

# woven

**Homes, Lives and Communities;  
Woven as one.**

**ANNUAL REPORT 2023 - 2024**

Key Performance Report and Summary Finances 2023 - 2024

# woven

Woven, formerly Habinteg Housing Association (Ulster) Ltd was registered in August 1976 under the Industrial and Provident Societies Act (NI), as the 17th Housing Association in Northern Ireland in May 1977, under the Housing Order 1976, and registered with the Charity Commission for Northern Ireland in September 2015

## VISION

**Homes, lives and communities; Woven as one.**

## MISSION STATEMENT

**We provide affordable, accessible homes and bring people together to create thriving communities.**

## VALUES

### **PEOPLE**

Our business is our people.

### **INTEGRITY**

Trustworthy, respectful, and transparent; it's the way we work.

### **QUALITY**

Continuous improvement is at the heart of all our services.

### **INTEGRATION**

An inclusive living experience for all our customers.

### **ENGAGEMENT**

Working together through teamwork, collaboration and partnership.

## HOMES, LIVES AND COMMUNITIES



# woven

We are connected, collaborative and  
**Woven as one.**

**Neil McIvor** | CHAIR

## CHAIRMAN'S INTRODUCTION

**We are delighted to present to you our Annual Report 2023 - 2024.**

This publication covers a period of enormous significance for the organisation, a year we entered as Habinteg and emerged as Woven. Our successful rebrand as Woven, the culmination of years of careful planning, was launched in March 2024 following a move to new HQ offices at Newforge Lane in Belfast. Faced with unprecedented demand for housing across the region and budgetary constraints, we have continued to provide high quality housing and services to our tenants, as demonstrated in the figures contained within this document. We are also pleased to have delivered a new modern working environment for our staff and an exciting new image for the Association.

We are extremely grateful for the support from partners, suppliers, contractors and sector colleagues. Thanks to our Joint Management Partners, with whom we provide targeted accommodation initiatives, and Supporting Communities NI, who continue to provide invaluable support in developing community engagement and cohesion. We also value the enormous support and assistance of our colleagues in the NI Housing Executive and the Department for Communities NI.

In commending this Annual Report, we close by saying thank you to all our Board Members, Senior Management Team and to the staff who work every day to help improve homes, lives and communities for the people we serve.



## HOMES

### Beechmount Village, Strabane

First phases completed in 2024. Completed scheme to comprise 158 residential units, community space, retail opportunities, a play park and open space landscaping.



**2536**  
properties across NI

Total consists of 2364 self-contained homes (including 35 sheltered and 68 supported units) and 172 non self-contained supported units.

**100%** of properties meet Decent Homes

**Standard\***

\*Occupied units



**70**  
completed units of social housing

**457**  
units in progress at the year end.

Representing a capital investment of **£80million.**

**99%**

**of tenants regard their move to a Woven home as a positive outcome. 99% satisfaction with Independence / Sense of Wellbeing, 98% Safety & Security.**

4 Week welcome survey

**32**



**acts of gratitude for customer service received.**

Specific acts of gratitude for exceptional service are logged on a Compliment Register.

**488**

**tenants benefitted from our Money Advice Service.**

(pre-tenancy workshops, home starter packs, debt/benefits advice, over 65s support).



**Beeches, Melmount, Sion Mills Homes & Communities staff welcome new tenants with packs of 'Moving In' goodies, treats and useful products.**



**138**  
**community events**  
**and activities took**  
**place in 2023-2024.**

Engagement activities included social, recreational, educational and health & wellbeing Events.

**+120**

Northern Ireland Executive  
 T:buc  
 Changing for the better, together

Housing Executive  
 Housing for all

funded events

More than  
**£100,000**  
 invested in our communities for Housing for All, Tenant Engagement and Community Involvement activities.

**the big lunch**  
 eden project THE NATIONAL LOTTERY

**Annual Big Lunch**  
 Families, friends and neighbours enjoy an afternoon of music, food and dance. This year, North West tenants used the occasion to celebrate becoming the First District of Hope.

**COMMUNITIES**



## Homes, lives and communities; Woven as one.

In March 2024, Habinteg rebranded as Woven. A new website was launched, a Corporate Strategy for the period 2024-2027 published and a new charity relationship formed with Action Cancer and Action Mental Health.



### Munch & Move

Primary school children participate in Munch & Move Summer Scheme - freshly prepared healthy food and fun exercises.

**WOVEN AS ONE**

# PERFORMANCE INFORMATION | SERVICE DELIVERY



## Rental Income

Rent, rates, service charge collected **£15,445,625.99**

Amount lost due to voids: **£140,104**. Lost as % of total amount due: **0.89%**

**Average Weekly Rent + Service Charge, Excl. Rates: £109.64**

Av 1 bed property: £92.72  
 Av 2 bed property: £104.78  
 Av 3 bed property: £117.66  
 Av 4 bed property: £124.52  
 Av 5 bed property: £122.61

**Rent increase 2023/2024:**  
 Controlled rent **1.07%**  
 De-controlled rent **8%**



## Maintenance

**93% Emergency Repairs completed in time**  
 24 hours, target 85%

**80% Urgent Repairs completed in time**  
 4 working days, target 80%

**85% Routine Repairs Completed in time**  
 20 working days, target 80%

**Maintenance expenditure: Response: £2,870,497**  
 (88% of budgeted figure)

**Cyclical: £275,777**  
 (85% of budgeted figure)

**Planned: £589,940**  
 (40% of budgeted figure)



## H&S Compliance

**99% Gas Safety Checks**  
 (include flue checks, gas soundness and CP12 cert)

**95% Oil Fired Boiler Services** (BS 5410 Part1 and OFTEC CD12)

**99% Fire Risk Assessments**

**99% Fire Alarm Servicing**

**Asbestos Regulations compliant**  
**Legionella Control Compliant**

**100%** of occupied properties meet **Decent Homes Standard**



## Customer Service

**CSE retained**

**CUSTOMER SERVICE EXCELLENCE**



**22 Best Practice elements and 34 Full Compliances**  
 1 Partial / Non compliance

91% 1st stage complaints resolved in agreed timescale (15 days) 35 received  
 100% 2nd stage complaints resolved in agreed timescale (15 days) 5 received  
 113 ASB cases received and resolved. 87% in timescale (20 days) Target 85%



## Human Resources

**IIP Gold held**



**£51,490+** invested in employee training

**Workplace Health & Wellbeing Recognition - Work Well Live Well** (HSC Public Health Agency)

**ECNI Mental Health Charter; Trained Mental Health First Aiders; Staff Wellbeing Champions; Equality, Diversity & Inclusion Forum; Volunteering Policy.**

## FINANCES | GOVERNANCE

|  | 2024              | 2023         |
|--|-------------------|--------------|
| <b>Turnover</b>                                    | <b>19,272,565</b> | 17,729,361   |
| Operating costs                                    | (16,312,700)      | (15,865,189) |
| <b>Operating surplus</b>                           | <b>2,959,865</b>  | 1,864,172    |
| Gain on property disposals                         | <b>684,162</b>    | 1,931,148    |
| Transfer to disposal proceeds fund                 | (538,357)         | (1,359,983)  |
| Interest and financing income/(costs)              | (2,563,736)       | (1,811,230)  |
| Other finance charges                              | 23,000            | (83,000)     |
| <b>Surplus before tax</b>                          | <b>564,934</b>    | 541,107      |
| Taxation   | -                 | -            |
| <b>Surplus after tax</b>                           | <b>564,934</b>    | 541,107      |
| <b>Other comprehensive income</b>                  |                   |              |
| Actuarial gain/(loss) in respect of pension scheme | (149,000)         | 4,384,000    |
| <b>Total comprehensive income for the year</b>     | <b>415,934</b>    | 4,925,107    |

|  | 2024               | 2023          |
|--|--------------------|---------------|
| <b>Fixed assets</b>                                |                    |               |
| Housing properties                                 | <b>223,689,177</b> | 207,839,650   |
| Office properties                                  | <b>6,772,635</b>   | 0             |
| Other tangible fixed assets                        | <b>275,158</b>     | 6,986,664     |
|  | <b>230,736,970</b> | 214,826,314   |
| <b>Current assets</b>                              |                    |               |
| Trade and other debtors                            | <b>9,403,979</b>   | 3,741,701     |
| Cash and cash equivalents                          | <b>3,269,096</b>   | 5,666,467     |
|  | <b>12,673,075</b>  | 9,408,168     |
| Less: Creditors: amounts falling due within 1 year | (20,120,260)       | (17,412,028)  |
| <b>Net current liabilities</b>                     | <b>(7,447,185)</b> | (8,003,860)   |
| <b>Total assets less current liabilities</b>       | <b>223,289,785</b> | 206,822,454   |
| Creditors: amounts falling due after 1 year        | (191,762,626)      | (175,886,229) |
| Pension fund liability                             | -                  | 175,000       |
| <b>Total net assets</b>                            | <b>31,527,159</b>  | 31,111,225    |
| <b>Reserves</b>                                    |                    |               |
| Share capital                                      | <b>8</b>           | 10            |
| Revenue reserves                                   | <b>31,527,065</b>  | 31,111,131    |
| Capital reserves                                   | <b>86</b>          | 84            |
| Restricted reserves                                | <b>0</b>           | 0             |
| <b>Total reserves</b>                              | <b>31,527,159</b>  | 31,111,225    |

### Governance

The work of Woven is overseen by a voluntary Board and executed via the Chief Executive and Senior Management Team. Board meetings are regular (five in 2023/2024) as are those of committees with specific responsibilities for: Finance & Corporate Services, Development, Nominations & Remunerations, Housing Management and Audit & Risk Assurance.


**Board:** N.McIvor (Chair); N.Loughran (Vice Chair); G.McCabe (Treasurer); G.Gilpin (Hon. Secretary); G.Davidson; M.Alcorn; L.Allen; E.Martin; D.McCavery; M.Stevenson. (M.Stevenson retired May 2023, and E.Martin retired March 2024).


The Board is required to prepare accounts for each financial period which give a true and fair view of the state of the Association's affairs and of its surplus or deficit for that period. Fully audited accounts, financial report and statements have been submitted for the year ended 31 March 2024.


The Board is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association. It is also responsible for safeguarding the assets of the Association and hence for taking reasonable steps for the prevention of fraud and other irregularities.

### Value for Money (VFM)

Woven is in receipt of public funding and operates within a regulatory framework. We aim to achieve and demonstrate good practice in our approach to VFM, comparable with the best in the sector, while contributing to sector-wide expectations. Our VFM Statement is published in full on our website.

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028 7136 0015

Woven's office hours are:  
08:45 to 16:45 Monday to Thursday  
08:45 to 16:30 on Fridays

**woven**

**INVESTORS IN PEOPLE®**  
We invest in people Gold



The Responsible  
Business Network  
Northern Ireland

