

Annual Review 2022-23





Launch of 'Support Connect' project with Clanmil Housing
Carrs Court, Belfast

Building homes and communities where people can flourish

CONTENTS

Introduction from the Chair	2
Effective Strategic Leadership	3
Corporate Strategy 2022-25	5
Providing Exemplary Housing and Support Services	7
Maintaining Homes to a High Standard	8
Stock and Rent Information	10
Finance Key Facts 2022-23	12
Summary Audited Accounts 2022-23	13 – 14
Statement of Comprehensive Income	13
Statement of Financial Position	14
Board Members 2022-23	16

A Year of Achievement

Introduction from the Chair

I am delighted that Alpha Housing continued to ably serve and support our tenants during 2022–23. It was a busy year with some notable achievements.

We continued to 'build back better' from the pandemic. Sheltered scheme co-ordinators were able to do more in running a wide range of activities and trips for tenants. Extensive celebrations for Her Majesty Queen Elizabeth's Platinum Jubilee were particularly enjoyed by many residents. Meanwhile, strong housing management resulted in further progress in reducing re-let times and the number of vacant homes.

Improving repairs and maintenance is a top priority. In 2022–23 our day-to-day repairs service was enhanced in partnership with Refresh, who have received much praise from tenants for their professionalism, friendliness, and quality of work. This was complemented by an ambitious £1.3M planned maintenance programme, including the replacement of 122 tenants' kitchens.

Completion of our Clarke House apartment development in Broughshane was another highlight of 2022–23. It was very pleasing to see the scheme officially opened and residents begin to enjoy their new spacious, light, well-appointed homes in the heart of the village.

The independent 'STAR' survey of 275 tenants in January 2023 confirms the progress we are making. An overall satisfaction level of 87% – almost nine in ten tenants – is one of the best in NI, and the highest of all 31 social landlords IFF Research has recently surveyed. We look forward to closely engaging with residents, including through the Tenants Committee and Tenants Forum, to make further progress in 2023–24.

Huge thanks are due to all Alpha staff for this collective success, and also to the volunteer committee and Board members who are generously giving their time to provide strategic leadership. Together, we are making a real difference.



JOHN GLASS
CHAIR

Effective Strategic Leadership

Alpha is committed to the highest standards in governance.

During 2022–23 four new Board members were appointed: Lorna Hagan, Glynis Hobson, Liz McKernon, and David Simpson. New Board members' expertise encompasses construction; human resources; organisational development; customer service; and social housing management.

Board members benefitted from a range of training, including from Joy Allen of the Leading Governance consultancy.

Through the delivery of the 2022–23 Business Plan and approval of the 2023–24 Business Plan, the refreshed Board continues to progress the implementation of the triennial Corporate Strategy.



Board members at Clarke House, Broughshane

New Board Members



Lorna Hagan



Glynis Hobson



Liz McKernon



David Simpson



Partnership with Refresh is helping improve day-to-day repairs

Johnston Court, Belfast

Corporate Strategy 2022–25

Our Mission

Is to provide homes and services that help people flourish.

Our Vision

To 2025 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

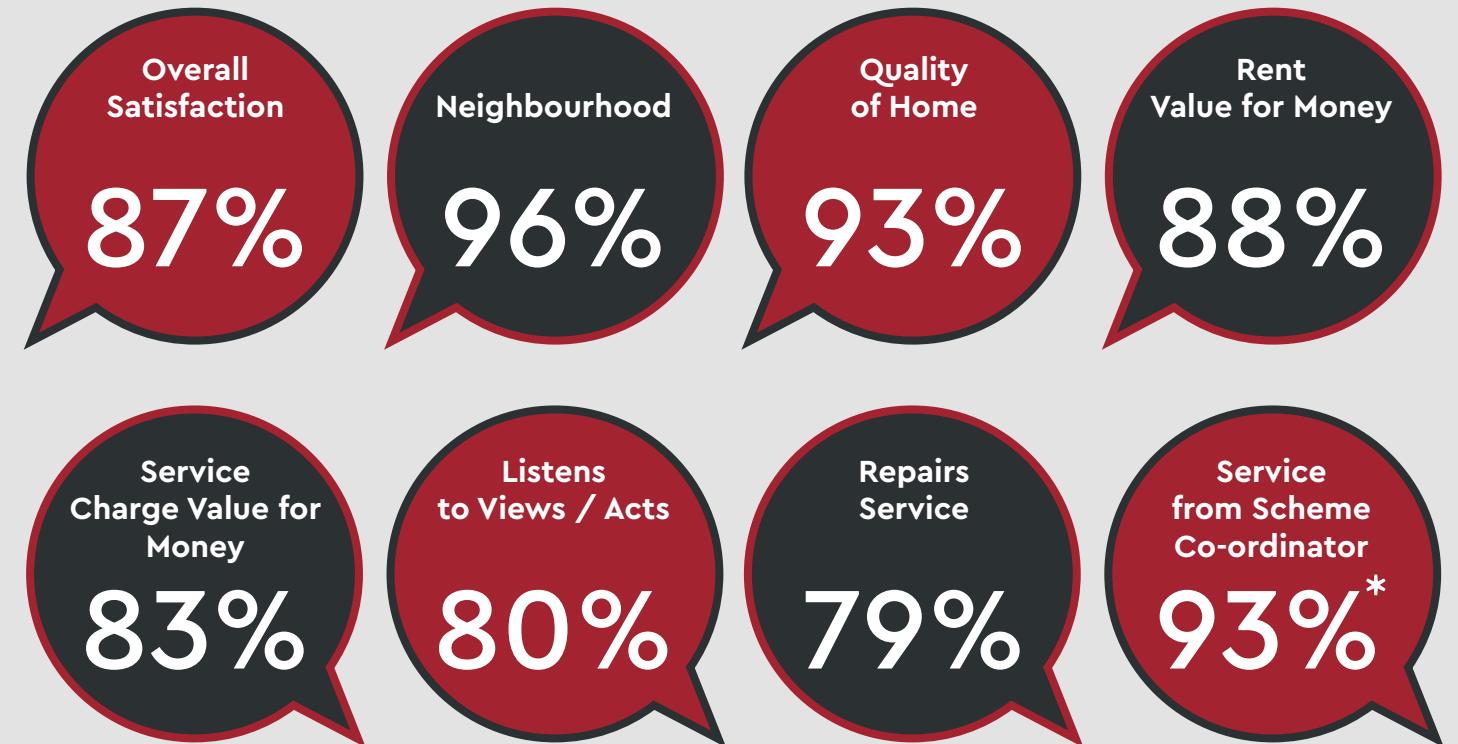
1. Maintain homes to a high standard
2. Provide exemplary housing and support services
3. Build beautiful homes
4. Deliver social and environmental change
5. Run our business effectively



Installing habitat boxes to help nature flourish

Lowry Court, Belfast

Providing Exemplary Housing & Support Services



2023 'STAR' Tenant Survey Results

Independent research shows that tenants remain highly satisfied with the services they receive from Alpha. Leading agency IFF Research survey social landlords across the UK. Their latest 'STAR' Survey results show that Alpha achieves top quartile performance in six of the seven core measures.

Almost nine in ten tenants are satisfied with the services they receive – the highest level among 31 landlords surveyed. Furthermore, the research shows improvements in satisfaction since 2021 in areas including our repairs service.

*STAR Survey results – IFF Research interviewed 275 tenants by phone in January 2023

Maintaining Homes to a High Standard

Supported by our valued contractors, Alpha continued to enhance our response maintenance services in 2022–23. Improving the making and keeping of appointments with tenants is one example of this. In planned maintenance, we continued to invest heavily in upgrading our sheltered housing schemes, including in installing 122 new kitchens in tenants' homes.

Response Repairs

5.1

response repairs were completed per home

5,038 in total

£981

response repairs spend per home

£963k in total

90%

EMERGENCY REPAIRS

completed within 24 hours

89%

URGENT REPAIRS

completed within 4 working days

92%

ROUTINE REPAIRS

completed within 20 working days

Planned Maintenance

£1,885

per home invested in planned maintenance

£1.86M in total

29

disability adaptations

COMPLETED

CYCLICAL REDECORATION & FIRE DOORS

replaced at
Johnston Close, Ballymena
Mooreland Close, Ballymena
Taylor Court, Belfast

KITCHENS

replaced at
Alexander Court, Belfast
Crosby Court, Bangor
Greenmount Court, Bangor
One Irish Gate, Carrickfergus
Weir Court, Comber

WINDOWS & DOORS

replaced at
Weir Court, Comber

Refurbished common areas
Johnston Close, Ballymena

8 Alpha Housing Annual Review 2022–23

Annual Review 2022–23 Alpha Housing 9

Stock and Rent Information

Rent & Lettings

Having cleared the post-pandemic backlog of vacant homes, stock turnover returned to a more normal rate during 2022-23. However 14% is still higher than other landlords due to shorter sheltered housing tenancies.

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 and service charges collected

£5.1M

Average sheltered housing weekly charges



New Lettings
141

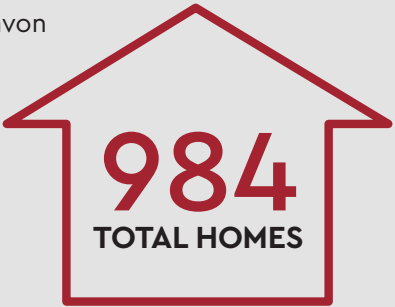
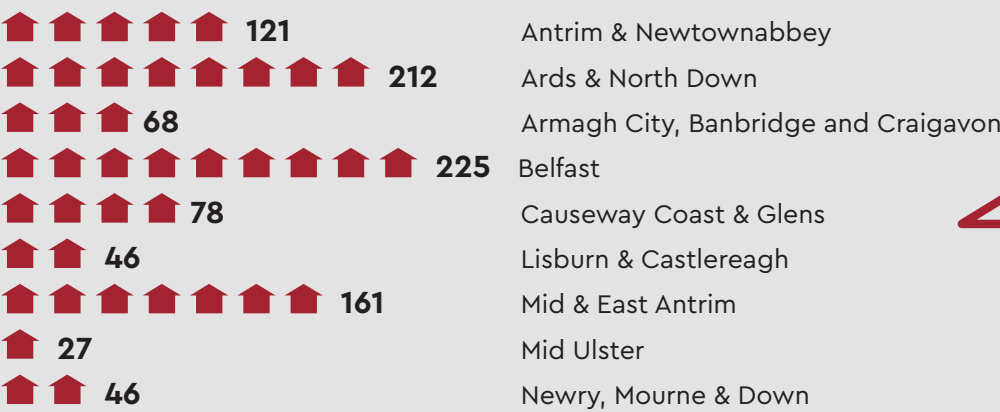
Stock Turnover
14%

Void Losses
2.6%

Non-Technical Arrears
0.7%

Housing Stock

STOCK BY COUNCIL AREA



Jubilee tea party
Agherton Grange, Portstewart



Tenant Forum meeting
Europa Hotel, Belfast



Enjoying ice cream
Rathmore Manor, Newtownabbey



Cheque presentation to Chest, Heart & Stroke
Stepping Stones, Comber

Finance Key Facts 2022-23

Turnover grew during the year by 7.4% to over

£6.6

Million

Operating Surplus reduced by

22%

to £528,397

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

£1.86M

invested in planned maintenance including 122 new kitchens

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 and compliance

Alpha Housing completed five internal audits in 2022-23 to assess the adequacy and effectiveness of management's internal control systems. The rating of 'satisfactory' is the top result that can be achieved.

Area	Rating
Corporate Governance	Satisfactory
Housing Allocations	Satisfactory
COVID-19: Return to Office	Satisfactory
Overall Financial Controls	Satisfactory
Responsive Repairs Procedures	Satisfactory



I am highly delighted with my new apartment. I was brought up in the area and love the village of Broughshane and its people who are very friendly. The apartments are so beautifully finished, much bigger than I thought they would be. I am so happy this is my new home.

New Clarke House resident Betty Shaw



Summary Audited Accounts 2022-23

Statement of Comprehensive Income

For the year ended 31 March 2023

	2023 (£)	2022 (£)
Turnover	6,600,858	6,143,818
Operating costs	6,072,461	5,463,959
Operating surplus / (deficit)	528,397	679,859
Gain / (loss) on disposal of fixed assets	-	1,310
Interest payable	(2,612)	(6,708)
Interest receivable	20,476	5,510
Finance costs	(49,905)	(50,504)
Surplus / (deficit) before tax	496,356	629,467
Taxation	-	-
Surplus / (deficit) after tax	496,356	629,467
Other comprehensive income	-	-
Unrealised surplus / (deficit) on revaluation of housing properties	-	-
Total comprehensive income for the year	496,356	629,467

Statement of Financial Position

For the year ended 31 March 2023

	2023 (£)	2022 (£)
Fixed assets		
Housing properties	31,937,841	30,515,760
Other tangible fixed assets	571,541	543,466
	32,509,382	31,059,226
Current assets		
Trade and other debtors	1,463,252	242,851
Cash and cash equivalents	1,852,649	3,609,098
	3,315,901	3,851,949
Less: Creditors: amounts falling due within one year	(2,573,924)	(2,234,590)
Net current assets / liabilities	741,977	1,617,359
Total assets less current liabilities	33,251,359	32,676,585
Creditors: amounts falling due after more than one year	(19,274,648)	(19,196,230)
Total net assets	13,976,711	13,480,355
Reserves		
Share capital	22	20
Revenue reserve	13,976,622	13,480,266
Capital reserve	67	69



Sod-cutting for development of ten family houses
Parkhead, Newry

Board Members 2022-23

Meeting Attendance

		Board Meetings		Committee Meetings	
		Possible	Actual	Possible	Actual
John Glass	Chair	6	6	Ex Officio	Ex Officio
Kieran Dempsey	Vice Chair	6	6	4	4
Irene Kingston	Secretary	6	5	4	4
Craig Logan		6	2	4	4
John McConnell		6	1	4	4
JP O'Doherty		6	3	3	2
Rachel Steenson		6	6	4	3
Eamonn Sweeney		6	6	3	3
Judith Winters		6	5	4	4
Lorna Hagan	Elected Feb 23	1	1	–	–
Glynis Hobson	Elected Feb 23	1	1	–	–
Liz McKernon	Elected Feb 23	1	1	–	–
David Simpson	Elected Feb 23	1	1	–	–
Emmet Moore	Retired Sep 22	2	0	2	0
Alan McAlister	Retired Sep 22	2	0	2	0



Renewal of grounds maintenance partnership with social enterprise Outwork
Lowry Court, Belfast

Registered Office:

**Alpha House
6 Edgewater Road
Belfast
BT3 9JQ**

Tel: 028 9078 7750

Email: info@alphahousingni.org

www.alphahousingni.org

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

