stock Turnover

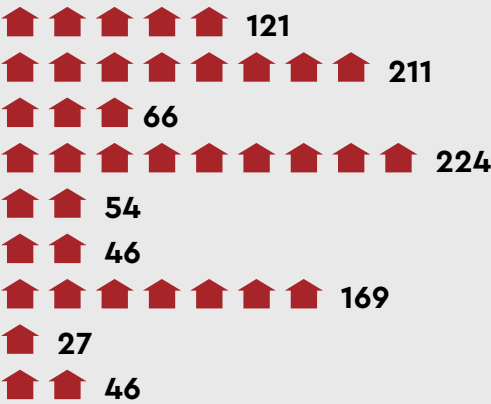
17%

Vacant Homes reduced from

59 to 23

Housing Stock

STOCK BY COUNCIL AREA



- Antrim & Newtownabbey
- Ards & North Down
- Armagh City, Banbridge and Craigavon
- Belfast
- Causeway Coast & Glens
- Lisburn & Castlereagh
- Mid & East Antrim
- Mid Ulster
- Newry, Mourne & Down

975

TOTAL HOMES



Scheme Co-ordinator Lorraine Gordon with tenant, McManus Court, Newry



Many tenants appreciated help from their Scheme Co-ordinators to apply for the £100 'Spend Local' cards



Throughout the pandemic, sheltered residents have particularly valued the reassurance of regular morning calls



Coffee mornings and other social activities were re-started with safeguards after lockdown measures were eased

Finance Key Facts 2021-22

Turnover grew during the year by 2.2% to over

£6.1

million

Operating Surplus and Net Surplus grew by

28%

to £680K and £629K respectively

Debt remained at less than

0.1%

of net assets

£10M loan facility in place to support ambition to build

220

homes over next five years

£1.4M

invested in planned maintenance including new windows and doors

Regulatory Compliance

Full regulatory compliance was sustained throughout the year, including with the requirements of the Department for Communities (DfC), Charity Commission for NI (CCNI) and Financial Conduct Authority (FCA). In the most recent DfC Annual Regulatory Assessment, Alpha retained the top '1' ranking in all areas encompassing governance, financial viability and services to tenants.

Internal Audits

Internal Auditors Wylie & Bisset completed five internal audits, all resulting in the highest 'Satisfactory' rating. Fewer recommendations were made in comparison with the housing associations Alpha is benchmarked against.

Area	Rating
Corporate Procurement	Satisfactory
Customer Service & Complaints Handling	Satisfactory
Management Accounting	Satisfactory
Absence Management	Satisfactory
IT Vulnerability Scan	Satisfactory

Fir Park sod-cutting with Broughshane & District Community Association



Apartments under construction in Fir Park, Broughshane (CGI Image)



"I'm absolutely overwhelmed by the apartments. They are fantastic – the space available, the layout – so well thought out and designed"

Lexie Scott, Chair, Broughshane & District Community Association

TARGET SET

220 new homes to be built over the next five years

Summary Audited Accounts 2021–22

Statement of Comprehensive Income

For the year ended 31 March 2022

	2022 (£)	2021 (£)
Turnover	6,143,818	6,010,951
Operating costs	5,463,959	5,479,726
Operating surplus	679,859	531,225
Surplus arising from disposals of Housing	1,310	5,656
Interest receivable	5,510	7,720
Interest payable	(6,708)	(12,796)
Finance costs	(50,504)	(41,420)
Surplus for the financial year	629,467	490,385
Other Comprehensive Income and Expenditure	–	–
Total comprehensive income for the year	629,467	490,385

Statement of Financial Position

For the year ended 31 March 2022

	2022 (£)	2021 (£)
Fixed assets		
Housing land and buildings:		
Cost	57,112,017	55,157,861
Less: Depreciation	(26,596,257)	(25,123,370)
	30,515,760	30,034,491
Other Fixed Assets	543,466	585,498
	31,059,226	30,619,989
Current assets		
Debtors	242,851	480,970
Cash & bank balances	3,609,098	4,129,684
	3,851,949	4,610,654
Current Liabilities		
Creditors	(2,234,590)	(2,850,360)
Net current assets	1,617,359	1,760,294
Total Assets less Current Liabilities	32,676,585	32,380,283
Creditors: Amounts falling due after more than one year		
Deferred Grant	(19,173,931)	(19,476,252)
Long Term Liabilities	(22,299)	(53,143)
	(19,196,230)	(19,529,395)
Net Assets	13,480,355	12,850,888
Financed By:		
Share capital	20	19
Revenue reserve	13,480,266	12,850,799
Capital reserve	69	70
Total Funds	13,480,355	12,850,888



"Thank you so much for the wonderful work you have done in bringing Carnvue Court into bloom... it is so uplifting to see the beautiful flowers. You have made the sun shine on Carnvue Court!"

Resident, Carnvue Court, Newtownabbey

Board Members 2021-22

Meeting Attendance

		Board Meetings		Committee Meetings	
		Possible	Actual	Possible	Actual
John Glass	(Chair)	4	4	Ex Officio	Ex Officio
Kieran Dempsey	(Vice Chair)	6	5	3	3
Emmet Moore	(Hon. Secretary)	6	5	6	5
Irene Kingston	Member	6	5	4	4
Craig Logan	Member	4	4	1	1
Alan McAlister	Member	6	5	3	1
John McConnell	Member	6	4	4	4
John Paul O'Doherty	Member	4	3	3	2
Rachel Steenson	Member	4	4	2	0
Eamonn Sweeney	Member	3	3	1	1
Judith Winters	Member	4	4	1	1
Patricia Mallon	Retired Mar 22	6	5	2	2
Eileen Askham	Retired Sept 21	2	2	2	1
John Clarke	Retired Sept 21	2	2	1	1
Catherine Cooney	Retired Sept 21	2	0	1	0
Arthur Halligan	Retired Sept 21	2	2	1	0
Richard Todd	Retired Sept 21	2	0	1	0



Alpha endorses Ulster Wildlife's 'Let Nature In' campaign

Montgomery Manor, Bangor

Registered as a housing association with the Department for Communities – No. R54

Registered under the Co-operative and Community Benefit Societies Act (Northern Ireland) 2016
formerly the Industrial and Provident Societies Act (Northern Ireland) 1969 – Registered No. IP 000394

Registered with the Charity Commission for Northern Ireland – NIC 105339

External Auditors: ASM

Internal Auditors: Wylie & Bisset

Principal Solicitors: Carson McDowell

Principal Bankers: Danske Bank

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