

**Registered Number: IP174**  
**Charity Registration Number: NIC106082**

**CRAIGOWEN HOUSING ASSOCIATION LIMITED**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**CRAIGOWEN HOUSING ASSOCIATION LIMITED**

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**For the year ended 31 March 2023**

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**CRAIGOWEN HOUSING ASSOCIATION LIMITED**

**GENERAL INFORMATION**

**THE BOARD**

A Hamilton – Chairman  
N Carson  
W Rainey (Resigned 22/06/2022)  
C Horan (Resigned 22/06/2022)  
A Watt  
A Smyth  
M Woods  
R Buchanan  
P Farry  
H Logan  
S Clements (Appointed 22/06/2022)  
E Dixon (Appointed 22/06/2022)

**SECRETARY**

W McCreight

**REGISTERED OFFICE**

150 Holywood Road  
Belfast  
BT4 1NY

**REGISTERED NUMBER**

IP174

**CHARITY REGISTERED NUMBER**

NIC 106082

**AUDITORS**

GMcG BELFAST  
Chartered Accountants & Statutory Auditor  
Alfred House  
19 Alfred Street  
Belfast  
BT2 8EQ

**SOLICITORS**

Edwards & Co  
28 Hill Street  
Belfast  
BT1 2LA

**BANKERS**

Bank of Ireland  
1 Donegall Square South  
Belfast  
BT1 5LR

Bank of Ireland  
4-8 High Street  
Belfast  
BT1 2BA

Ulster Bank  
11-16 Donegall Square East  
Belfast  
BT15UB

## CRAIGOWEN HOUSING ASSOCIATION LIMITED

### CHAIRMAN'S FOREWORD

For the year ended 31 March 2023

I have great pleasure in presenting the annual report and accounts for Craigowen Housing Association for the year ended 31 March 2023.

Craigowen Housing Association was established to provide and maintain housing accommodation for people with learning disabilities and for those who care for them, along with their families. We have 40 properties, all of which are located within the three Camphill Communities in Northern Ireland: Glencraig, Mourne Grange and Clanabogan, all of which offer a distinct and caring ethos of shared living for which the Camphill Communities are renowned.

During the course of the year we said goodbye to two of our longest serving Board Members, Mr Bill Rainey and Ms Carmel Horan. I would like to put on record the Board's gratitude for their advice and guidance over their many years of service. We also welcomed two new Members to our Board, Ms Lizzie Dixon and Mr Shane Clements.

We are clearly a very small Housing Association and our only source of income is from the rents collected from the people who live in our accommodation, our Villagers. The nature of our housing stock and the need to ensure that it meets the specific needs of our Villagers provides us with a number of challenges, not least of which is the need to set rents that are fair and affordable, but which provide sufficient income to fulfil our ongoing maintenance obligations. The Association has an established rent strategy agreed with each of the Communities and this is under review to ensure that rent charges are clearly set out equitably across each Community.

Although there remained challenges to service provision in the early part of the year due to the lingering impact of the Covid-19 pandemic, the Association was able to deliver its extensive planned and cyclical maintenance programme in full. In total we invested £446,945 on capital improvement and on planned and cyclical maintenance programmes in the course of the year. Some 48 projects were completed and material improvement made to the quality of Villagers' homes across the Camphill Communities.

The Board closely monitors the response times and quality of our response maintenance operations. In the course of the year we invested some £131,144 (£102,887 in 2021-2022) in responding to emergencies and the need for routine repairs. We have set time targets for completion of these categories of repair, unfortunately these were adversely impacted by the Covid pandemic at the beginning of 2022/23, but in the later months of the year we achieved above target results. Whilst our targets have not been fully met in this year, we are confident that we are currently achieving the high standards we have set. We understand the priority that is attached to a good responsive maintenance service by our Villagers and we continue to work hard to deliver a service which meets their expectations. We have ended our maintenance agreement with Clanmil Housing Association and have taken this in-house to ensure that we remain in full control of all maintenance services.

During the year the Board continued to explore the feasibility of a transfer of its engagements and assets to Camphill Community Trust (NI) as part of its consideration of the long term direction of the Association. After detailed and extensive consideration of the legal implications and financial consequences associated with this, the Board reluctantly concluded that it had no option but to shelve further consideration of the proposal.



**A Hamilton**  
**Chairman**

Date: 28.6.23

## **CRAIGOWEN HOUSING ASSOCIATION LIMITED**

### **REPORT OF THE BOARD**

**For the year ended 31 March 2023**

The Board present their report and the financial statements for the year ended 31 March 2023.

#### **Principal Activity**

The principal activities of the Association are to provide housing and related amenities for adults who have learning disabilities, and the staff caring for them and their dependents. The Association owns 24 properties; with 6 located in Camphill Community Glencraig, 10 in Camphill Community Mourne Grange, 6 in Camphill Community Clanabogan and 2 in Holywood. The Association also manages 16 properties which are leased from Camphill Community Trust (NI). Housing management services at all properties are carried out by the relevant Camphill Community who are the Managing Agents. The Association aims to provide good quality accommodation with proper levels of maintenance and investment over the long term at affordable rents.

#### **Status**

The Association is a registered society under the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 (Ref IP 174) and is a Registered Housing Association.

The Association is recognised as a charity by HMRC (Ref X01015) and became registered with the Charity Commission for Northern Ireland on 6 July 2017 (Charity Registration Number: NIC 106082).

#### **The Board**

The Board meets regularly throughout the year and has four sub-committees with specific responsibilities for finance, audit and risk, strategic direction, staffing and Board refreshment. There were eight Board meetings during the course of the year and the attendance was as follows:-

<b>Member</b>		<b>Attendances</b>	<b>Membership of Sub-committees</b>
N Carson		7	TFC, BR
W Rainey	Retired 22/6/22	2	FARC
A Smyth		8	SRC, BR
A Watt		6	SRC
M Woods		5	TFC
C Horan	Retired 22/6/22	0	
A Hamilton - Chair		7	TFC
R Buchanan		7	FARC, TFC, SRC
P Farry		4	FARC
H Logan		7	FARC
S Clements	Appointed 22/6/22	7	FARC
E Dixon	Appointed 22/6/22	5	BR

TFC – Taking forward committee

FARC – Finance, Audit & Risk committee

SRC – Staffing & Remuneration committee

BR - Board refreshment sub-group

Each year one third of members retire by rotation and are eligible for re-election.

Secretary - W McCreight.

## **CRAIGOWEN HOUSING ASSOCIATION LIMITED**

### **REPORT OF THE BOARD (Cont'd)**

**For the year ended 31 March 2023**

#### **Governance**

During the year the Board continued with improvements in corporate governance. These improvements include: completion of a Board self-appraisal exercise, additional Board and staff training, the ongoing review of risk management, ongoing review of policies, and continued compliance with DfC regulatory standards. The Board currently has several Members who have served for over nine years and has begun a process to replace these Members. The Board intends to adopt a phased approach to refreshment and plans to replace 2 Members in 2024 and a further 2 in the following year. A Board sub-group has been formed to take this process forward.

#### **Impact of Covid -19**

During the year, as the Covid 19 pandemic and the restrictions it created eased, the Association was able to more fully provide the level of service required, although there remained challenges to service provision in the early part of the year due to the lingering impact of the pandemic. The Finance, Audit & Risk Committee has assessed the risks, and continues to monitor these.

#### **Maintenance**

The Association ceased its agreement with Clanmil Housing Association for the provision of response maintenance services on 31 December 2022 and for Statutory maintenance services on 31 March 2023, as the Board agreed to bring all maintenance provision under the full control of directly employed CHA staff. The Board is confident that this change will benefit Villagers and provide greater value for money.

The Board has continued with its extensive Planned maintenance programme and met all budget targets for this in the year.

#### **Response Maintenance Performance**

	Year ended 31 March 2023	Year ended 31 March 2022	Target
Total number of repair jobs	715	618	
% of emergency repairs completed in 24 hours	87%	79%	85%
% of urgent repairs completed in 4 days	73%	68%	80%
% of routine repairs completed in 20 days	77%	70%	80%

Response maintenance performance has improved significantly on the previous year, with emergency repairs achieving an 87% completion against the previous year 79%. While urgent and routine repairs were below their target of 80%, the Board is encouraged that the performance steadily improved over the course of the year and in fact all targets were surpassed for the last 4 months of 2023.

#### **Finance**

The Board has approved robust financial plans to ensure that its charitable aims are achievable and sustainable in the long term and continues to review and scrutinise monthly and quarterly financial reports.

## **CRAIGOWEN HOUSING ASSOCIATION LIMITED**

### **REPORT OF THE BOARD (Cont'd)** **For the year ended 31 March 2023**

#### **Staffing**

The Association believes that the optimum staffing level is four members of staff; General Manager, Finance Officer and two Maintenance Officers. The Association has been able to retain a complement of four staff since July 2021.

#### **Tenant Participation**

Tenant participation remains a crucial element to the services provided by the Association. The Tenant Participation Strategy is continually monitored to ensure tenants are involved in the design, delivery and continuous improvement of services.

#### **Risk Management**

The Board has carried out a review of major risks to which the Association is exposed, and put in place systems and controls to mitigate the effects of these risks. This includes an assessment of the implications of key risks if they are not managed appropriately, the controls in place to manage the identified risks and the identification of further actions planned to minimise the risks. This system has been in place during the course of the year under review and is regularly reviewed by the Finance, Audit and Risk Committee and made available for Board review at each Board meeting.

The Association has also continued with its programme of review of existing policies regarding Finance and Risk Management, Health and Safety, Property Maintenance and Development and Employment and Communication. In the current year the Association has completed the implementation of the General Data Protection Regulations, and continued with the regular review and update of Policies.

#### **Results and Financial Review**

The Statement of Comprehensive Income shows that the Association generated £1,002,730 (2022 - £973,850) of income from collection of rents, Special Needs Management Allowance and amortisation and incurred expenditure of £1,073,188 (2022 - £1,012,249) on the maintenance and management of its properties, incurring an overall deficit of £59,725 (2022 - £38,229) in the year. At the balance sheet date, the Association had total reserves of £2,298,748 (2022 - £2,358,473) including revenue reserves of £1,234,063 (2022 - £1,293,788).

The Association continues to carry out a programme of maintenance and repairs to its properties and the total expenditure for the year was £399,259, with a further £178,830 of additions made to properties.

#### **Going Concern**

During the year the Board continued to explore the feasibility of a transfer of its engagements and assets to Camphill Community Trust (NI) as part of its consideration of the long term direction of the Association. After detailed and extensive consideration of the legal implications and financial consequences associated with this, the Board reluctantly concluded that it had no option but to shelve further consideration of the proposal.

After making enquiries, the Board has a reasonable expectation that the Association has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **CRAIGOWEN HOUSING ASSOCIATION LIMITED**

### **REPORT OF THE BOARD (Cont'd)**

**For the year ended 31 March 2023**

#### **Statement of Board Members' Responsibilities**

The Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and registered housing association legislation require the Board to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the Association and of the surplus or deficit of the Association for that period. In preparing these the board is required to:

- Select suitable accounting policies and apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Association will continue to operate.

The Board is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association and enable it to ensure that the financial statements comply with the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and the Registered Housing Associations (Accounting Requirements) Order (Northern Ireland) 1993. It has general responsibility for taking reasonable steps to safeguard the assets of the Association and to prevent and detect fraud and other irregularities.

#### **Internal Control**

The Board has overall responsibility for the Association's systems of internal financial control and for reviewing the effectiveness of the systems. Such systems are designed to manage rather than eliminate the risk of failure to achieve business objectives, and can only provide reasonable, and not absolute assurance against material misstatement or loss.

The process for identifying, evaluating and managing the significant risks faced by the Association is ongoing. The Board has reviewed the effectiveness of the Association's systems of internal control, this review has included the commission and participation in detailed review of existing internal control procedures and the business risks faced by the Association.

The key elements of the system which the Board has established to provide effective internal control include:

- The establishment of a Finance, Audit and Risk Committee which regularly reviews the overall financial position and the key risks facing the Association.
- The Committee updates the Board regularly on its review of matters relating to internal control and reports from the internal auditors.
- Detailed budgets are prepared which are reviewed in detail by the Committee and approved by the Board, with appropriate action taken when variances are identified.
- The establishment of a system of KPI's to monitor monthly performance of the provision of maintenance services.
- The Board maintains responsibility for overall strategy and the approval of all major expenditure.

**CRAIGOWEN HOUSING ASSOCIATION LIMITED**

**REPORT OF THE BOARD (Cont'd)**  
**For the year ended 31 March 2023**

**Statement of Disclosure of Information to Auditors**

So far as each of the members of the Board is aware:

- There is no relevant information of which the Association's auditors are unaware; and
- They have taken all reasonable steps that they ought to have taken, as members of the Board, to make themselves aware of any relevant audit information and to establish that the Association's auditors are aware of that information.

**Auditors**

The Board has appointed GMcG BELFAST as the Association's auditors.

This report was approved by the Board on 28 June 2023 and signed on its behalf by:



**A Hamilton**  
**Chairman**

150 Holywood Road  
Belfast  
BT4 1NY