Apex Housing Association

Annual Report

2010/11

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The front cover reflects Apex Housing Association's commitment to the provision of housing and support to those in need.

Financial Highlights year ended 31 March 2011

Balance Sheet

	31/03/2011	31/03/2010
Fixed Assets - Housing, Land & Buildings	**291.1m**	255.4m
Net Worth of Company - Housing Debt, Capital & Reserves	**94.9m**	92.8m

Income & Expenditure

Turnover	**24.1m**	22.1m
Operating Costs	**19.8m**	18.3m
Operating Surplus - before interest and transfers to reserves	**4.3m**	3.8m

Company Information

Internal Auditor: Capita International Development, 88 Main Street, Moira, BT67 0LH

External Auditor: PricewaterhouseCoopers, Waterfront Plaza, 8 Laganbank Road, Belfast, BT1 3LR

Solicitors: Campbell Fitzpatrick, 6 Castle Street, Londonderry, BT48 6HQ

Principal Bankers: First Trust Bank plc, Meadowbank, 141 Strand Road, Londonderry, BT48 7PB

Award ceremony in London's Hilton Hotel where Apex received outstanding achievement in UK Housing Award for Mill Race development in Belfast.

Chairman's Statement Marjorie Keenan OBE, Chair

I feel I should begin my report by stating that in my opinion 2010 was one of the most significant years in the history of this Association. With the name change and new headquarters, I believe that our new image and the provision of good office accommodation for our staff, have greatly strengthened the Association and freed it up to deal with other important issues that may be ahead in the current economic climate. Apex has continued to forge ahead on many fronts during the past year but I would like to report on the achievements in respect of the delivery of the Social Housing Development Programme, the Procurement agenda and the Housing Management service.

During the year, Apex secured funding to start the construction of 536 new dwellings which represents an investment of around £65m. In addition a further 72 new houses were bought 'off the shelf', ready for occupation and 68 previously occupied houses were acquired needing minor repair works. This brings our total delivery to 676 houses all of which are traditional family houses located in areas of high housing need throughout Northern Ireland. I am particularly pleased to see that we have been able to start the construction of 130 houses in Newcastle, an area that has had almost no social housing provision for thirty years and in east Belfast, where waiting lists have continued to grow steadily, we are building 67 houses on the Ravenhill Road.

Regarding the Maiden City I am delighted to report that, having spent seven years trying to unlock the potential of the Housing Executive land to the rear of Circular Road, Apex has now started building the first 67 dwellings of a 180 house development which will also incorporate extensive recreational facilities.

This considerable development programme has been made possible by the hard work and committed service of many staff across all the Association's departments aided by our strides in procurement best practice, particularly with the setting up of effective Framework Agreements for architect led design teams. This has allowed the Association to appoint consultants quickly while complying with EU

Regulations to explore the potential of opportunity sites that come to our attention. This proved invaluable in assisting us to more than double our development programme from that originally published and we will continue to work closely with the Department and our seven partners in the Apex Procurement Group to continue to make the procurement process as effective as possible.

During the year I was pleased to receive a report at our January Board meeting on the Customer Satisfaction Survey carried out by the Housing Executive in respect of our general needs stock. Altogether over 500 tenants completed a 45 minute survey assisted by specialist Housing Executive staff, which resulted in an overall satisfaction survey rating of 85% when collated. I know from my membership of the Housing Management Committee that steps are being taken to try to improve this percentage even further when the next survey is carried out in three years time. I am also pleased to confirm that the members of the Committee are continuing to carry out unannounced visits to our schemes to ensure that the high standards of care and support that we have delivered over the years remains undiminished. I wish to acknowledge the professionalism of the staff I have met during our visits and I am delighted that a further 27 staff achieved NVQ Certificates at Levels 2, 3 and 4 during the year.

In spite of our successes last year I feel I cannot complete this report however without a note of caution. The much talked about public sector cutbacks are beginning to take hold and our major income streams, Supporting People and Health and Social Care Trust contracts, have been capped at last year's levels. We are also seeing increasing voids in some schemes because of reductions in health care budgets. The Social Housing Development Programme has been halved to around 1,200 units this year even with the 20% reduction from April 2011 in the amount of Housing Association Grant available per unit of accommodation. The Board members are aware of the financial pressures as we plan forward and I know much is being done on an ongoing basis to improve our efficiency and ensure continued viability. This is being helped by the close working relationship between Board members and senior management interfacing through the Committee structure which is bringing scrutiny and challenge to the process.

I wish to extend my appreciation to my fellow Board members for their support and commitment over the past year and for their important contributions both at Board and Committee meetings. Finally, though difficult and uncertain times may lie ahead I know the staff and Board members are ready for the challenge and I personally look forward to continuing to play a supporting role.

Board of Management

Board of Management

L-R
Mrs Marjorie Keenan OBE *Chair*
RGN/RMN/RNMH/CNMH

Mr Martin Doherty *Vice-Chair*
MSc (Computing & Design) 2002; PG.Dip (Computer Applications) 1986; BSc (Economics & Accounting) 1984

L-R
Mr Liam McCafferty *Treasurer*
Hons Degree (equiv) in Env. Health Studies/Dip in Mgt Studies

Mrs Mary Hamilton

L-R
Mr Peter Caldwell
BA Degree in Public Policy Management

Mr Frank Dunne MBE
BA MSc/Adv. Dip in Education

L-R
Mr Mark Gillespie
MSc, BSc Hons, RN Dip

Mr Brian John Charles Dougherty MBE
BSc (Hons) Regional Analysis & Development Master of Town Planning (MTPL)

L-R
Mrs Mary Kelly
SRN/SCM/DNC

Mr Damian McKenna

Board Members Attendance 2010 - 2011

Board Member	Membership	Length of Service	Attendance			
			Board Meetings		Committee Meetings	
			Possible	Actual	Possible	Actual
Marjorie Keenan	29 Nov 2000	11 years	6	6	4	6
Martin Doherty	21 Feb 1996	15 years	6	6	6	8
Liam McCafferty	3 Mar 1969	42 years	5	6	14	16
Mary Hamilton	26 Nov 2008	3 years	6	6	4	4
Peter Caldwell	30 Sept 2009	2 years	6	6	2	2
Frank Dunne	3 Mar 1969	42 years	3	6	9	11
Mark Gillespie	30 Sept 2009	2 years	5	6		
Brian Dougherty	26 Nov 2008	3 years	4	6	2	4
Mary Kelly*	31 Jan 2007	4 years	2	3	1	2
Damian McKenna	27 Nov 2003	8 years	6	6	7	7
Attendance			86%		82%	

(*Retired 1 Dec '10)

No monies were paid to Board members during 2010/11 in respect of expenses incurred by them on behalf of Apex business.

Committees

Audit: Martin Doherty *Chair,* Liam McCafferty, Damian McKenna, Peter Caldwell

Development: Damian McKenna *Chair,* Liam McCafferty, Frank Dunne, Brian Dougherty

Finance: Frank Dunne *Chair,* Martin Doherty, Liam McCafferty, Des McNabb

Housing Management: Liam McCafferty *Chair,* Marjorie Keenan, Mary Kelly (retired), Mary Hamilton, Peter Caldwell

Remuneration: Damian McKenna *Chair,* Frank Dunne, Marjorie Keenan

Management Team & Business Plan Achievements

Management Team

L-R
Gerry Kelly OBE *Chief Executive*
Sheena McCallion
Director of Housing & Care Services
Roderick Canning
Director of Finance

L-R
Ray Forbes
Director of Development & Procurement
Kevin Butler
Director of Property Services
Elaine Taylor
Director of Personnel & Training

Business Plan Achievements

Year ended 31 March 2011

The Association attained 93.5% achievement of the 2009-2010 Business Plan which contained 62 tasks.

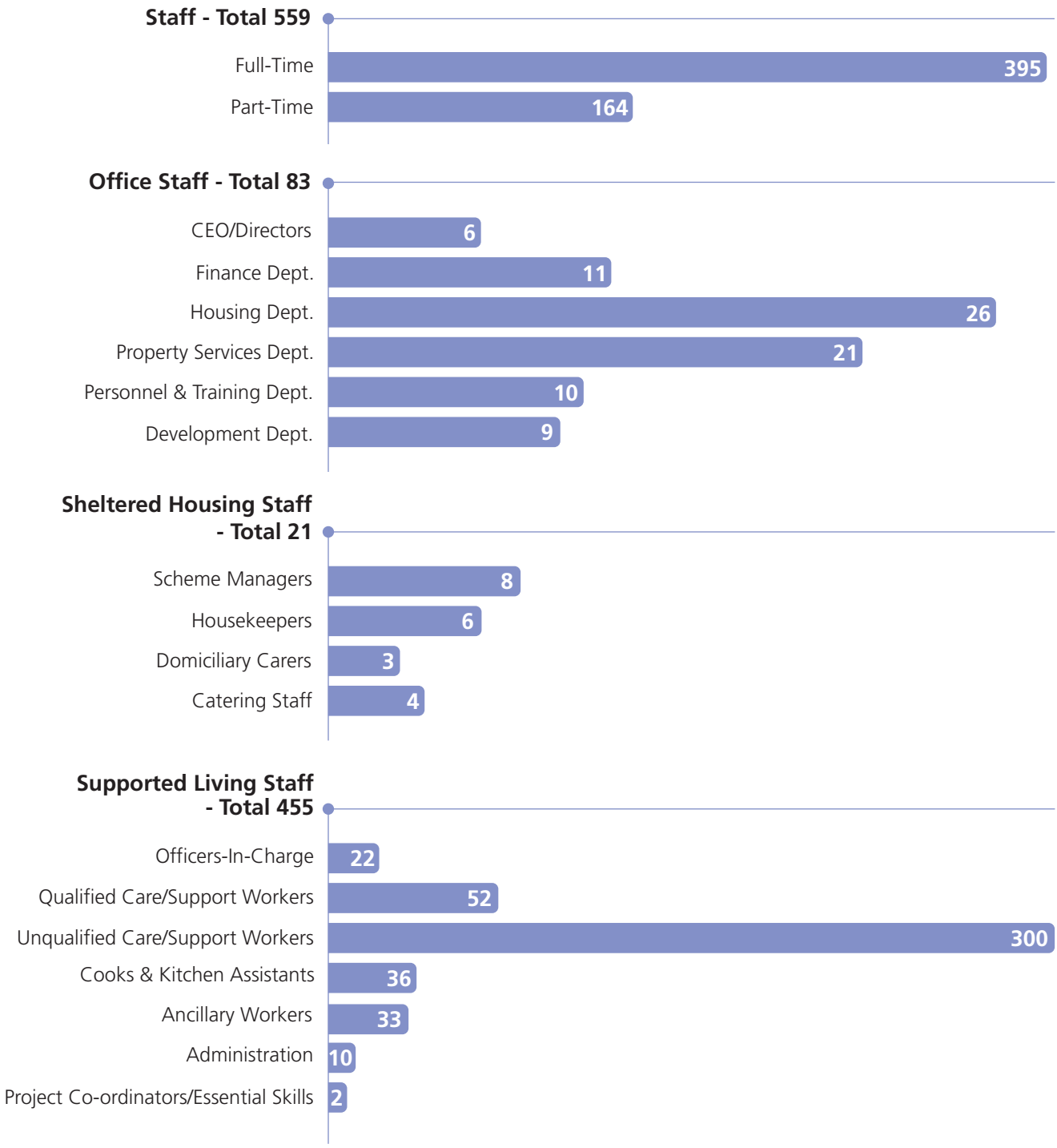
Governance & Management of Risk

The Association is committed to the highest standards of corporate governance and adheres to the principles of the National Housing Federation Code of Governance.

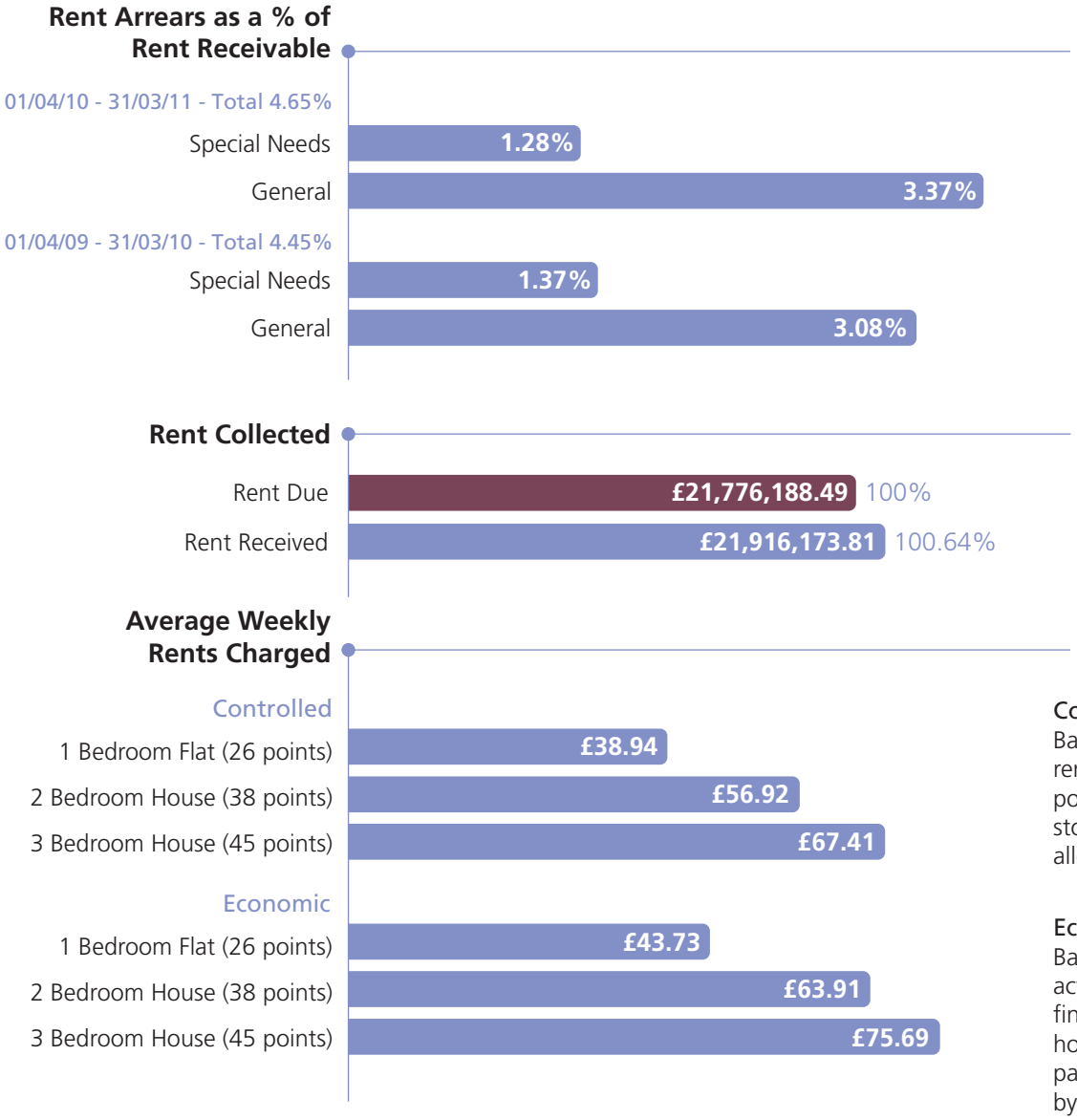
Our Risk Management process identifies, prioritises, evaluates and manages risks to the achievement of the Association's policies, aims and objectives.

(More information is available on request from the Chief Executive's office.)

Human Resources at 31 March 2011



Housing Management at 31 March 2011

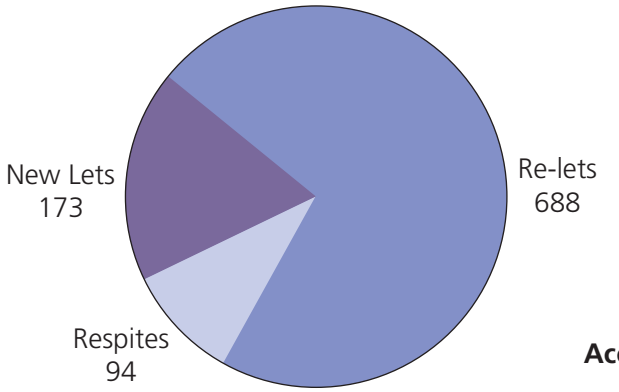


Tenants are provided with details of their individual rent calculations and a breakdown of service charges on request.

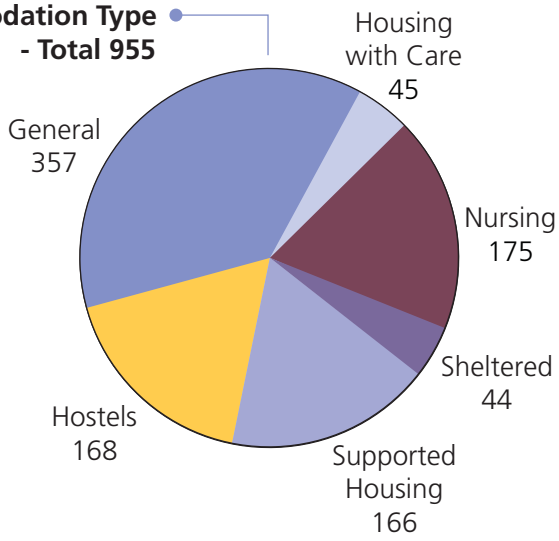
Controlled Rents
Based on the Government's rent value per accommodation point. This applies to housing stock funded by DSD and allocated prior to 1 April 1993.

Economic Rents
Based on the Association's actual management and financing costs. This applies to housing stock which has been partly funded by the DSD and by private finance.

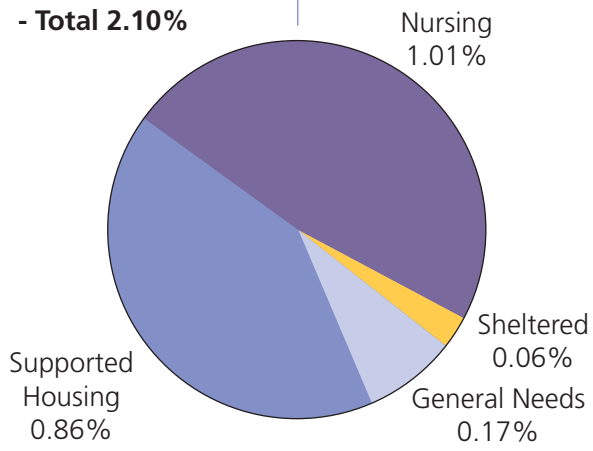
Lettings - Total 955



Lettings per Accommodation Type - Total 955



Voids as a Percentage of Rent Receivable - Total 2.10%



Balance Sheet at 31 March 2011

	31/03/2011	31/03/2010
Tangible Fixed Assets		
Housing, Land & Buildings	**291,082,543**	255,379,683
Less: Housing Association Grant & Other Grants	**(211,870,341)**	(182,360,478)
	79,212,202	73,019,205
Other Fixed Assets & Investments	**7,049,045**	4,435,128
	86,261,247	77,454,333
Current Assets		
Stock	**31,798**	24,482
Debtors	**15,055,627**	8,777,885
Cash at Bank & in Hand	**12,576,698**	18,678,526
	27,664,123	27,480,893
Creditors: Amounts falling due within 1 year	**(19,045,439)**	(12,148,379)
Net Current (Liabilities)/Assets	**8,618,684**	15,332,514
Total Assets less Current Liabilities	**94,879,931**	92,786,847
Creditors: Amounts falling due after 1 year	**76,753,079**	75,887,145
Pension Liability	**1,657,506**	3,190,506
	78,410,585	79,077,651

Proud residents of Miwaleni in Tanzania on the steps of their new clinic, built with the fundraising efforts of staff, residents and tenants of Apex, along with the generous contributions of corporate sponsors.

	31/03/2011	31/03/2010
Capital & Reserves		
Share Capital	**24**	24
Capital Reserve	**5**	5
Common Fund	**10,000**	10,000
Designated Reserves	**6,740,239**	6,320,995
Revenue Reserves	**9,719,078**	7,378,172
Total Funds	**16,469,346**	13,709,196
	94,879,931	92,786,847

Income & Expenditure Accounts for the Year Ended 31 March 2011

Turnover	**24,122,730**	22,070,650
Less: Operating Costs	**(19,762,888)**	(18,239,427)
Operating Surplus	**4,359,842**	3,831,223
Surplus on sale of Fixed Assets	**268,314**	59,045
Transfer to Disposal Proceeds Fund	**(238,398)**	(175,812)
Interest Receivable & Similar Income	**273,753**	104,431
Interest Payable & Similar Charges	**(3,578,361)**	(2,299,502)
Other Finance Costs	**(42,000)**	(219,000)
Surplus on Ordinary Activities	**1,043,150**	1,300,385

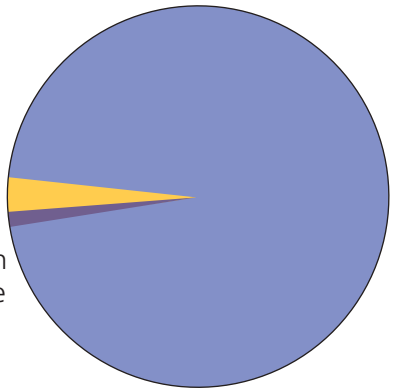
(before exceptional item of 686k loss - net surplus 2010: £614k)

2011 National Housing for Older People Awards sees Brookhill House, Coleraine scoop Silver Award.

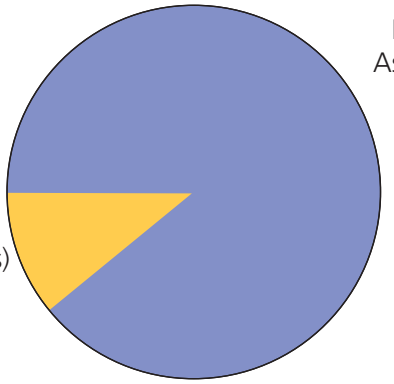
Development Finances & Repair Performance at 31 March 2011

Apex completed 158 units during 2010/2011 and has a further 536 units under construction at 31 March 2011.

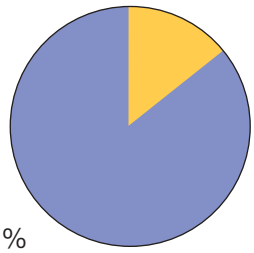
Development Expenditure - Total £36.7m



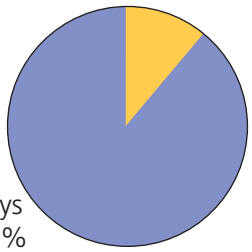
Sources of Funding for Development - Total £36.7m



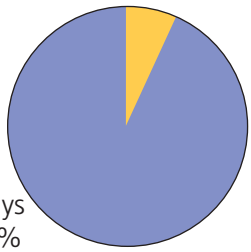
Emergency Repairs - Reported 4,092



Urgent Repairs - Reported 4,163



Routine Repairs - Reported 4,840



Supported Living Schemes at 31 March 2011

Sheltered Accommodation for Older People

Abbey House, L'derry	23
Alexander House, L'derry	24
Beechwood Court, L'derry	37
Brickfield, L'derry	43
Creggmount, Claudy	17
Culmore Park, L'derry	47
Fr. Mulvey Park, L'derry	29
Glenbrook House, L'derry	39
Grafton Street, L'derry	11
Mulvey House, Strabane	31
Parkview Court, Castlederg	10
St. Canice's Close, Eglinton	23
St. Julian's House, Omagh	23
Westland Cottages, Belfast	6
Total	**363**

Housing with Care Accommodation

Abbey House, L'derry	7
Alexander House, L'derry	20
Brookhill House, Coleraine	25
Daleview House, L'derry	18
Killowen House, Coleraine	43
Meadowbank, Omagh	25
Parkview House, Castlederg	14
St. Julian's House, Omagh	21
Total	**173**

Residential Care

Bell-Gray House, Newtownstewart	13
Total	**13**

Nursing Beds

Bell-Gray House, Newtownstewart	25
Brookmount Nursing Home, Coleraine	48
Daleview House, L'derry	25
Parkview House, Castlederg	21
Total	**119**

Mental Health Schemes

Ballyoan House, L'derry	16
Clondermott House, L'derry	16
Dunvale House, L'derry	16
East Bridge Place, Enniskillen	10
Foyle Gate Lodge, L'derry	1
Mill Place, Limavady	20
Woodbank House, Omagh	16
Total	**95**

Schemes for Learning Difficulties

Ardavon House, L'derry	10
Beechway House, L'derry	16
Belmont Cottages, L'derry	16
Iona House, Strabane	10
Mullagh House, Limavady	22
Railway Court, Omagh	23
Total	**97**

Foyers

Strand Foyer, L'derry	48
Total	**48**

Hostels & Refuges

84 Chapel Road, L'derry	1
36 Clarendon Street, L'derry	3
Foyle Valley House, L'derry	14
Methodist City Mission, L'derry	47
Northlands Centre, L'derry	8
22 Pump Street, L'derry	8
Springwell House, Belfast	28
The House in the Wells, L'derry	25
Total	**134**

Sub-Total - Supported Living	**1042**

General Needs Accommodation at 31 March 2011

Housing - General Needs

Ashdene/Shanoch, Dungannon	22
Ballymore Park, L'derry	18
Beechwood Crescent, L'derry	10
Bonds Hill House, L'derry	3
Brickfield, L'derry	9
Broomhill Avenue, L'derry	10
4 Clarendon Street, L'derry	16
Canal Side, Strabane	27
Castle Park, Antrim	6
Cavandale Park, Enniskillen	36
Celtic Court, L'derry	13
Clondermott Park, L'derry	44
Clyde Street, L'derry	6
Cornshell Fields, L'derry	278
Cornshell Lane, L'derry	9
Creggmount, Claudy	13
Darkfort Drive, Portballintrae	6
Derryveagh Drive, Belfast	123
Dispersed Housing	486
Dove Gardens, L'derry	63
Drumquin, Omagh	1
Dunowen Park, Clady	5
Dunvale Close, L'derry	14
Eglinton Place, L'derry	5
Elliot Place, Enniskillen	4
Evish Grove, Strabane	40
Fairhill Park, Maghera	15
Fernabbey/Ferndale, L'derry	109
Girona Drive, Portrush	15
Glendale, L'derry	107
Glenluce, Belfast	14
Glenowen Park, L'derry	35
Gt. James Street, L'derry	9
Greenwalk, Newtownabbey	22
Jamaica Street, Belfast	43
Kilfennan, L'derry	10
Killowen Court, Coleraine	5
Killowen Street, Coleraine	9
Labre Park, L'derry	10
Laird Park, Belfast	28
Lurgaboy Lane, Dungannon	12
Lurganbuoy Park, Castlederg	9
Melrose Terrace, L'derry	25
Mill Race, Belfast	21
Millview Manor, Dungannon	24
Mullaghmore Cottages, Omagh	9
Northland Road, L'derry	23
Northland Way, L'derry	5
Oakland Park, L'derry	39
Rathmore, L'derry	55
Rinmore Drive, L'derry	2
Rosehead, Belfast	75
Rossnareen, Belfast	18
Rural Cottages, L'derry	1
Rural Cottages, Fermanagh	8
Rural Cottages, Limavady	1
Rural Cottages, Omagh	3
Rural Cottages, Strabane	40
St. Canice's Mews, Eglinton	4
Scutchers Lane, Draperstown	23
Sheriffs Glen, L'derry	23
Springfield Road, Belfast	13
Swilly Close, Portstewart	23
Swilly Gardens, L'derry	31
Tamlough Park, Ballykelly	37
Tattygare Heights, Lisbellaw	10
Tonagh Gardens, Lisburn	26
Upper Creggan, L'derry	11
Whitewell Road, Belfast	12
Total	**2281**

Staff Dwellings

Sheltered Housing Schemes	3
Nursing Staff Accommodation	2
Total	**5**

Overall Total - Residential	**3328**

Commercial & Community Units

Garages - Glenowen, L'derry	51
Office	2
Shop Units, L'derry	10
Cornshell Fields, L'derry (Community Unit)	1
Fernabbey, L'derry (Community Unit)	1
Total	**65**

Overall Stock Total	**3393**

Addresses

Sheltered Accommodation for Older People

Beechwood Court
Beechwood Avenue, L'derry
Scheme Manager: Catherine McCallion
Tel: 028 7126 6076

Brickfield Court
Blighs Lane, L'derry
Scheme Manager: Raymond Campbell
Tel: 028 7130 9104

Creggmount
Desmond Avenue, Claudy, Co. L'derry
Scheme Manager: Jenny McLean (Part-time)
Tel: 028 7133 7987

Culmore Park
Culmore Road, L'derry
Scheme Manager: Ann Smyth
Tel: 028 7135 3000

Fr. Mulvey Park
Westland Terrace, L'derry
Scheme Manager: Bredge Shettle
Tel: 028 7126 9064

Glenbrook House
Glenbrook Terrace, L'derry
Scheme Manager: Catherine Townsend
Tel: 028 7126 3408

Mulvey House
Magirr Park, Strabane, Co. Tyrone
Scheme Manager: Paul Taylor
Tel: 028 7138 3217

St. Canice's Close
Ballygudden Road, Eglinton, Co. L'derry
Scheme Manager: Jenny McLean
Tel: 028 7181 2177

Housing with Care Accommodation

Brookhill House
2 Lower Newmills Road, Coleraine, Co. L'derry
Officer-in-Charge: Denise Carson
Tel: 028 7032 7917

Killowen House
20 Killowen Street, Coleraine, Co. L'derry
Officer-in-Charge: Brenda Cunningham
Tel: 028 7032 9650

Housing with Care & Sheltered Accommodation

Abbey House
Little Diamond, L'derry
Officer-in-Charge: Vivienne McGlinchey
Tel: 028 7126 2385

Alexander House
Bishop Street, L'derry
Officer-in-Charge: Hazel Schwarz
Tel: 028 7136 3891

St. Julian's House
1 St. Julian's Road, Omagh, Co. Tyrone
Officer-in-Charge: Eilish Morris
Tel: 028 8225 0447

Housing with Care & Nursing Care Accommodation

Daleview House
Shepherds Way, Dungiven Road, Waterside, L'derry
Nurse Manager: Marcella McCorkell
Tel: 028 7131 2390

Parkview House
Parkview Road, Castlederg, Co. Tyrone
Nurse Manager: Davina McAllister
Tel: 028 8167 9192

Addresses > *Continued*

Nursing Care Accommodation

Bell-Gray House
48 Dublin Street, Newtownstewart, Co. Tyrone
Nurse Manager: Edna Cartwright
Tel: 028 8166 2075

Brookmount Nursing Home
4 Lower Newmills Road, Coleraine, Co. L'derry
Nurse Manager: Ruth Johnston
Tel: 028 7032 9113

Elderly Mentally Infirm Accommodation

Meadowbank
2 Donaghanie Road, Omagh, Co. Tyrone
Managed by: Age Concern
Tel: 028 8224 2868

Mental Health Schemes

Ballyoan House
Gransha Park, L'derry
Officer-in-Charge: Lorraine Harkin
Tel: 028 7186 0566

Clondermott House
17 Clondermott Park, Waterside, L'derry
Officer-in-Charge: Janice Anderson
Tel: 028 7131 2073

Dunvale House
Duncreggan Road, L'derry
Officer-in-Charge: Brenda Gallagher
Tel: 028 7137 4130

East Bridge Place
Magee Court, Enniskillen, Co. Fermanagh
Move-on Accommodation for Clare House
Officer-in-Charge: Ann Marie Dolan
Clare House, 51 Chanterhill Road,
Enniskillen, Co. Fermanagh
Tel: 028 6632 6361

Woodbank House
9 Deverney Road, Omagh, Co. Tyrone
Officer-in-Charge: Caroline Swift
Tel: 028 8225 1762

Schemes for Learning Difficulties

Ardavon House
34 Northland Road, L'derry
Managed by: Ardavon Trust
Tel: 028 7126 4428

Beechway House
Shepherds Way, Dungiven Road, L'derry
Officer-in-Charge: Delma McCurry
Tel: 028 7131 2627

Belmont Cottages
Racecourse Road, L'derry
Officer-in-Charge: Gail McLean
Tel: 028 7137 2350

Iona House
19 Derry Road, Strabane, Co. Tyrone BT82 8DU
Officer-in-Charge: Dolores Forbes
Tel: 028 7138 3400

Mullagh House
5 Roemill Road, Limavady, Co. L'derry
Officer-in-Charge: Karen Oldcroft
Tel: 028 7772 2466

Railway Court
O'Kane Park, Dromore Road, Omagh, Co. Tyrone
Officers-in-Charge:
Mairead Brogan/Alison Duffy (Jobshare)
Tel: 028 8225 2629

Hostels & Refuges

Foyle Valley House
30 Foyle Road, L'derry
Manager: Maureen Slater
Tel: 028 7136 2689

Northlands Centre
Shepherds Way, Dungiven Road, L'derry
Managed by: Northlands Centre
Tel: 028 7131 3232

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

The House in the Wells
130 St. Columb's Wells, L'derry
Manager: Andrew Bonner
Tel: 028 7126 7957

36 Clarendon Street, L'derry
Managed by: SEEDS
Email: james.seeds@hotmail.co.uk

Foyers

Strand Foyer
79 Strand Road, L'derry
Foyer Manager: Louise Montgomery
Tel: 028 7128 1155

The Mayor of Derry pictured with Apex staff, and residents of Dove Gardens at Neighbourhood Charter Launch.

The Apex Voluntary Housing Group comprises:
Apex Housing Association Limited
Apex Housing Association (Ireland) Limited
Apex Homes (NI) Limited
Apex Charitable Trust (NI) Limited

Registered Office:
Apex Housing Association
10 Butcher Street
Londonderry
Northern Ireland
BT48 6HL

Tel: 028 7130 4800
Fax: 028 7130 4801

Email: info@apexhousing.org
Website: www.apexhousing.org

design: www.octoberstone.com