Annual Report 2024-2025

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Apex Annual Report **2024 - 2025**

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The story of the year

Message from Chairperson & Chief Executive

During the year, we continued to deliver on our strategic priorities. Thanks to our skilled team and the support of our partners and funders, we've built new homes, upgraded existing ones, supported people who needed extra help, and made sure our organisation is running efficiently and effectively. We have responded to the challenges arising, remaining focused on building and supporting communities.

Throughout 2024-2025, the Apex Board remained focused on strong governance, with an effective Board at the heart of that commitment. During the year, four members stepped down and five new members joined. We're grateful to those who retired for their dedication and service, and we're pleased to welcome the new members who came on board during the year.

STEPPING UP ON SUSTAINABILITY

Our commitment to environmental responsibility has been central this year. We appointed our first environmental & sustainability advisor, delivered carbon literacy training to staff and expanded our biodiversity initiatives.

We have also been gaining valuable insights from other social landlords in relation to retrofitting and using these insights to inform the upgrading of our homes.

HOMES TO CHANGE LIVES

In 2024-2025, we completed 277 new homes in seven areas across Northern Ireland, including our flagship Hopefield Avenue development. This transformed the former Newtownabbey High School site into 111 homes - featuring complex-needs properties, apartments for older people, and six nearly zero-energy buildings (NZEB).

We were thrilled to accept the 'Best Housing Development' award from the Chartered Institute of Housing for Dunineany View in Ballycastle, which outshone eleven other housing projects from across the island of Ireland.

At the end of the year, we had 1,170 homes under construction on eleven new developments, with a pipeline of a further 1,420 homes at design stage. Our ambitious development programme continues to be supported by housing association grant funding from the Department for Communities and private finance investment.

SUPPORTING TENANTS AND RESIDENTS

At Apex, we know that our work is about more than just housing. We are committed to delivering ongoing support and accessible services to our tenants and residents.

During the year, we opened a new office in Dungannon with an expanded team to assist tenants in their local area.

We also launched a new wellbeing service, Right Support Right Time, in partnership with six other charities. This is providing personalised support and information to help tenants deal with issues causing them worry, anxiety and distress.

SUPPORTED LIVING

We continued to provide care and support to over 1,000 people in our supported living schemes despite the very difficult funding environment. During the year, we engaged with Supporting People and the Western Health & Social Care Trust regarding the ongoing funding challenges.

Recognising the value of innovative solutions, we collaborated with the Western Health & Social Care Trust to establish a new mental health pathway, enabling people with more complex needs to live in our specialist accommodation.

Quality monitoring and assurance continued during the year. RQIA carried out 18 inspections, identifying 38 areas for improvement - all successfully addressed.

Supporting People conducted one monitoring visit, with all services meeting the required standards and no recommendations arising. Feedback from service users was also very positive with 98% of those surveyed during the year satisfied with the service they received.

Apex introduced a new role during the year - Safeguarding Manager - to provide leadership in protecting people's right to live safely, free from abuse or neglect.

This year was also a time of celebration as we marked the 30th anniversaries of Dunvale House and Daleview House, along with the 25th anniversary of Strand Foyer. Remarkable milestones for these much-valued schemes, which continue to deliver essential support and care.

MAINTAINING EXISTING HOMES

We invested £16m in repairs, upgrades, and cyclical maintenance during the year.

Almost 32,000 repairs were completed, 90% within target timescales. Our planned and cyclical maintenance works improved energy efficiency, safety, and functionality, all to ISO 9001 standards.

Awareness of damp and mould in the social housing sector continues to increase, driven by the significant health impacts and legislative changes such as Awaab's Law. We also implemented a new damp and mould policy, improved engagement with service users and trained our teams in effective mitigation techniques.

OUR TEAM

The success of the 2024-2025 year would not have been possible without our staff team and voluntary board members. Their dedication and hard work resulted in the achievement of 95% of our business plan for 2024-2025.

During the year, we completed a review of Apex's organisational structure, and a new structure was agreed that reflects and supports our growth ambitions.

Two apprentices successfully completed the housing apprenticeship programme and moved into permanent housing assistant roles. Another apprentice, currently based in Dungannon, is benefitting from combined classroom and on-the-job learning.

The year also saw a focus on employee wellbeing. We introduced new policies to support our staff team including policies on parental bereavement leave and domestic abuse and violence, while 77 staff members improved their mental fitness through positive intelligence workshops.

TANZANIA

In August 2024, a group of Apex staff visited Tanzania to witness the impact of our long-term fundraising for Children in Crossfire.

They visited the Misungwi district, seeing some of the 16 pre-primary classrooms built thanks to the generosity of Apex staff and tenants. After more than 20 years working with Children in Crossfire, we are as committed as ever to supporting these life-changing projects in Africa.

Thank you for your interest in Apex Housing Association. It's our pleasure to present this Annual Report for 2024–2025.

Peter Caldwell
Chairperson

Sheena McCallion
Chief Executive

Hello

We provide and maintain more than 7,000 high-quality homes and deliver support to almost 18,000 tenants and residents across Northern Ireland. As a not-for-profit housing association, we work to social enterprise principles and employ 670 staff.

We provide:

- General needs housing for families and single people
- Purpose-built accommodation for older people and families with complex needs
- Supported housing for people with mental ill health, learning disabilities, or alcohol/drug addictions; young people in need of support; and older people
- Housing support for vulnerable groups under the Supporting People programme
- Support services for tenants and the wider community through our community investment programme
- Community buildings managed by local community groups.

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OUR VISION

For every person to enjoy great quality homes and support in vibrant and caring communities.

OUR MISSION

To lead the way in building sustainable communities through the delivery of quality, affordable homes including tailored support and care services.

OUR VALUES

We care

We want to make a positive difference to people's lives.

We take ownership

We are all responsible for ensuring we deliver our mission.

We do things well

We lead the way, we aim to get it right and to continuously improve.

We work together

We collaborate to get the best result.

We show respect

We are respectful and courteous to everyone we come in contact with.

How we performed during
2024 -2025

Number of homes
7,207

Rent and charges collected
£51,885,581

Homes allocated
894

Average weekly rent:

1 BEDROOMS	2 BEDROOMS	3 BEDROOMS	4 BEDROOMS	5 BEDROOMS
£87.68	£114.43	£129.83	£138.25	£148.77

Voids (Lettable):

33 Total vacant

23 Vacant self-contained

10 Vacant shared

Average length of lettable void:

159 DAYS

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Our finances:

£77 Million
Group turnover

£3.2 Million
Surplus for the year

7.69%
Gross Rent Arrears

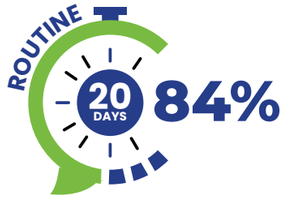
A-
Credit rating

How we performed during 2024 -2025

Repairs performance within target timescale:

96%

88%



84%

Compliance with statutory obligations:

Gas safety certificates up to date
99.7%

Fire risk assessments completed
100%

Carbon Monoxide alarms fitted
100%

New homes handed over to tenants

Adaptations

Anti-social Behaviour cases:

Reported
160

Resolved
157

Complaints:

Total
38

Resolved
36

Housing Management
9
Care & Support
2
Property Services
27

Apex Annual Report **2024 - 2025**

Our ESG Highlights

2024 -2025

At Apex, we have an important role to play in providing affordable and safe homes and supporting individuals and communities. We also recognise that we have a duty to respond to wider issues of social inequality and climate change.

Our Environmental, Social and Governance (ESG) highlights reflect our commitment to transparency, responsible business practices and making a positive impact on people, property and the planet.

These ESG outcomes also underline the intent behind our 2023-2026 Corporate Strategy 'More than Housing'. We will continue to monitor our progress, so that we make real, measurable impact within our organisation and communities, as well as contributing to environmental targets.

Environmental highlights

Apex Environmental and Sustainability Advisor appointed
January 2025

Decent Homes
100%

Average property age
18 years

Energy rating
86%
rated C or above

Investment in repairs, upgrades and maintenance
£16m

Repairs completed
31,838

Homes with PV/solar panels
2,654

Employees certified as 'Carbon Literate'
11

Carbon footprint (scope 1 & 2 emissions*)
3,209 tCO2e

Boiler upgrades
262

Tenant satisfaction with quality of home
87%

New homes started
50

*based on electricity and gas usage

Social highlights

Number of homes
7,207

People in our homes
17,628

New social homes completed
277

Fundraised for charity:
£31,561

Additional income accessed for tenants
£237,030

Tenants helped through Welfare Advice Service
538

Shared neighbourhoods
9

Initiatives to build good relations
167

Tenants engaged in activities
1,510

Connected Tenants
126

Tenant satisfaction with services
88%

External funding secured for community investment
£600k

Funding provided to communities, groups and charities
£18,000

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Our ESG Highlights

2024 -2025

Governance highlights

Number of staff
670

Registered housing association with Department for Communities

Female board members
38%

ISO 9001 certified
(property services department)

Accredited qualifications achieved
11

Regulatory rating 1 - Meets the standards

Board turnover during the year
32%

Credit rating
A-

Work experience placements
36

Registered Charity

Counselling sessions provided for staff
97

Team members trained in positive intelligence
77

Financial Highlights

Apex Voluntary Housing Group at 31 March 2025

Balance Sheet	31/03/2025	31/03/2024
Fixed Assets	896.6m	853.1m
Net Worth of Company	37.8m	35.8m

Income & Expenditure	31/03/2025	31/03/2024
Turnover	77.4m	69.0m
Gain on disposal of housing properties	-0.1m	1.5m
Operating Costs	64.7m	59.3m
Operating surplus before interest	**12.6m**	**11.2m**

Company Information

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

Statement of Financial Position

Apex Voluntary Housing Group at 31 March 2025

	31/03/2025	31/03/2024
Tangible Fixed Assets		
Housing, Land & Buildings	**896,791,290**	853,120,086
Other Fixed Assets & Investments	**11,181,579**	10,099,132
	907,972,869	863,219,218
Current Assets		
Stocks	**195,360**	243,946
Debtors	**17,200,168**	16,106,122
Current asset investments	**4,695,536**	25,080,425
	22,091,064	41,430,493
Creditors: amounts falling due within 1 year	**(71,917,481)**	(96,532,640)
Net current assets/(liabilities)	**(49,826,417)**	(55,102,147)
Total Assets less Current (Liabilities)/Assets	**858,146,452**	808,117,071
Creditors: amounts falling due after 1 year	**(820,419,775)**	(772,267,586)
Pension Liability	**0**	0
Total net assets	**37,726,677**	35,849,485
Capital & Reserves		
Called up share capital	**39**	29
Capital reserves	**103**	103
Designated reserves	**0**	0
Common Fund	**22,000**	20,000
Revenue reserves	**37,704,535**	35,829,353
Total capital and reserves	**37,726,677**	35,849,485

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Statement of Comprehensive Income

Apex Voluntary Housing Group at 31 March 2025

	31/03/2025	31/03/2024
Turnover	**77,447,422**	69,045,231
Less: Operating costs	**(64,702,790)**	(59,274,854)
Gain on disposal of housing properties	**(124,108)**	1,466,722
Operating surplus	**12,620,524**	11,237,099
Surplus on sale of Fixed Assets	**93,501**	104,799
Transfer to disposal proceeds fund	**(166,917)**	(1,478,109)
Interest receivable and similar income	**267,472**	482,981
Interest payable and similar charges	**(9,675,870)**	(8,890,469)
Other finance costs	**50,000**	545,000
Surplus/(Deficit) on ordinary activities	**3,188,710**	**2,001,302**

Our Board

Peter Caldwell *Chair*
BA
Development Committee,
Finance Committee,
Remuneration Committee

Catherine Cooke *Vice-Chair*
BSc
Remuneration Committee (Chair),
Development Committee,
Housing Management Committee

Damian McKenna *Treasurer*
Development Committee (Chair)
Finance Committee (Chair)
Audit & Risk Assurance Committee

Linda Watson
Diploma in Community
Development
Housing Management Committee
(Chair)

Alison Wallace
BSc
Audit & Risk Assurance Committee

Philip O'Flaherty
Institute of Internal Auditors,
Audit & Risk Assurance Committee
(Chair),
Housing Management Committee

Liam Hannaway
BSc, MBA, MCIOH
Development Committee

Colm McQuillan
BSc. PQCIH
Housing Management Committee

Stephen Drummond
MBA, MSc, HNC
Development Committee

John Browne
BA, ACCA/FCCA, Certified Bank
Director
Finance Committee

Joe Kerr
BSc, MRICS
Development Committee

Patricia Hegarty
BSc, NEBOSH Diploma,
Adv Diploma Management Practice
Housing Management Committee

Claire O'Neill
Actuary
Audit & Risk Assurance Committee

Board Members

Length of service and attendance

Board member	Continuous length of service	Notes	Board meetings		Committee meetings	
			Held	Attended	Held	Attended
Peter Caldwell	5 years, 4 months		8	8	13	13
Catherine Cooke	7 years, 2 months		8	4	11	6
Damian McKenna	1 years, 6 months		8	6	16	14
Linda Watson	6 years, 4 months		8	7	4	4
Alison Wallace	6 years, 1 month		8	5	5	4
Philip O'Flaherty	6 years, 0 months		8	5	9	7
Liam Hannaway	4 years, 2 months		8	6	6	6
Colm McQuillan	2 years, 4 months		8	7	4	2
Stephen Drummond	6 months	Joined 18/09/24	5	5	2	1
John Browne	4 months	Joined 27/11/24	2	2	2	2
Joe Kerr	4 months	Joined 27/11/24	2	1	1	1
Patricia Hegarty	4 months	Joined 27/11/24	2	2	1	1
Claire O'Neill	4 months	Joined 27/11/24	2	2	1	1
		Attendance	77	60	75	62
			77.92%		**82.67%**	

John Meehan, Sean McKenna and Rachel Naylor retired from the Board on 18/09/2024. Marianne Nicholson resigned from the Board on 27/02/2025.
The board members and committee members were reimbursed for expenses totalling £2,105.25 during the year.

Corporate Governance
Apex operates under the Apex Rules (2022) and the NIFHA Code of Governance 2020.

As a Registered Housing Association, Apex complies with the requirements set out in the Regulatory Framework for Registered Housing Associations in Northern Ireland.

Management of Risk
Apex operates under a Risk Management Framework. The risk management policy and risk appetite are reviewed annually and approved by the Apex Board. To support this, an Audit and Risk Assurance Committee oversees the effective management of risk, with the Board reviewing the strategic and key risk register quarterly.

Our Management Team

Sheena McCallion
Chief Executive

Kevin Butler
Director of Property Services

Roderick Canning
Director of Finance

Barry Kerr
Director of Development

Donna Matthewson
Director of Housing

Elaine Taylor
Director of Personnel & Training

Deirdre Walker
Director of Supported Living

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Online: www.apex.org.uk

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As a sustainable association, Apex aims to produce all printed materials as sustainably and efficiently as possible.

Find out more about our sustainability vision, see Apex Sustainability Strategy 2023-2026.

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