Annual Report 2022-2023

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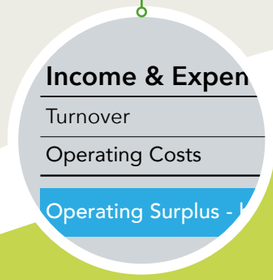

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Cover: Children enjoying the 'Fairy Trail' at Ballymagowan allotments in Derry~Londonderry

Organisation Highlights

Apex is building great homes and communities

87%+

SATISFACTION WITH **SERVICE**

Tenants scored our staff's **standards of service** across a range of areas

85%+

SATISFACTION WITH **HOMES**

High percentage of tenants were satisfied with their **Apex home**

151
TENANTS **SUPPORTED**

151 tenants were supported through referrals to: Floating Support; Apex Tenancy Support Officer; and agencies such as Dove House.

602
TENANTS BENEFITTED

from Welfare Benefits Advice provided by Apex's Welfare Advice Officers.

Our financial position gives us a stable foundation

GROUP TURNOVER **£61.9m**

OPERATING SURPLUS **£8.9m**

7.84% (0.83%) INCREASE
GROSS ARREARS

Total arrears as percentage of total income collectable.
See page 22.

STRONG PERFORMANCE IN OUR SECTOR

- **A-** Standard and Poor's credit rating
- **1** **Department for Communities Regulatory rating:** Meets the standard

Apex has continued to grow

6,544
HOMES FOR

16,000+
TENANTS & RESIDENTS

552
NEW HOMES STARTED

50
HOMES ACQUIRED BY SITTING TENANTS

159
NEW HOMES HANDED OVER TO TENANTS

13
AFFORDABLE HOMES SOLD OUTRIGHT

In 2022-2023 our on-going development programme delivered **159 new homes** for tenants to move into, with another **552 homes commencing construction** on sites across Northern Ireland; **50 homes were acquired by sitting tenants** (an increase of 20 on the previous financial year). Through equity sharing, 13 affordable homes were bought outright and 2 part-purchased.

Staff at Apex strive to provide the highest quality homes and services possible

First Aid & Personal Safety

167 members of staff received accredited First Aid training; and **211 members of staff** received Personal Safety training.

Training & Development

Our talented people make a **difference to our tenants' lives.** We invest in their development and are committed to providing training opportunities.

39 Staff achieved accredited qualifications

02 Apprentices joined the Housing Team

CIH Award recognised Apex's work with Bogside and Brandywell Initiative

Apex was presented with a **CIH All-Ireland Housing Award** in May 2022, in recognition of its work in building a greener environment and stronger community in Creggan, Derry~Londonderry.

Chair's View

Peter Caldwell

Welcome to the Apex Annual Report for the year 2022-2023. I am pleased to report that Apex continued to deliver positive outcomes during the year, providing more homes and supporting individuals and communities in challenging times.

The 'cost-of-living crisis' has impacted on tenants and residents and increased demand for our services. We have worked throughout the year to mitigate the impact of high inflation and increased costs.

Our Board and staff team remained focused and Apex continued to deliver its objectives, with the majority of commitments set out in the Apex Plan 2022-2023 achieved.

Our team

Having in place a highly skilled and motivated team underpins our ability to deliver high quality services. We recognise that without the professionalism and commitment of our staff we would not achieve our objectives.

Continuous development of our people is critical to ensure that they are equipped to respond appropriately. During the year, delivery of training in areas including domestic violence and adverse childhood experiences, substance misuse and mental ill-health has enabled our front-line staff to better support tenants. And with a clear focus on professionalism, the organisation supported 39 staff members to achieve accredited qualifications.

Delivering services to tenants and residents

Providing decent homes and supporting the development of vibrant communities remains at the centre of what we do.

With a focus on tenancy sustainment, Apex's Welfare Advice Service continued to play a vital role, assisting 602 tenants and accessing £435k of additional benefits.

The introduction of a new specialist Anti-Social Behaviour Officer also enabled us to manage serious and persistent cases more effectively and to support those communities impacted by it.

In Supported Living, our teams ensured that our 1,000 residents received high quality support and care, delivered in compliance with regulatory and funding requirements.

As the final Covid restrictions were lifted, it was important for residents to enjoy engaging in community activities again and delivery of our community transport service facilitated this.

Satisfaction with the services provided in Supported Living was 95%+, a positive outcome for both the residents and our staff.

Maintaining existing homes

During the year, investment in planned and cyclical maintenance continued, with £5m spent on programmes including kitchen and bathroom replacements and cyclical redecoration. Upgrades to lighting and fire alarm systems in Supported Living schemes were also undertaken during the year.

Providing more homes

Delivering new homes is a key element of the work of Apex.

In 2022-2023, Apex delivered 28% of the Social Housing Development Programme in N. Ireland, with work on 552 new homes started, increasing the number Apex had under construction at the year end to 1,756. 159 new social homes were also completed and handed over to tenants.

Positive partnership working during the year enabled completion of the Foyle Family Justice Centre and Supported Housing accommodation in partnership with Foyle Women's Aid; the commencement of 420 new social homes at 'The Cashel', in Derry~Londonderry and the purchase of Meenan Square which will provide much needed new homes, a community hub and amenities in conjunction with the Executive Office.

Apex's FairShare scheme also continued to assist families to access homeownership. During the year, 2 families were assisted to acquire a share in their new home and 13 families stair-cased out of shared ownership. While government assistance to deliver this programme ended in 2022, Apex worked to explore future funding for the delivery of affordable housing going forward.

Being an efficient, best practice business

During the year, Apex worked to ensure it remains an efficient best practice business.

The Department for Communities confirmed that Apex continues to achieve the highest regulatory rating of '1 – meets the standard' and outcomes from the Regulation and Quality Improvement Authority care inspection process and from Supporting People also evidenced satisfactory compliance.

Following a review by S&P Global, the current credit rating was also reaffirmed, providing reassurance in regard to Apex's financial standing.

Climate change is one of the key challenges impacting our world today, and during the year Apex developed its Sustainability Strategy 2023-2026. This new Strategy sets out our key commitments to reduce our carbon footprint.

Supporting our communities

During 2022-2023, we continued to support our tenants and residents to maximise their potential and build sustainable communities. Working in partnership we engaged with key stakeholders to deliver positive outcomes in increasingly challenging times.

Engaging with tenants is critical to ensure we use our resources in the best way possible; our Tenant & Resident Engagement Strategy enables us to do this.

I am grateful for the work of the Tenant Network which has proven to be invaluable. With 107 Connected Tenants now participating, their input is driving improvements in our service and helping to support communities on the ground. The Network also participated in the development of the new Corporate Strategy 2023-2026, Tenant & Resident Engagement Strategy 2023-2026 and Community Investment Strategy 2023-2026.

This engagement is key in supporting us to ensure the resources we provide for community investment delivers positive outcomes.

Many of our tenants are facing financial hardship, contributing to increased poverty and impacting on mental health. During the year, our Welfare Advice Service, Community Supermarket and allotments proved to be a vital lifeline in challenging times. Working in partnership with a range of organisations including Foyle Foodbank, much needed assistance was provided to many in Apex communities and beyond.

Our staff and tenants continued to fundraise for our African community projects, with £319,000 raised over the course of our 21-year partnership with Children in Crossfire.

Thank you to everyone that supported Apex in delivering on its commitments during 2022-2023.

Delivering Great Homes

Developing high quality, energy-efficient new-build homes for social rent, and affordable shared ownership for first-time buyers with FairShare.

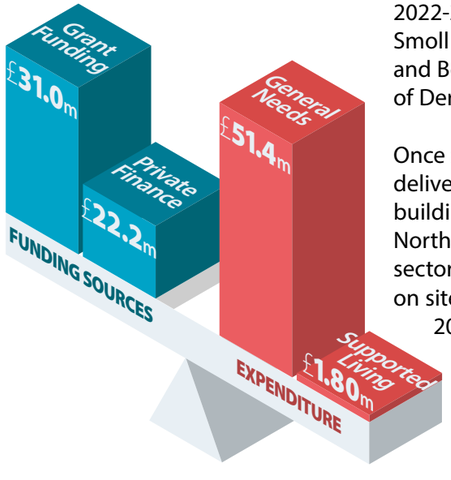
552 NEW HOMES STARTED

159 NEW HOMES HANDED OVER TO TENANTS

592 HOMES RE-LET TO NEW TENANTS

163 DISABLED ADAPTATIONS COMPLETED

Development Finances 2022-2023



Development highlights

We completed 166 new-build homes across six developments in 2022-2023, which included Ard na Smoll in Dungiven, and Clon Dara and Beraghvale in the Skeoge area of Derry~Londonderry.

Once again, we successfully delivered one of the largest house-building programmes in the Northern Ireland social housing sector by starting 552 new homes on site, equating to 28% of the 2022-2023 Social Housing Development Programme (SHDP).

Construction began on 13 new homes on the Shore Road in North Belfast; whilst a development consisting of 113 units of social housing and seven affordable homes for sale commenced on the Ballinderry Road, Lisburn.

Apex now has a total of 1,756 new homes under construction across 14 developments in Northern Ireland, with a further 11 developments at design stage.

The Cashel

An exciting development during the year was the commencement of the first 420 social homes at 'The Cashel', located on the outskirts of Derry~Londonderry.

'The Cashel' is a new urban village project, which will provide around 3,000 homes across a mixed tenure of social, affordable and private homes. It will see the creation of a new border village community and include school sites, play parks and a new high street with retail and community space.

Meenan Square

In March 2023, with the support of the Executive Office's Urban Villages Initiative, we completed the purchase of the vacant Meenan Square site in Derry~Londonderry. The redevelopment of Meenan Square will see the construction of a mixed-use development comprising housing, a community hub and essential local amenities.

Foyle Family Justice Centre

During the year, we had the pleasure of attending the official opening of Foyle Family Justice Centre in Derry~Londonderry. Built by Apex under a development agreement with Foyle Women's Aid, the centre is the first of its kind in the UK and Ireland, and will provide support to victims and survivors of domestic and sexual abuse and violence.

Shared Ownership with FairShare
www.fairshare.org.uk

Apex's FairShare scheme allows homebuyers who cannot afford to buy a property outright, to buy a share of a new home and pay rent on the remainder.

During 2022-2023, FairShare helped two families to purchase a share of their own home, often with reduced outgoings when compared to their previous rental agreement. A further 13 families bought their home outright by purchasing the remaining share of their property.

During 2022-2023, construction started on affordable homes at Glenmona in West Belfast and at Newtownabbey. These homes will be offered for sale to first time buyers via the FairShare Shared Ownership Scheme.

Renewal & Upgrading

During the year 2022-2023, we invested £5.0m in our planned and cyclical maintenance programme.

Supported living upgrades:

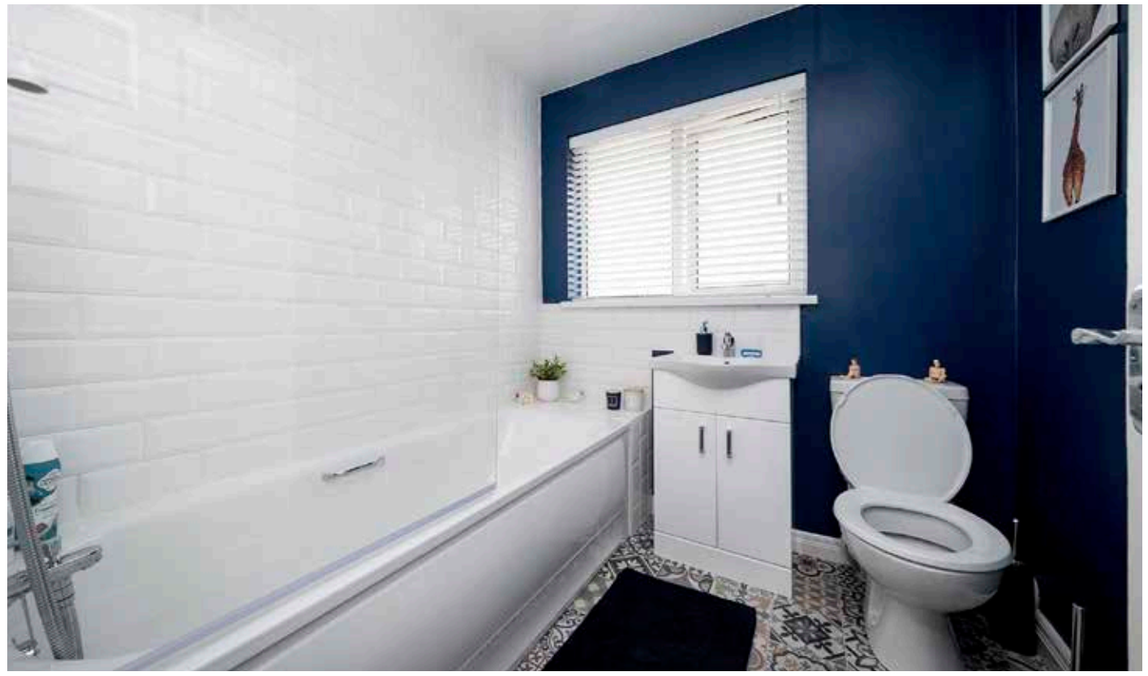
new suspended ceilings and LED lighting **in 7 schemes**

new modern fire alarm systems **in 6 schemes**

General needs upgrades:

221 Kitchen replacements

77 Bathroom replacements



£5m was invested in our planned and cyclical maintenance programme throughout the year.

Kitchen replacements

During 2022-2023, 221 kitchens were replaced in homes across Derry~Londonderry and in counties Tyrone, Fermanagh and Antrim.

As part of this planned project, existing kitchens were replaced with an improved kitchen specification, including new non-slip floor coverings, wall tiles and full redecoration of all disturbed surfaces. These homes also benefitted from upgraded kitchen electrics, with new fuse boards installed to enhance the overall electric circuitry, making the kitchens compliant with the most up-to-date electrical regulations.

Bathroom replacements

77 properties in Fernabbey and Ferndale in Derry~Londonderry received new sanitary ware in their main bathrooms and downstairs WCs. This upgrade project also included the fitting of new mechanical showers, tiling, floor coverings and redecoration.

Cyclical redecoration

Our cyclical redecoration programme included the external redecoration of 1,020 general needs homes and 13 supported living and sheltered schemes throughout Northern Ireland.

This work consisted of external pre-painting repairs, cleaning of fascias, soffit boards and boundary wooden fences; and the external redecoration of properties.

In our sheltered accommodation, all internal communal rooms and corridor areas were also redecorated.

Upgraded ceilings and lighting

New suspended ceilings and LED lighting were installed at seven supported living schemes during the year. This project resulted in an increase in energy efficiency and an improved aesthetic for tenants, residents and staff.

New fire alarm systems

During 2022-2023, six supported living schemes received new fire alarm systems. The installation of these modern fire panels has improved safety for tenants, residents and staff.

Handover day in Beraghvale Court in Derry~Londonderry

The Big Splash Festival in Portglenone was supported through the 'Housing for All' programme

Sports Day at Burren Meadows in Newcastle

A new wheelchair accessible vehicle for Belmont Cottages in Derry~Londonderry

The Green Infrastructure Group visits Apex Living Centre in Derry~Londonderry

Music therapy at Railway Court in Omagh

Supporting Our Tenants

Rooted in our communities, tenancy sustainment remains a key focus for Apex to help tenants live successfully in their homes.

Supporting Our Tenants

Housing officers continued to support tenants by providing assistance, advice and signposting, particularly as the cost of living challenges deepened during the winter of 2022-2023.

Tenants were supported to maintain their tenancy through help with budgeting to address rent arrears; applying for a transfer to alternative accommodation; and reporting anti-social behaviour.

A total of 330 general needs allocations were made during 2022-2023, with 159 tenants allocated new-build homes.

During the year, 171 new applications were received from tenants wishing to purchase their home through the Statutory House Sales Scheme before the scheme closed in August 2022; with 50 homes progressed to sale completion.

In April 2022, a new specialist Anti-social Behaviour Officer role was established. As we continue to improve this area of service delivery for our tenants and communities, this specialist role is tasked with managing cases of serious and persistent anti-social behaviour.

330
GENERAL NEEDS ALLOCATIONS

68
APEX TENANTS ASSISTED BY TENANCY SUPPORT SERVICE

Tenancy Support Worker

We introduced a new Tenancy Support Worker role in July 2022, following a successful funding application to The Rank Foundation.

This new role aims to identify and assist vulnerable tenants and their families who may be at risk of losing their tenancy.

The role has allowed us to provide additional assistance to 68 tenants who needed extra support to manage their tenancy, due to issues such as mental ill health, financial pressures or social isolation.

Spending valuable time to support tenants, the Tenancy Support Worker can link in with many partner agencies and provide help with any tenancy or related issue.

“I can't believe how quickly I have come back to myself after Robert helped me. I am beaming. I was craving recovery and couldn't have done it without him.

Tenant Participation

Tenant participation is a central feature in the work of Apex. Tenants are supported to get involved so that they can make a real difference within their communities and shape how we deliver our services.

The Tenant Network

During the year, tenants recommended a name change for our tenant body. The Tenant Network continues to grow, with membership increasing from 82 to 107 during the year.

Connected Tenants is the new name for those involved in participation opportunities with Apex, which better reflects our growing network of tenants.

Throughout 2022-2023, we offered a range of face-to-face participation activities, whilst those living in more remote communities were able to engage using digital platforms, providing their views on strategic and service delivery matters.

Cook Along Programme

The Cook Along programme continues to be popular among tenants. In addition to our Easter and Christmas Cook Along events, we held a session to mark the Platinum Jubilee, hosted our first child-friendly Cook Along and introduced a slow cooker programme in areas where we do not have kitchen facilities.

During the year, we held a total of 19 cooking sessions with 145 tenants taking part. The Cook Along programme has now been running for two years and provides participants with new cookery and baking skills, assisting them to cook on a budget and also helping with their general health and wellbeing. In January 2023, we successfully launched The Cook Along Cookbook, featuring 17 cooking and baking recipes developed by Chef Charlie Dillon during the programme.

Scam Awareness

Following feedback from tenants, we partnered with the Northern Ireland Trading Standards Service to run a series of scam awareness seminars across Northern Ireland. These seminars provided valuable information for tenants on dealing with cold callers and avoiding the most common types of scams.

Community Spirit Funding

During 2022-2023, grant funding totalling £3,200 was provided for 13 community events. The funding was awarded by the Tenant Network and helped support tenants in Apex communities to take ownership of organising events in their neighbourhoods.

In addition, six constituted groups working in Apex neighbourhoods were awarded £2,718 during the year. This funding enabled Apex tenants to avail of projects including a men's wellbeing initiative to combat loneliness and a Christmas parade and party.

New strategy

During the year, tenants and staff worked together to review successful tenant participation programmes and discuss new ideas for the future.

This process allowed tenants to have their say on how Apex should engage with them over the next three years and helped in the development of our new Tenant & Resident Engagement Strategy.

Tenants engaged face-to-face and online

£5,918 of funding grants given to 19 groups

Community Investment

Apex continues to invest to help improve the lives of people who live within our communities.

Community Investment

During 2022-2023, many of our tenants struggled financially due to benefit delays, reduced income and rising food and fuel prices. These pressures also led to an increase in poor mental health.

By securing £105,239 of external funding and strengthening local partnerships, we ensured tenants were supported in a difficult year.

Ballymagowan Allotments and Urban Park - CIH Award

In May 2022, Apex was presented with a CIH All-Ireland Housing Award acknowledging our partnership work with the Bogside and Brandywell Initiative (BBI) to create and develop the Ballymagowan Allotments and Urban Park in Derry~Londonderry.

The award entitled 'More than Bricks and Mortar' recognises organisations or projects that have demonstrated commitment to tenant involvement, to help improve services or neighbourhoods.

Our partnership with BBI continues to provide benefits to our tenants in Creggan and the wider area. 100 allotment users are supported by an onsite horticultural adviser.

During 2022-2023, local young people benefitted from environmental and horticultural courses at the allotments; and local children enjoyed the opening of a new Fairy Trail. 25 adults also took part in a growing and cooking course, as part of our Sustaining Tenancies Project, with help from NI Housing Executive funding.

Food Support

Apex Community Supermarket supported 94 new members during the year, providing 24 tonnes of food, household and hygiene products. Members benefitted from 4,326 instances of support including help with finding employment, assistance with higher education applications, benefits advice and Credit Union savings.

The service could not have been delivered without its dedicated volunteers who gave 467 hours of their time.

Apex also continued to support the work of Foyle Foodbank who assisted a total of 5,979 people during the year.

Welfare Advice

Our Welfare Advice Service helped 602 tenants during the year, providing access to £435,627 in additional benefits and £18,484 in grants and energy vouchers. 76 tenants were also referred to external agencies for support.

Music Bursaries

Apex continued to support two young girls to learn the harp at St Columb's School of Music. Louis Fields from the school said:

> *Both girls have grown in confidence and ability. They both really value the bursary and have enjoyed their experience playing the harp at St Columb's School of Music.*

Shared Housing Programme

Apex continued to play a role in encouraging diversity and inclusion through the 'Housing for All' Shared Housing Programme.

During the year, £450,875 was invested across 11 shared neighbourhoods in Northern Ireland. 143 initiatives were delivered to build good relations, with a total of 8,803 people taking part. Feedback from participants was extremely positive:

> *It was great learning about Chinese Culture.*

> *I have learnt to be mindful and accepting of those who appear to be different than us, but deep down are all the same as us, all human.*

Welfare Advice & Food Sustainability

602
TENANTS
helped through Apex's Welfare Advice Service

£435,627
of ADDITIONAL BENEFITS
were accessed for Apex tenants

143 'Housing for All' initiatives delivered

Apex Community Supermarket - *more than food*

24,000 kg
of food, household and hygiene products
delivered to local communities

Through membership of the 'Apex Community Supermarket' households were able to access a range of supports:

- **94 households** supported
- **4,326 wrap-around** services delivered
- **12 organisations** supported the work of the Supermarket

Delivering Support and Care

Apex provides supported living services to more than 1,000 tenants and residents.

Throughout 2022-2023, Apex provided care and support services to over 1,000 residents and tenants in our supported living schemes across Northern Ireland. These services were provided to older people, people with learning disabilities, people with mental ill health and addictions, and young people with low-level support needs.

Staff continued to deliver the highest standards of care and support; enabling tenants and residents to maintain their independence and enjoy fulfilled lives.

Compliance

Quality monitoring and assurance continued throughout the year. Eighteen inspections were carried out by RQIA, which highlighted 28 areas for improvement; all of which have been successfully addressed. Supporting People conducted four monitoring visits during the year and all services met the required standards with no recommendations arising.

Activities

2022-2023 saw the relaxation and final lifting of Covid-19 restrictions across all supported living services. As a result, residents and tenants were again able to attend local day centres, resume work placements and take part in more activities.

During the year, Apex hosted a total of 6,568 events and activities that were enjoyed by residents and tenants. These included bus trips, pool competitions, seasonal events, games nights, social evenings and open days.

Community Transport

3,078 trips were facilitated during 2022-2023 by Apex's community transport service for residents and tenants living in supported living schemes.

Annual Satisfaction Survey

The Supported Living Annual Satisfaction Survey revealed positive feedback from residents, tenants, family members, friends and visiting professionals. Of the 415 responses received; 97% were satisfied with the care and support they receive from Apex; and 96% said they would recommend Apex to family and friends as a good place to live.

Aroma by Iona

During 2022-2023, one of Apex's supported living schemes for those with learning disabilities launched a unique social enterprise. 'Aroma by Iona' was developed by Iona Houses in Strabane and empowered tenants to design, produce and sell a range of unique candles. The tenants made the candles each month as part of their activity programme.

In the lead up to Christmas 2022, the team at Iona Houses launched seasonal scents for sale which proved a big success locally, with all

Events and activities

6,568 events and activities took place in Apex schemes during the year

Activities included: bus trips, games nights, bingo, arts & crafts and seasonal events at Halloween and Christmas

Inspections and Surveys

Regulatory Inspections and monitoring visits:

During the year Apex hosted:
18 inspections by RQIA; and
4 monitoring visits by Supporting People

Supported Living Annual Survey

97% of those who responded were satisfied with the care and support received

Developing Our People

Establishing new career pathways and building the skills, knowledge and social responsibility of teams to enable them to deliver an effective and caring service.

Developing Our People

Throughout the year, our people were front and central to the success of the organisation. It remains a priority to ensure that our teams have the correct skills and knowledge; and that they continue to build on these capabilities.

During 2022-2023, a total of 39 staff were supported to successfully complete accredited qualifications in a wide variety of areas including health & social care; management; construction; and counselling.

Training programmes were developed and delivered to assist front-line staff when supporting tenants. These allowed our teams to increase their knowledge in areas including domestic abuse and adverse childhood experiences, alongside substance misuse and mental ill health.

Volunteering

During 2022-2023, Apex partnered with The Model Primary School in Derry~Londonderry for the 'Time to Read' programme, developed by Business in the Community and supported by the Department of Education.

The programme aims to improve literacy, foster a love of reading and build the confidence and social skills of children. Three members of the Apex team volunteered to take part and gave one hour of their working week to help pupils read on a one-to-one basis.

Children in Crossfire

During the year, Apex staff continued to work in partnership with Children in Crossfire raising funds for projects in Tanzania. A variety of fundraising options were supported by staff, including payroll giving, monthly raffle and Christmas savings scheme.

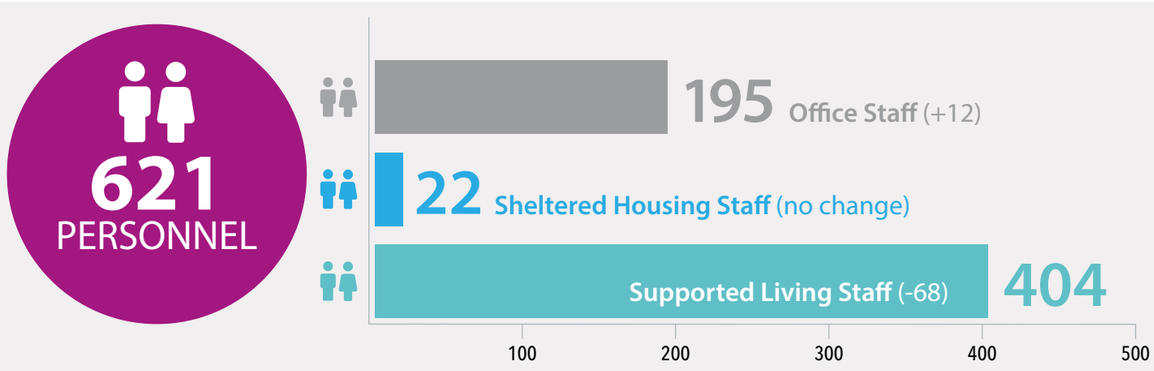
Housing Apprenticeship

In conjunction with North West Regional College and the Chartered Institute of Housing, a new apprenticeship programme was established during the year.

Two new apprentices have joined the organisation, beginning a two-year apprenticeship working towards a Level 3 qualification in Housing Practice.

"I thoroughly enjoy my position as an apprentice, as I am learning every day. I hope it will allow me to further myself in this career path.

Abbie Newhouse



Accredited Qualifications achieved by **39** members of staff.

Work Placements facilitated for **2** housing apprentices

apex | Children in Crossfire

Africa Projects to date

Apex partners with Children in Crossfire to provide much-needed pre-primary school facilities in Africa. Fundraising for Africa Projects by staff, tenants and residents, along with our commercial suppliers now totals £319,000.

Key Performance Indicators

Income Receivable and Arrears 2022 - 2023

Rent, rates and service charges collectable

£38.68m

Arrears

£3.283m March 2023 **8.49%**
£2.50m March 2022 **6.85%**

Arrears increase **1.64%**

Performance - 1.64%

+

Heating, food, laundry, care and support

£6.59m

Arrears

£0.265m March 2023 **4.02%**
£0.510m March 2022 **7.91%**

Arrears decrease **3.89%**

Performance +3.89%

=

Total income collectable

£45.27m

Total Arrears[1]

£3.548m March 2023 **7.84%**
£3.010m March 2022 **7.01%**

Arrears increase **0.83%**

Performance - 0.83%

Amount of 'total income collectable' - directly payable by tenants

£8.49m

Tenants' Arrears[2]

£1.278m March '23 **15.06%**
£0.685m March '22 **5.14%**

Arrears increase **9.92%**

Performance - 9.92%[3]

1. Total Arrears includes both non-technical arrears (monies due directly from tenants) and technical arrears (monies due and paid on behalf of tenants by statutory agencies).

2. £8.49m is the portion of total income collectable (£45.27m) that is directly payable by tenants.

3. The increase in tenants' arrears was impacted by a larger number of tenants applying for Universal Credit and the continued cost of living crisis.

Average weekly rents (including service charges) for properties in 2022 - 2023

1	2	3	4	5
£73.18	£97.27	£110.35	£118.32	£126.74

The above is a breakdown of the average weekly rent charged for all general needs properties. This average includes service charges but does not include rates.

Vacant Stock at 31 March 2023

Total Vacant Stock

60 at 31 March 2023 **0.93%**
90 at 31 March 2022 **1.42%**

Voids decreased by **0.49%**

Performance +0.49%

Vacant Self-Contained Stock

20 at 31 March 2023 **0.33%**
48 at 31 March 2022 **0.81%**

Voids decreased by **0.48%**

Performance +0.48%

Vacant Shared Accommodation Stock

40 at 31 March 2023 **9.03%**
42 at 31 March 2022 **9.48%**

Voids decreased by **0.45%**

Performance +0.45%

Repairs Response Targets 2022 - 2023

Repairs completed within 24 hours

EMERGENCY 24 HOURS

11,231 March 2023 **95.51%**
11,112 March 2022 **95.60%**

Within target time **– 0.09%**

Performance – 0.09%

Repairs completed within 4 working days

URGENT 4 DAYS

6,997 March 2023 **85.91%**
7,249 March 2022 **82.74%**

Within target time **+ 3.17%**

Performance +3.17%

Repairs completed within 20 working days

ROUTINE 20 DAYS

6,391 March 2023 **80.85%**
7,931 March 2022 **80.05%**

Within target time **+ 0.80%**

Performance +0.80%

Financial Highlights

Apex Voluntary Housing Group at 31 March 2023

Balance Sheet	31/03/2023	31/03/2022
Fixed Assets - Housing, Land & Buildings	**794.3m**	758.0m
Net worth of company	**46.1m**	34.5m

Income & Expenditure	31/03/2023	31/03/2022
Turnover	**61.9m**	61.8m
Gain on disposal of housing properties	**3.7m**	0.5m
Operating Costs	**56.8m**	53.0m
Operating Surplus - before interest and transfers to reserves	**8.9m**	9.3m

Company Information

Internal Auditor: RSM, 1 Lanyon Quay, Belfast BT1 3LG
External Auditor: ASM, 4th Floor, Glendenning House, 6 Murray Street, Belfast, BT1 6DN
Solicitors: Arthur Cox, Victoria House, Gloucester Street, Belfast BT1 4LS
Principal Bankers: First Trust Bank plc, Meadowbank, 141 Strand Road, Derry~Londonderry BT48 7TN

Management Team

Directors of Apex Housing Association

Sheena McCallion
CEO

Roderick Canning
Director of Finance

Barry Kerr
Director of Development

Kevin Butler
Director of Property Services

Elaine Taylor
Director of Personnel & Training

Donna Matthewson
Director of Housing

Deirdre Walker
Director of Supported Living

Business Plan Achievements

In the year ended 31 March 2023 the Association attained 86% achievement of the 2022-2023 Business Plan which contained 57 tasks.

Governance & Management of Risk

Apex's risk management process identifies, prioritises, evaluates and manages risk to the achievement of the Association's policies, aims and objectives. The Audit & Risk Assurance Committee reviews the Risk Register and analyses key risks to the Association.

Complaints & Resolution Management

In the year ended 31 March 2023, a total of 28 complaints were recorded; 27 of which were resolved and 1 was ongoing at the year end.

The breakdown of complaints received were as follows:
Housing Management: 4
Care & Support: 7
Property Services: 17

Apex Board

Voluntary board members of Apex Housing Association 2022 -2023

Peter Caldwell
BA
Chair

Catherine Cooke
BSc
Vice-Chair

John Meehan
Diploma Public Health
Treasurer from 28.09.2022

Sean McKenna
BA, MBA, Diploma Housing Studies

Linda Watson
Diploma in Community Development

Alison Wallace
BSc

Philip O'Flaherty
Institute of Internal Auditors

Liam Hannaway
BSc, MBA, MCIOH

Marianne Nicholson
FACCA

Martin Doherty
BSc, PG Dip, MSc Computing & Design

Rachel Naylor
MA, PhD

Colm McQuillan
BSc. PQCIH

Damian McKenna
Treasurer and Board member to 21.09.2022

Members Attendance 2022 -2023

Member	Length of Continuous Service		Notes	Board Meetings		Committee Meetings	
Board Members				Held	Attended	Held	Attended
Peter Caldwell	3 years	5 months		8	8	22	22
Catherine Cooke	5 years	1 month		8	4	10	7
John Meehan	1 year	–		8	7	24	21
Sean McKenna	5 years	6 months		8	8	4	3
Linda Watson	4 years	4 months		8	8	4	4
Alison Wallace	4 years	–		8	6	4	2
Philip O'Flaherty	4 years	–		8	7	12	8
Liam Hannaway	2 years	2 months		8	6	9	6
Marianne Nicholson	2 years	2 months		8	6	11	7
Martin Doherty	1 year	–		8	8	13	7
Rachel Naylor	1 year	–		8	6	4	2
Colm McQuillan	–	4 months	*joined 30.11.2022*	3	3	1	0
Damian McKenna	9 years	–	*retired 21.09.2022*	4	3	23	21
			Attendance	**84.21%**		**78.01%**	

Committees at 31 March 2023

Audit & Risk Assurance Committee:
Philip O'Flaherty *(Chair)*; Martin Doherty; Damian McKenna; John Meehan; Alison Wallace ; Marianne Nicholson

Development Committee:
Damian McKenna *(Chair)*; Peter Caldwell; Catherine Cooke; Liam Hannaway; John Meehan

Finance Committee:
John Meehan *(Chair)*; Peter Caldwell; Martin Doherty; Damian McKenna ; Marianne Nicholson

Housing Committee:
Linda Watson *(Chair)*; Catherine Cooke; Liam Hannaway; Sean McKenna; Colm McQuillan; John Meehan; Rachel Naylor; Philip O'Flaherty;

Remuneration Committee:
Catherine Cooke *(Chair)*; Peter Caldwell; John Meehan

Statement of Financial Position

Apex Voluntary Housing Group at 31 March 2023

	31/03/2023 £	31/03/2022 £
Tangible fixed assets		
Housing, land & buildings	**797,321,780**	757,758,139
Other fixed asset investments	**10,402,953**	10,740,931
	807,724,733	768,499,070
Current assets		
Stock	**302,814**	335,857
Debtors	**63,107,650**	30,383,935
Current asset investments	**26,090,655**	6,158,536
	89,501,119	36,878,328
Current liabilities		
Creditors: Amounts falling due within 1 year	**(110,650,118)**	(48,841,183)
Net current assets/(liabilities)	**(21,148,999)**	(11,962,855)
Total assets less current assets/(liabilities)	**786,575,734**	756,536,215
Creditors: Amounts falling due after 1 year	**(751,065,549)**	(718,862,818)
Pension liability	**10,616,000**	(3,136,506)
Total net assets	**46,126,185**	34,536,890
Capital and reserves		
Called up share capital	**35**	29
Capital reserves	**103**	102
Supporting People reserves	**0**	0
Common fund	**20,000**	20,000
Revenue reserves	**46,106,047**	34,516,759
Total capital and reserves	**46,126,185**	34,536,890

Statement of Comprehensive Income

Apex Voluntary Housing Group at 31 March 2023

	31/03/2023 £	31/03/2022 £
Turnover	**61,938,818**	61,775,988
Less: Operating Costs	**(56,783,934)**	(52,956,696)
Gain on disposal of housing properties	**3,744,800**	471,373
Operating Surplus	**8,899,684**	9,290,665
Surplus on sale of Fixed Assets	**585,126**	796,861
Transfer to Disposal Proceeds Fund	**(4,030,880)**	(2,803,666)
Interest Receivable & Similar Income	**121,408**	23,506
Interest Payable & Similar Charges	**(7,898,758)**	(7,685,362)
Other Finance Costs	**-**	(2,127,811)
(Deficit) / Surplus on Ordinary Activities	**(2,323,420)**	(2,505,808)

NOTES

The closure of the House Sales Scheme in August 2022 led to a large influx of sale applications and completions during 2022-2023 which resulted in a transfer to the Disposal Proceeds Fund of over £4m for the group and contributed to the overall deficit of £2.323m.

All amounts above relate to continuing operations of the Association. There is no material difference between the deficit for the financial year stated above and its historical cost equivalents.

Stock Overview

Sector Totals at 31 March 2023

SECTOR	Stock Units
General Needs Accommodation	5,405
Shared Ownership Accommodation	111
Supported Living Accommodation	1,028
(Sub-total)	6,544
Commercial Units	114
Community Units	7
Nursing Beds	57
Staff Accommodation	3
(Total Stock Units)	**6,725**

Accommodation at Apex

General Needs & Shared Ownership Accommodation

Antrim & Newtownabbey Borough Council

Beechwood Drive, Newtownabbey	15
Castle Park, Antrim	6
Derrycoole Park, Newtownabbey	24
Dispersed Housing	6
Fennel Drive, Antrim	10
Greenwalk, Newtownabbey	22
Inniscarn Drive, Newtownabbey	6
Loughmoney Park, Newtownabbey	8
Rathmullan Drive, Newtownabbey	24
Shared Ownership homes through FairShare	10
Total	131

Ards & North Down Borough Council

Ballycopeland Place, Millisle	9
Blenheim Drive, Newtownards	14
Newtown Green, Comber	43
Shared Ownership homes through FairShare	18
Total	84

Armagh City, Banbridge & Craigavon

Corcrain Walk, Portadown	3
Prospect Way, Lurgan	5
Shared Ownership homes through FairShare	19
Westacres, Craigavon	1
Total	28

Belfast City Council

Areema Grove, Dunmurry	22
Ballynafoy Close, Belfast	67
Cliftonville Road, Belfast	10
Cloverfield Street, Belfast	22
Derryveagh Drive, Belfast	115
Dispersed Housing, Belfast	19
Glenbank Place, Belfast	5
Glenluce, Belfast	14
Hogarth Street, Belfast	20
Jamaica Street, Belfast	42
Laird Park, Belfast	26
Lawther Court, Belfast	1
Lenadoon Avenue, Belfast	27
Loughview Terrace, Belfast	1
Mill Race, Belfast	21

Belfast City Council - *continued*

Mossvale/Lawnbrook, Belfast	5
O'Neill's Lane, Belfast	69
Rathcoole Gardens, Newtownabbey	28
Rosapenna Parade, Belfast	2
Rosehead, Belfast	72
Roslyn Street, Belfast	1
Rossnareen, Belfast	18
Shore Road, Belfast	5
Shared Ownership homes through FairShare	12
Slieveban, Belfast	28
Springfield Crescent, Belfast	9
Springfield Road, Belfast	10
St Bernadette's Avenue, Belfast	26
Susan Street, Belfast	6
Templemore Avenue, Belfast	4
Tigers Bay, Belfast	16
Whitewell Road, Belfast	12
Total	735

Causeway Coast & Glens Borough Council

Ard na Smoll, Dungiven	37
Ard na Smoll Park, Dungiven	10
Darkfort Drive, Portballintrae	20
Dispersed Housing	22
Girona Drive, Portrush	14
Gort Beag, Rathlin Island	7
Hass Road, Dungiven	5
Killowen Court, Coleraine	5
Killowen Street, Coleraine	9
Rural Cottages	1
Shared Ownership homes through FairShare	8
Swilly Close, Portstewart	23
Tamlough Park, Ballykelly	49
Temple Park, Castlerock	6
Total	216

General Needs & Shared Ownership Accommodation

Derry City & Strabane District Council

Ballymagowan Park, Derry~Londonderry	180
Ballymore Park, Derry~Londonderry	17
Ballynagalliagh Close, Derry~Londonderry	4
Beechwood Crescent, Derry~Londonderry	10
Beraghvale, Derry~Londonderry	261
Beraghvale Court, Derry~Londonderry	15
Brickfield Court, Derry~Londonderry	8
Bridge End Park, Strabane	4
Broomhill Avenue, Derry~Londonderry	10
Canal Side, Strabane	25
Clarendon Street, Derry~Londonderry	16
Cecilia's Walk, Derry~Londonderry	61
Celtic Court, Derry~Londonderry	13
Clondermott Park, Derry~Londonderry	44
Clon Dara, Derry~Londonderry	334
Clon Elagh, Derry~Londonderry	419
Clyde Street, Derry~Londonderry	6
Coolafinny Meadow, Eglinton	14
Cornshell Fields, Derry~Londonderry	256
Cornshell Lane, Derry~Londonderry	8
Creggan Heights, Derry~Londonderry	2
Creggmount, Claudy	10
Culdaff Gardens, Derry~Londonderry	27
Derrymore, Derry~Londonderry	53
Dispersed Housing	451
Dove Gardens, Derry~Londonderry	62
Dunowen Park, Clady	5
Dunvale Close, Derry~Londonderry	14
Eglinton Place, Derry~Londonderry	5
Evish Grove, Strabane	37
Fergleen Mews, Derry~Londonderry	6
Fernabbey/Ferndale, Derry~Londonderry	95
Glenabbey Crescent, Derry~Londonderry	11
Glendale, Derry~Londonderry	98
Glenowen Park, Derry~Londonderry	32
Glenside Gardens, Derry~Londonderry	2
Great James' Street, Derry~Londonderry	9
Kilfennan, Derry~Londonderry	7
Knockena, Derry~Londonderry	67
Labre Park, Derry~Londonderry	10
Leafair, Derry~Londonderry	2
Lurganbuoy Park, Castlederg	9
Magowan Park, Derry~Londonderry	126
Marian Hall, Derry~Londonderry	22
Melvin Court, Strabane	3
Northland Road, Derry~Londonderry	23
Northland Way, Derry~Londonderry	1

Derry City & Strabane District Council - *continued*

Oakland Park, Derry~Londonderry	35
Old School Court, Derry~Londonderry	12
Racecourse Drive, Derry~Londonderry	64
Rathmore, Derry~Londonderry	52
Rinmore Drive, Derry~Londonderry	2
Rinmore, Derry~Londonderry	38
Rosemount Cottages, Derry~Londonderry	17
Rural Cottages	44
Shared Ownership homes through FairShare	5
Sheriff's Glen, Derry~Londonderry	22
Springtown Court, Derry~Londonderry	15
St Brecan's Park, Derry~Londonderry	78
St Canice's Mews, Eglinton	4
Swilly Gardens, Derry~Londonderry	29
Upper Creggan, Derry~Londonderry	11
Total	3,322

Skeoge, Derry~Londonderry

General Needs & Shared Ownership Accommodation

Fermanagh & Omagh District Council

Aghagay Meadows, Newtownbutler	3
Breesy View, Belleek	1
Cavandale Park, Enniskillen	34
Coolcullen Meadow, Enniskillen	33
Dispersed Housing	4
Elliot Place, Enniskillen	4
Ferdon Glen, Belleek	1
Lisolvan Park, Brookeborough	2
Mullaghmore Cottages, Omagh	8
Mullaghmore View, Omagh	4
Ringfort Place, Faughard	12
Riverside View, Tempo	4
Rural Cottages	12
Shared Ownership homes through FairShare	2
Tattygare Heights, Lisbellaw	10
Woodside Court, Omagh	14
Total	148

Lisburn & Castlereagh City Council

Annacloy Park, Hillsborough	22
Grand Street, Lisburn	1
Old Forge, Dunmurry	27
Shared Ownership homes through FairShare	27
Tonagh Gardens, Lisburn	26
Total	103

Mid & East Antrim Borough Council

Brook Street, Ahoghill	6
Brookfield Gardens, Ahoghill	9
Gortaheran Crescent, Portglenone	16
Gortaheran Drive, Portglenone	10
Shared Ownership homes through FairShare	3
Total	44

Mid-Ulster District Council

Ashdene/Shanoch, Dungannon	17
Bramblewood Manor, Dungannon	12
Cashel Grove, Dungannon	7
Church Way, Swatragh	9
Cloneen, Dungannon	48
Dispersed Housing	53

Mid-Ulster District Council - *continued*

Fairhill Park, Maghera	15
Gortview Park, Coalisland	35
Granville Park, Dungannon	8
Kilmerron Grove, Dungannon	5
Lurgaboy Lane, Dungannon	11
Millview Manor, Dungannon	24
Orchard Park, Aughnacloy	12
Pinebank Gardens, Dungannon	25
Roskeen Close, Moygashel	8
Salters Bridge, Magherafelt	9
Scutchers Lane, Draperstown	22
Shared Ownership homes through FairShare	4
Sycamore Drive, Dungannon	16
Sycamore Hill, Dungannon	44
The Mill Race, Dungannon	24
Tulach Way, Magherafelt	29
Tullykeeran Gardens, Maghera	20
Total	457

Newry, Mourne & Down District Council

Aileen Terrace, Newry	2
Bull's Hill, Newry	4
Burren Meadow, Newcastle	147
Carrick Vista, Bessbrook	2
Dispersed Housing	1
Mountainview, Castlewellan	34
Mountainview, Warrenpoint	12
Shared Ownership homes through FairShare	3
Tarive Lana, Newry	5
The Arches, Newry	28
The Marshes, Newry	10
Total	248

Total - General Needs & Shared Ownership	**5,516**

Supported Living Accommodation

Sheltered Accommodation for Older People

Abbey House, Derry~Londonderry	18
Alexander House, Derry~Londonderry	24
Beechwood Court, Derry~Londonderry	37
Brickfield Court, Derry~Londonderry	43
Creggmount, Claudy	17
Culmore Park, Derry~Londonderry	47
Fr Mulvey Park, Derry~Londonderry	29
Glenbrook House, Derry~Londonderry	39
Grafton Street, Derry~Londonderry	11
Mulvey House, Strabane	31
Parkview Court, Castlederg	10
St Canice's Close, Eglinton	23
St Julian's House, Omagh	29
Westland Cottages, Belfast	6
Total	364

Housing with Care Accommodation

Abbey House, Derry~Londonderry	12
Alexander House, Derry~Londonderry	20
Brookhill House, Coleraine	25
Daleview House, Derry~Londonderry	13
Killowen House, Coleraine	43
Parkview House, Castlederg*	8
St Julian's House, Omagh	16
Total	137

Dementia Care

Cuan Court, Newtownards	24
Meadowbank, Omagh	25
Total	49

Mental Health Schemes

Ballyoan House, Derry~Londonderry	16
Clondermott House, Derry~Londonderry	16
Dunvale House, Derry~Londonderry	16
East Bridge Place, Enniskillen	10
Holly Lane, Derry~Londonderry	16
Mill Place, Limavady	20
Woodbank House, Omagh	16
Total	110

Schemes for Learning Difficulties

Ardavon House, Derry~Londonderry	12
Beechway House, Derry~Londonderry	16
Belmont Cottages, Derry~Londonderry	16
Cuan Terrace, Newtownards	10
Granville Park, Dungannon	25
Iona House, Strabane	12
Mullagh Houses, Limavady	22
Railway Court, Omagh	23
Total	136

House in the Wells 50th anniversary

Hostels & Refuges

Ashleywood Mews, Derry~Londonderry	15
Foyle Valley House, Derry~Londonderry	14
Melrose Terrace, Derry~Londonderry	18
Methodist City Mission, Derry~Londonderry	47
Northlands Centre, Derry~Londonderry	8
Rose House, Derry~Londonderry	8
Springwell House, Belfast	27
The House in the Wells, Derry~Londonderry	24
7-9 Bishop Street, Derry~Londonderry	9
Total	170

Young Adults

84 Chapel Road, Derry~Londonderry	1
Rossorry Grove, Enniskillen	13
Strand Foyer, Derry~Londonderry	48
Total	62

Total - Supported Living	**1,028**

*The Housing with Care Accommodation in Parkview House closed in August 2022.

Supported Living Schemes

Commercial & Community Units, Nursing Beds, and Staff Accommodation

Commercial Units

Apex Head Office, Derry~Londonderry	1
Apex Office, Belfast	1
Apex Office, Dungannon	1
Apex Living Centre, Derry~Londonderry	1
Brookmount Nursing Home, Coleraine	48
Garages, Derry~Londonderry	51
Shop Units, Belfast	3
Shop Units, Derry~Londonderry	8
Total	114

Community Units

Clon Dara, Derry~Londonderry	2
Coolcullen Meadow Community House, Enniskillen	1
Cornshell Fields, Derry~Londonderry	1
Emerald Boxing Club, Belfast	1
Fernabbey, Derry~Londonderry	1
Glen Community Complex, Belfast	1
Total	7

Nursing Beds

Daleview House, Derry~Londonderry	30
Parkview House, Castlederg	27
Total	57

Staff Accommodation in Sheltered Schemes

Total	3

Daleview nurses on International Nurses Day

Addresses & Contacts

Sheltered Accommodation for Older People

Beechwood Court
Beechwood Avenue, Derry~Londonderry BT48 9BN
Manager: Catherine McCallion
Tel: 028 7126 6076

Brickfield Court
Bligh's Lane, Derry~Londonderry BT48 9PW
Manager: Raymond Campbell
Tel: 028 7130 9104

Creggmount
Desmond Avenue, Claudy BT47 4BF
Manager: Jenny McLean (Part-time)
Tel: 028 7133 7987

Culmore Park
Culmore Road, Derry~Londonderry BT48 7AN
Manager: Julie Montgomery
Tel: 028 7135 3000

Fr Mulvey Park
Westland Terrace, Derry~Londonderry BT48 9EE
Manager: Bredge Shettle
Tel: 028 7126 9064

Glenbrook House
Glenbrook Terrace, Derry~Londonderry BT48 0JQ
Manager: Maryann McCrory
Tel: 028 7126 3408

Mulvey House
Magirr Park, Strabane BT82 9FS
Manager: Anne Gillespie
Tel: 028 7138 3217

St Canice's Close
Ballygudden Road, Eglinton BT47 3YP
Manager: Jenny McLean (Part-time)
Tel: 028 7181 2177

Housing with Care Accommodation

Brookhill House
2 Lower Newmills Road, Coleraine BT52 2JR
Manager: Roisin Reid
Tel: 028 7032 7917

Killowen House
20 Killowen Street, Coleraine BT51 3DB
Manager: Brenda Cunningham
Tel: 028 7032 9650

Housing with Care and Sheltered Accommodation

Abbey House
Little Diamond, Derry~Londonderry BT48 9EJ
Manager: Vivienne McGlinchey
Tel: 028 7126 2385

Alexander House
Bishop Street, Derry~Londonderry BT48 6UX
Manager: Samantha Magee
Tel: 028 7136 3891

St Julian's House
1 St Julian's Road, Omagh BT79 7HQ
Manager: Anne McCrory
Tel: 028 8225 0447

Housing with Care and Nursing Care Accommodation

Daleview House
Shepherds Way, Dungiven Road, Derry~Londonderry BT47 2AL
Nurse Manager: Marcella McCorkell
Tel: 028 7114 0148 (Housing with Care)
Tel: 028 7131 2390 (Nursing Care)

Parkview House
Parkview Road, Castlederg BT81 7XH
Nurse Manager: Davina McAllister
Tel: 028 8167 9192

Addresses & Contacts

Elderly Mentally Infirm Accommodation

Cuan Court
Dakota Avenue, Newtownards BT23 4XN
Manager: Rhonda Robinson
Tel: 028 9181 9286

Meadowbank
2 Donaghanie Road, Omagh BT79 0NR
Manager: Clare Lafferty
Tel: 028 8224 2868

Mental Health Schemes

Ballyclose House
11 Mill Place, Limavady BT49 0BJ
Manager: Deirdre Mahon
Tel: 028 7776 4564

Ballyoan House
Gransha Park, Derry~Londonderry BT47 6TG
Manager: Lorraine Harkin
Tel: 028 7186 0566

Clondermott House
17 Clondermott Park, Derry~Londonderry BT47 2LF
Manager (Acting): Bridgeen McCloskey
Tel: 028 7131 2073

Dunvale House
Duncreggan Road, Derry~Londonderry BT48 0AA
Manager: Kelvin Hegarty
Tel: 028 7137 4130

Mental Health Schemes - *continued*

East Bridge Place
Magee Court, Enniskillen BT74 7BG
Move-on Accommodation for Clare House
Manager: Stacey McCusker
Tel: 028 6632 6361

Holly Lane
1 Holly Lane, Gransha Park,
Derry~Londonderry BT47 6ZP
Manager: Catherine McDaid
Tel: 028 7186 0261

Woodbank House
9 Deverney Road, Omagh BT79 0ND
Manager: Caroline Swift
Tel: 028 8225 1762

Schemes for Learning Disability

Ardavon
27 Bonds Hill, Derry~Londonderry BT47 6DW
Manager: Allison Foley
Tel: 028 7134 5279

Beechway House
Shepherds Way, Dungiven Road,
Derry~Londonderry BT47 5GW
Manager (Acting): Shauna McGaghran
Tel: 028 7131 2627

Belmont Cottages
Racecourse Road, Derry~Londonderry BT48 7RD
Manager: Hollie Young
Tel: 028 7137 2350

Cuan Terrace
Dakota Avenue, Newtownards BT23 4XF
Manager: Carrie Robinson
Tel: 028 9127 1497

Granville
9 Granville Park, Dungannon BT70 1JT
Manager: Lois Davis / Keira Lavery
Tel: 028 8772 7137

Addresses & Contacts

Schemes for Learning Disability - *continued*

Iona House
19 Derry Road, Strabane BT82 8DT
Manager (Acting): Amanda Ferris
Tel: 028 7138 3400

Mullagh Houses
5 Roemill Road, Limavady BT49 9DF
Manager: Karen Oldcroft
Tel: 028 7772 2466

Railway Court
O'Kane Park, Dromore Road, Omagh BT78 5AA
Manager: Mairead Brogan/Alison Rafferty (Jobshare)
Tel: 028 8225 2629

Hostels & Refuges

Ashleywood Mews
15 Ardmore Road, Derry~Londonderry BT47 3QP
Manager: Jo Corcoran
Tel: 028 7134 4499

Bishop Street Supported Housing Unit
Apartments 1-9
7-9 Bishop Street
Derry~Londonderry BT48 6PL
Manager: Jo Corcoran
Tel: 028 7141 6800

Foyle Valley House
30 Foyle Road, Derry~Londonderry BT48 6SQ
Manager: Maureen Slater
Tel: 028 7136 2689

Melrose Terrace
14-16 Melrose Terrace, Derry~Londonderry BT47 6DS
Manager: Liadhan McCourt
Tel: 028 7131 1461

Methodist City Mission
19a Crawford Square, Derry~Londonderry BT48 7HR
Manager: James Jennings
Tel: 028 7137 0090 or 028 7130 9388

Hostels & Refuges - *continued*

Northlands Centre
Shepherds Way, Dungiven Road,
Derry~Londonderry BT47 5GW
Manager: Nuala Hegarty
Tel: 028 7131 3232

Rose House
22 Pump Street, Derry~Londonderry BT48 6JG
Manager: Jo Corcoran
Tel: 028 7141 6800

Springwell House
377-381 Springfield Road, Belfast BT12 7DG
Manager: Donal Rogan
Tel: 028 9024 8801

The House in the Wells
130 St Columb's Wells, Derry~Londonderry BT48 6LY
Manager: Andrew Bonner
Tel: 028 7126 7957

Young Adults

Rossorry Grove
53-79 Rossorry Church Road, Enniskillen BT74 7BB
Manager: Sinead Donnelly
Tel: 028 6632 2890

Strand Foyer
79 Strand Road, Derry~Londonderry BT48 7BW
Manager: Louise Montgomery
Tel: 028 7128 1155

Apex Housing Association Ltd

REGISTERED OFFICE:
10 Butcher Street
Derry~Londonderry
BT48 6HL

BELFAST OFFICE:
6 Cromac Place
The Gasworks
Belfast
BT7 2JB

DUNGANNON OFFICE:
Unit 3A
Dungannon Enterprise Centre
2 Coalisland Road
Dungannon
BT71 6JT

Telephone: 028 7130 4800
Email: info@apex.org.uk
Online: www.apex.org.uk

This document is available in alternative formats on request.

The Apex Voluntary Housing Group comprises:
Apex Housing Association Limited
Newington Housing Association Limited
Fairbuild Homes (NI) Limited

View detailed information about ***Apex's services*** *on www.apex.org.uk*

Scan with your Smartphone