

CRAIGOWEN HOUSING ASSOCIATION LIMITED

CHAIRMAN'S FOREWORD

For the year ended 31 March 2024

I have great pleasure in presenting the annual report and accounts for Craigowen Housing Association for the year ended 31 March 2024.

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 38 properties, 36 of which are located within the three Camphill Communities in Northern Ireland: Glencraig, Mourne Grange and Clanabogan, and 2 in Holywood. All offer a distinct and caring ethos of shared living for which the Camphill Communities are renowned.

During the course of the year we have refreshed our Board and welcomed 4 new Members; Chris Thompson, Geoff Hill, Gerry McCann and Kim Johnston. It is with regret that 4 of our longest serving Members have fulfilled their tenure and are retiring at the AGM. Nigel Carson, Ann Watt, Anne Smyth and Peggy Woods each served the Association diligently for over 9 years. Their commitment, knowledge and experience cannot be understated and the Association is in a very good place thanks to their efforts and dedication.

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 ensures that rent charges are clearly set out equitably across each Community.

Although there have been challenges to service provision during the past year due to the well-publicised cost increases and difficulties in retaining skilled contractors, the Association was able to deliver its extensive planned and cyclical maintenance programme in full. In total we invested £409,192 on capital improvement and on planned and cyclical maintenance programmes in the course of the year. Some 46 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 £176,009 (£131,144 in 2022-2023) in responding to emergencies and the need for routine repairs. We have set time targets for completion of these categories of repair, and I am pleased to report that all our targets have been surpassed. We understand the priority that is attached to a good responsive maintenance service by our Villagers and we will continue to work hard to maintain our service to these very high standards.

During the year the Board set up a sub-group to consider the Strategic direction of the Association and plans are in place to consult with each of our stakeholders to ensure we develop a comprehensive strategy to continue to meet the needs of our Villagers.



A Hamilton Chairman

Date: 26 June 2024

CRAIGOWEN HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

For the year ended 31 March 2024

The Board is pleased to present its Report and the Financial Statements for the year ended 31 March 2024.

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 Glenraig, 10 in Camphill Community Mourne Grange, 6 in Camphill Community Clanabogan and 2 in Holywood. The Association also manages 14 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 nine Board meetings during the course of the year and the attendance was as follows:-

Member		Attendances	Membership of Sub-committees
N Carson		7	BR, SD
E Dixon		6	BR, SD
A Smyth		9	SRC, BR
A Watt		5	SRC
M Woods		6	
S Clements		6	FARC, SRC, SD
A Hamilton - Chair		8	
R Buchanan		9	FARC, SRC
P Farry	Retired 21/2/2024	1	FARC
H Logan		5	FARC
C Thompson	Co-opted 24/10/2023	3	SD
G Hill	Co-opted 25/10/2023	3	FARC
K Johnston	Co-opted 21/02/2024	1	
G McCann	Co-opted 13/12/2023	2	

SD – Strategic Direction sub-group
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 2024**

Governance

During the year the Board continued with improvements in corporate governance. These improvements include: appointment of an external Consultant to conduct a Board Governance Review, additional Board and staff training, the ongoing review of risk management, ongoing review of policies, and continued compliance with DfC regulatory standards. The Board created a sub-group to develop the process of Board refreshment and this process has led to the recruitment of 3 new Members in the year under review with a possible 2 further new Members planned to join in 2025. The Board has adopted a phased approach to refreshment ensuring that corporate knowledge is retained and there is a seamless integration of new Members.

Impact of Covid -19

During the year, the impact of the Covid 19 pandemic has reduced substantially but as with all other Housing Associations and many businesses we have experienced the challenges caused by increases in material costs and pressures in sourcing skilled and experienced contractors. Nevertheless, we have been able to work with our suppliers and contractors and fully provide the level of service required.

Maintenance

The Association has strengthened its in-house maintenance team with the full-time employment of a second experienced maintenance officer and continues to provide funding to the 3 Camphill Communities for a maintenance officer on each Camphill site. The provision of maintenance services, which was brought fully under the control of directly employed CHA staff from April 2023, is operating very efficiently as evidenced by the excellent key performance indicators reported. The Board is confident that this change will continue to 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 2024	Year ended 31 March 2023	Target
Total number of repair jobs	689	715	
% of emergency repairs completed in 24 hours	99%	87%	85%
% of urgent repairs completed in 4 days	94%	73%	80%
% of routine repairs completed in 20 days	90%	77%	80%

The Association has significantly surpassed all its targets set for response maintenance performance, achieving an overall completion of 93% against a target of 80%. The performance for emergency repairs was exceptional with 99% of emergency and immediate repairs being completed on time.

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 2024**

Staffing

The Board believes that the optimum staffing level is four members of staff: General Manager, Finance Officer and two Maintenance Officers. The Association currently retains this staff complement.

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. Tenant satisfaction surveys are regularly undertaken with a comprehensive survey across all 3 communities having been undertaken in July 2023.

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. During the year the Internal Auditors undertook a comprehensive review of the Association's Risk management procedures and concluded that the existing systems were sound and provided satisfactory assurance to the Board.

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.

Results and Financial Review

The Statement of Comprehensive Income shows that the Association generated £1,460,898 (2023 - £1,002,730) of income from collection of rents, Special Needs Management Allowance and amortisation and incurred expenditure of £1,483,891 (2023 - £1,073,188) on the maintenance and management of its properties, incurring an overall deficit of £198,027 (2023 - £59,725) in the year after accounting for exceptional non-recurring expenditure of £200,000. At the balance sheet date, the Association had total reserves of £2,100,721 (2023 - £2,298,748) including revenue reserves of £1,036,036 (2023 - £1,234,063).

The Association continues to carry out a programme of maintenance and repairs to its properties and the total expenditure for the year was £412,905, with a further £86,148 of additions made to properties.

Going Concern

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 2024**

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 2024

Statement of Disclosure of Information to Auditors

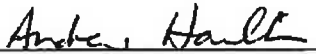
So far as each of the members of the Board is aware:

- 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 26 June 2024 and signed on its behalf by:



A Hamilton
Chairman

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Belfast
BT4 1NY