Apex Housing Association

Annual Report

2011/12

Contents

Financial Highlights & Company Information
Page 1

Chairman's Statement
Pages 2 & 3

Board of Management & Committees
Pages 4 & 5

Management Team & Business Plan Achievements
Page 6

Human Resources
Page 7

Housing Management
Pages 8 & 9

Balance Sheet
Pages 10 & 11

Development Finances & Repair Performance
Page 12

General Needs Accommodation
Pages 13

Supported Living Schemes
Pages 14

Addresses
Pages 15, 16 & 17

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

Financial Highlights year ended 31 March 2012

Balance Sheet

	31/03/2012	31/03/2011
Fixed Assets - Housing, Land & Buildings	**331.0m**	291.1m
Net Worth of Company - Housing Debt, Capital & Reserves	**94.0m**	95.5m

Income & Expenditure

Turnover	**25.5m**	24.1m
Operating Costs	**21.0m**	19.8m
Operating Surplus - before interest and transfers to reserves	**4.5m**	4.3m

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 7TN

Minister McCausland visits Northern Ireland's first transfer scheme where Apex is renovating former NIHE property using private finance.

Chairman's Statement Marjorie Keenan OBE, Chair

As I will be stepping down from the Chair at our next Board meeting, having served five years, I would like to take this opportunity to briefly review this period and highlight some of the significant changes that have taken place during that time. I believe that much has been achieved, and in my view, Apex is now regarded by many as the foremost housing association in Northern Ireland leading the way in delivering the government's social housing agenda.

The period began with our response to the Department's Procurement Strategy and the setting up of the Apex Procurement Group which was formally recognised by the Department in 2009. Working through a Service Level Agreement on behalf of the Group, we put in place the first Consultants Framework within the Housing Association Movement. This has been followed by other framework agreements offering additional efficiencies for the members and a delivery mechanism which allows the smaller housing associations within the Group to purchase housing stock provided by us. This is collaborative working at its best.

During the period our housing stock has increased by 1,000 units to 3,600 dwellings under management. In addition, we have 900 units on site at 30 different locations across Northern Ireland representing an investment of over £100m. This must not be underestimated in terms of the economic benefit for the beleaguered Northern Ireland economy. In each of the last two years we delivered 30% of the Social Housing Development Programme and without our significant contribution, government targets would not have been met and public funding lost to the delivery of much needed social housing.

I believe 2010 was a particularly significant year. That year we changed our name to Apex Housing Association, finally removing any inherent geographical limitation associated with previous names. We also moved to our new headquarters in Butcher Street in September of that year - a move that finally resolved our previous history of residing in less than satisfactory office accommodation. The new office

represented a major investment in our future, providing a prestigious base from which to grow our business. In 2010 we also reactivated our subsidiary company which is now trading under Fairbuild Homes, which will shortly be marketing houses for sale in Sydenham, Belfast.

The past few weeks have also seen a solution to our office needs in Belfast. As we increasingly work with the many diverse inner city communities there, the Board was keen to relocate our Belfast base to a neutral city centre location. In the current economic climate, we have been able to acquire an excellent investment property in the Gas Works part of which we will occupy and part of which we will rent out.

I am pleased to report on satisfactory levels of inspection and customer satisfaction during the period. Inspection reports from RQIA and Supporting People have continually shown high levels of compliance with standards, and the extensive Customer Satisfaction Survey carried out by the Housing Executive in 2010 indicated an overall satisfaction rating of 85%. These outcomes offer great reassurance to the Board members.

I am particularly pleased to see that the Board has been greatly strengthened during the period. Within the past year alone, four new members have joined bringing considerable skills and experience in legal matters, social affairs, local government and community development. I remain confident that accountancy will shortly be added to this list. It is very reassuring to know that talented people are prepared to commit to Apex on a voluntary basis to assist with our important work.

It must be pointed out that the achievements of the past five years have been made in very challenging times. We have had to work against a back drop of a banking crisis, the economic downturn, public sector cutbacks, falling grant rates, heightened stakeholder expectations and considerably increasing levels of regulation and inspection. Today we face direct threats to our financial viability by the possible removal of a revenue funding stream and the break-up of our supported and commercial stock.

Difficult and uncertain times continue to lie ahead, but having worked closely with the staff and Board members over the past five years I know they remain up for the challenge. The interfacing of Board members and senior staff through the Committee structure has not only brought proper scrutiny and challenge to the Association's work, but has fostered a positive working relationship that enables difficulties to be overcome and solutions to be found.

I have no doubt this relationship will continue. I wish to extend my appreciation to my fellow Board members and to the staff for their support, assistance and commitment during my time as Chairperson.

Board of Management

Board of Management

L-R
Mrs Marjorie Keenan OBE *Chair*
RGN/RMN/RNMH/CNMH
Mr Damian McKenna *Vice-Chair*

L-R
Mr Peter Caldwell *Treasurer*
BA Degree in Public Policy Management
Mrs Mary Hamilton

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

Board Members Attendance 2011 - 2012

Board Member	Date of Membership	Length of Continuous Service	Attendance			
			Board Meetings		Committee Meetings	
			Held	Attended	Held	Attended
Marjorie Keenan	29 Nov 2000	12 years	7	7	5	5
Liam McCafferty*	3 Mar 1969	43 years	6	6	17	15
Mary Hamilton	26 Nov 2008	4 years	7	5	4	3
Peter Caldwell	30 Sept 2009	3 years	7	6	8	6
Frank Dunne**	3 Mar 1969	43 years	7	6	10	9
Mark Gillespie	30 Sept 2009	3 years	7	6	-	-
Brian Dougherty	26 Nov 2008	4 years	7	4	6	5
Des McNabb	20 Mar 1978	1 year	7	7	3	3
Damian McKenna	27 Nov 2003	9 years	7	7	10	9
Attendance				87%		87%

(*retired on 25/1/12. **retired on 31/3/12.)

No monies were paid to Board members during 2011/12 in respect of expenses incurred by them on behalf of Apex business.

At the Board meeting of 28 March 2012, three new members were elected to the Board: Rachel Naylor, Alice Diver and John Meehan.

At the Board meeting of 28 March 2012, Alan Hill was seconded to the Board in his role as Chairperson of the Association's Community Involvement Forum.

Committees

Audit: Martin Doherty *Chair,* Liam McCafferty, Damian McKenna, Peter Caldwell
Development: Damian McKenna *Chair,* Liam McCafferty, Frank Dunne, Brian Dougherty
Finance: Peter Caldwell *Chair,* Martin Doherty, Frank Dunne, Liam McCafferty, Des McNabb
Housing Management: Liam McCafferty *Chair,* Marjorie Keenan, 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

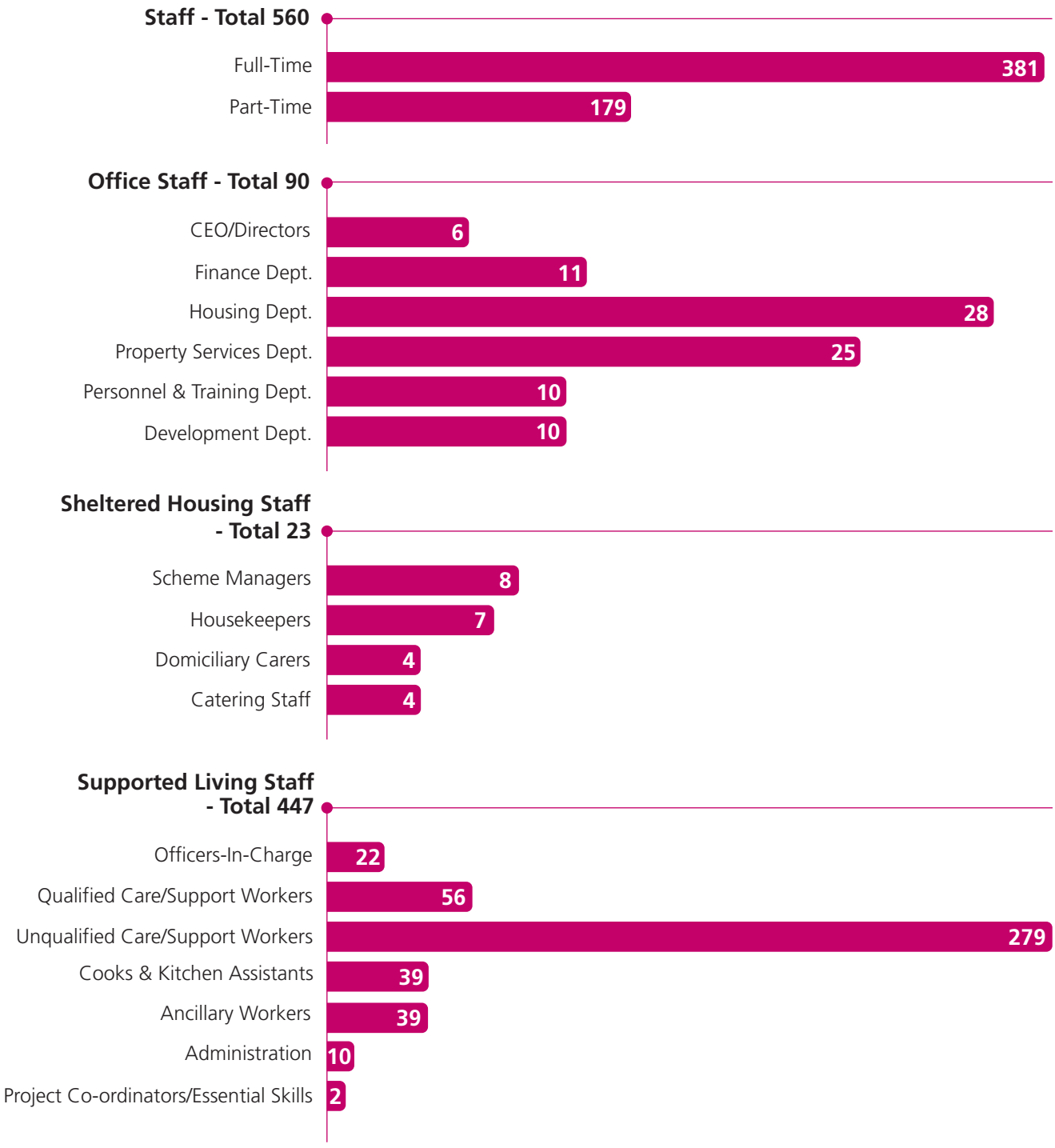
Year ended 31 March 2012

The Association attained 90% achievement of the 2011-2012 Business Plan which contained 51 tasks.

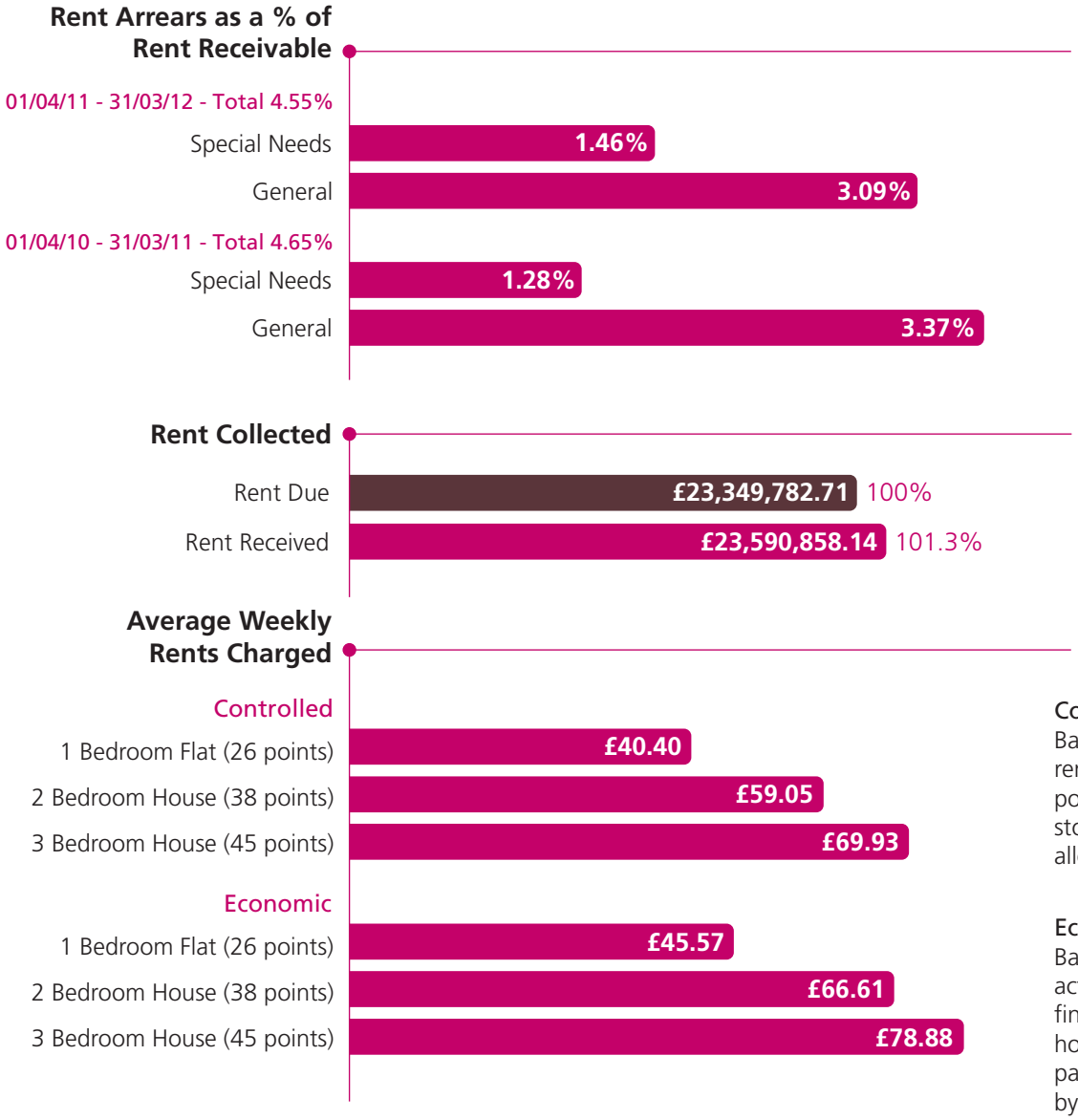
Governance & Management of Risk

Our Risk Management process identifies, prioritises, evaluates and manages risks to the achievement of the Association's policies, aims and objectives. The Audit Committee reviews the risk register and analyses key risks to the Association.

Human Resources at 31 March 2012



Housing Management at 31 March 2012

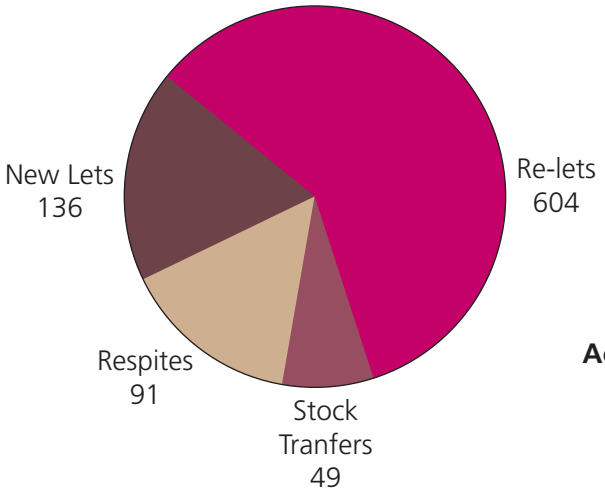


Tenants are provided with details of their individual rent calculations and a breakdown of service charges on request.

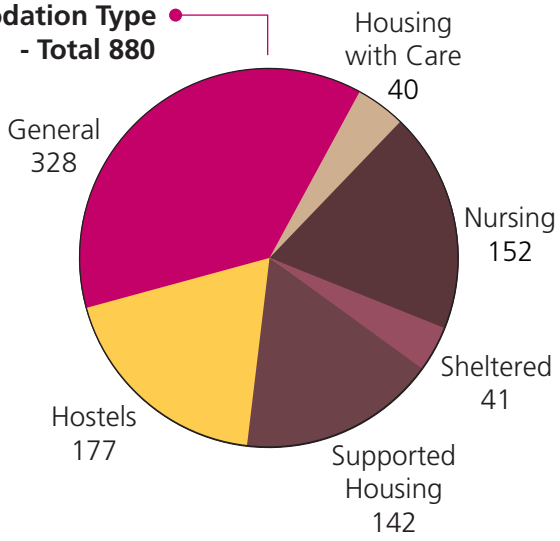
Controlled Rents
Based on the Government's rent value per accommodation point. This applies to housing stock funded by DSD and allocated prior to 1 April 1993.

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.

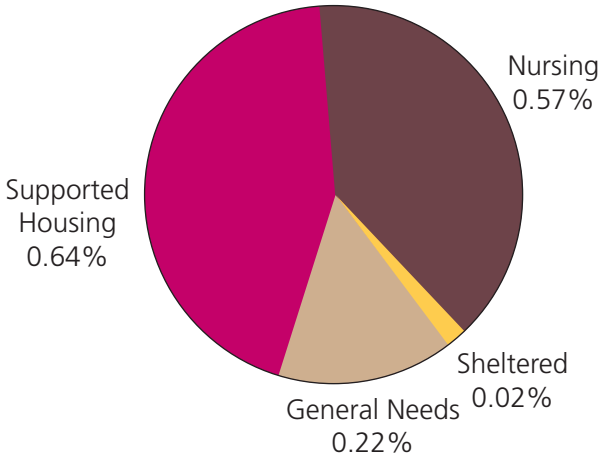
Lettings - Total 880



Lettings per Accommodation Type - Total 880



Voids as a Percentage of Rent Receivable - Total 1.45%



Balance Sheet at 31 March 2012

	31/03/2012	31/03/2011
Tangible Fixed Assets		
Housing, Land & Buildings	**331,025,244**	291,082,543
Less: Housing Association Grant & Other Grants	**(240,924,158)**	(211,870,341)
	90,101,086	79,212,202
Other Fixed Assets & Investments	**7,185,793**	7,049,045
	97,286,879	86,261,247
Current Assets		
Stock	**29,385**	31,798
Debtors	**18,332,590**	15,055,627
Cash at Bank & in Hand	**1,584,776**	12,576,698
	19,946,751	27,664,123
Creditors: Amounts falling due within 1 year	**(23,261,087)**	(18,410,439)
Net Current (Liabilities)/Assets	**(3,314,336)**	9,253,684
Total Assets less Current Liabilities	**93,972,543**	95,514,931
Creditors: Amounts falling due after 1 year	**75,172,302**	77,388,079
Pension Liability	**3,249,506**	1,657,506
	78,421,808	79,045,585

Fundraising efforts by staff, residents and tenants of Apex has enabled the Association to donate £30,000 to Children in Crossfire, for the renovation of the primary school in Miwaleni, Tanzania.

	31/03/2012	31/03/2011
Capital & Reserves		
Share Capital	**26**	24
Capital Reserve	**5**	5
Designated Reserves	**9,050,704**	6,750,239
Revenue Reserves	**6,500,000**	9,719,078
Total Funds	**15,550,735**	16,469,346
	93,972,543	95,514,931

Income & Expenditure Accounts for the Year Ended 31 March 2012

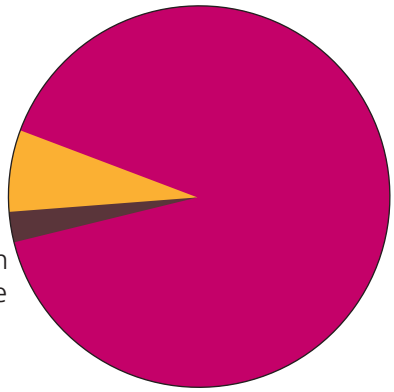
Turnover	**25,499,014**	24,122,730
Less: Operating Costs	**(21,046,805)**	(19,762,888)
Operating Surplus	**4,452,209**	4,359,842
Surplus on sale of Fixed Assets	**63,117**	268,314
Transfer to Disposal Proceeds Fund	**(65,195)**	(238,398)
Interest Receivable & Similar Income	**312,448**	273,753
Interest Payable & Similar Charges	**(4,022,724)**	(3,578,361)
Other Finance Costs	**(65,468)**	(42,000)
Surplus on Ordinary Activities	**674,387**	1,043,150

Minister McCausland visits Rathlin Island where Apex is building ten houses.

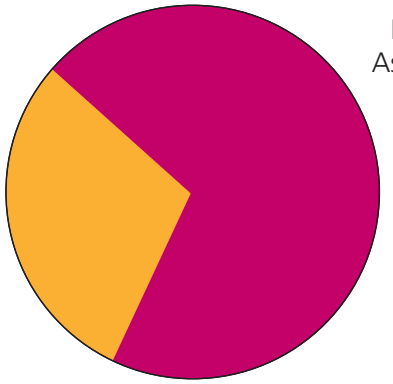
Development Finances & Repair Performance at 31 March 2012

Apex completed 145 units during 2011/2012 and has a further 968 units under construction at 31 March 2012.

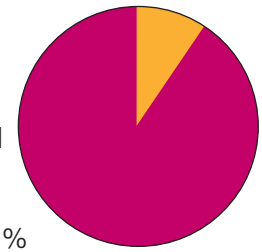
Development Expenditure - Total £41.8m



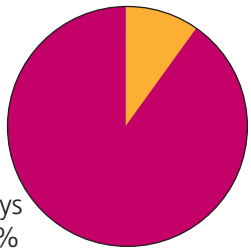
Sources of Funding for Development - Total £41.8m



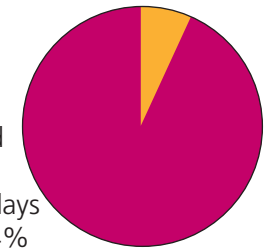
Emergency Repairs - Reported 3,405



Urgent Repairs - Reported 3,493



Routine Repairs - Reported 8,156



General Needs Accommodation at 31 March 2012

Housing - General Needs

Ashdene/Shanoch, Dungannon	22
Ballymore Park, L'derry	18
Beechwood Crescent, L'derry	10
Bonds Hill House, L'derry	3
Bramblewood Manor, Dungannon	11
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
Cecilia's Walk, L'derry	46
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	508
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
Fergleen Mews, L'derry	6
Fernabbey/Ferndale, L'derry	109
Girona Drive, Portrush	15
Glendale, L'derry	107
Glenluce, Belfast	14
Glenowen Park, L'derry	35
Gortaheron Crescent, Ballymena	16
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
Mossvale/Lawnbrook, Belfast	5
Mullaghmore Cottages, Omagh	9
Northland Road, L'derry	23
Northland Way, L'derry	5
Oakland Park, L'derry	39
Prospect Way, Lurgan	5
Rathmore, L'derry	55
Rinmore Drive, L'derry	2
Rinmore Transfer	56
Riverside View, Fermanagh	4
Rosehead, Belfast	75
Rosemount Cottages, L'derry	17
Rossnareen, Belfast	18
Rural Cottages, L'derry	2
Rural Cottages, Fermanagh	8
Rural Cottages, Limavady	1
Rural Cottages, Omagh	4
Rural Cottages, Strabane	42
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
Tarive Lana, Newry	6
Tattygare Heights, Lisbellaw	10
Tonagh Gardens, Lisburn	26
Upper Creggan, L'derry	11
Whitewell Road, Belfast	12
Total	**2479**

Staff Dwellings

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

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**

Supported Living Schemes at 31 March 2012

Sheltered Accommodation for Older People

Abbey House, L'derry	18
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	24
Westland Cottages, Belfast	6
Total	**359**

Housing with Care Accommodation

Abbey House, L'derry	12
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	20
Total	**177**

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	12
Mullagh House, Limavady	22
Railway Court, Omagh	23
Total	**99**

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	**1044**
Sub-Total - General Needs	**2479**
Sub-Total - Other	**70**
Total Overall Stock	**3593**

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: Joanne McKenna
Tel: 028 8166 2075

Brookmount Nursing Home
4 Lower Newmills Road, Coleraine, Co. L'derry
Nurse Manager: Ann Bannister (Acting)
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: Janice Anderson (Acting)
Tel: 028 7186 0566

Clondermott House
17 Clondermott Park, Waterside, L'derry
Officer-in-Charge: Lawrence Fitzsimons (Acting)
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
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

Foyers

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

The Apex Voluntary Housing Group comprises:
Apex Housing Association Limited
Fairbuild 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