



Registered No. IP000306

Charity Registration No. NIC 104547

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
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BOARD OF MANAGEMENT & ADVISORS

Board of Management

Mr Tom Doran	(Chair)
Mr Ian McAvoy	(Vice-Chair)
Ms Nicole Mulholland	
Ms Deborah Reynolds	
Ms Sara McClintock	
Ms Denise Burns	
Ms Catherine Blackbourne	
Mr Ward Erwin	(Resigned 26 th February 2024)
Mr Robert Hutchinson	
Ms Chi Ting Yip	

Chief Executive & Company Secretary

Mr James P McShane

Registered Office

Unit 1, Hawthorn Office Park
43 Stockmans Way
Belfast
BT9 7ET

Registered under the Co-Operative and Community Benefit Societies Act (Northern Ireland) 1969 No IP00306
Registered with the Department for Communities (NI) R50
Registered with the Charity Commission for Northern Ireland NIC104547

Solicitors

Edwards & Co
28 Hill Street
Belfast
BT1 3LR

Independent Auditors

GMCG Belfast
19 Alfred Street
Belfast
BT2 8EQ

Bankers

Danske Bank
Donegall Square West
Belfast
BT1 6JS

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REPORT OF THE BOARD OF MANAGEMENT

The Board of Management presents their strategic report and the audited financial statements for the year ended 31 March 2024 for Ark Housing Association Northern Ireland Limited (the “Association”).

Principle Activities

The Association is a non-profit making Housing Association providing a range of social housing and support services across Northern Ireland for those in need. Our principal activities include:

- Developing new build social housing in response to identified need;
- Providing housing management and tenancy support services;
- Undertaking response, cyclical and planned maintenance works;
- Assisting people to stay in their own homes through home adaptation services;
- Providing temporary accommodation and support services to homeless families;
- Providing a Floating Support Service to the wider community;
- Partnering others in the delivery of specialist housing & support provision.

Vision, Mission and Values

Our vision is ‘*Making a positive difference by empowering people and communities*’ and its mission is ‘*In partnership, provide quality homes and support services to meet housing need and contribute to the well-being of communities*’.

Our core values, which have the acronym **PRIDE**, are:

Progressive	– <i>Forward thinking, supporting change and transformational</i>
Respect	– <i>Treat everyone with dignity & esteem</i>
Integrity	– <i>Maintain the highest professional and personal standards</i>
Diversity & Equality	– <i>Value diversity and equality in everything we do</i>
Excellence	– <i>Strive to deliver the highest standards of quality and customer care</i>

We currently own 814 homes (2023 – 717 homes) across a wide geographical area providing housing and associated services across a diverse spectrum including:

- General needs homes;
- Mobility and wheelchair bungalows;
- Sheltered Housing;
- Temporary Accommodation;
- Specialist homes for those living with mild to moderate dementia, learning difficulties and mental ill-health.

Corporate Governance

In the opinion of the Board, the Association is compliant with the Best Practice issued by the NHF Code of Governance.

Board of Management

The Association is governed by a voluntary Board, which during the year, consisted of 10 persons with a wide range of skills and experience. The gender balance of the Board during 2023-2024 was 60% female, 40% male.

The work of the Board was supported by its committees which include the Audit, Compliance and Risk committee, the Investment committee, the Governance committee and the Remuneration committee.

Board/Committees	Number of Meetings during 2023-24
Board	5
Audit, Compliance & Risk Committee	5
Performance & Investment Committee	4
Governance Committee	2
Remuneration Committee	1

REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

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, the Board continues to adopt the going concern basis in preparing the financial statements.

Internal Financial Control

The Board is responsible for the Association's system of financial control and along with Senior Management is responsible for establishing and operating detailed control and reporting procedures. The systems of internal financial control can only provide reasonable, and not absolute, assurance against material misstatement and loss.

The Board has reviewed the effectiveness of the Association's system of financial control. The review included consideration of the business risks facing the Association and of the existing internal financial control procedures. The key elements of the control system in operation are:

- The Board has adopted a formal schedule of matters reserved for its approval ensuring it maintains responsibility for overall strategy, approval of all property transactions and other major capital expenditure projects.
- There is an organisational structure with clearly defined lines of responsibility and delegation of authority.
- Detailed budgets are prepared covering the Association's business, which are reviewed and approved by the Board. In the monthly management accounts, the actual results are compared against the budget and appropriate action identified and initiated.
- The Board reviews matters relating to internal control and receives reports on a regular basis from the external and internal auditors and from Senior Management.
- The process for identifying, evaluating and managing the significant risks faced by the Association is ongoing, and is regularly reviewed by the Board.

Board Responsibilities

The Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and registered housing association legislation require the members of the Board of Management to prepare financial statements for each financial year which give a true and fair view of the state of the Association's affairs and of its surplus or deficit for that period. In preparing these statements 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 members of the Board of Management are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Association and to enable them 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. They have general responsibility for the taking of reasonable steps to safeguard the assets of the Association and to prevent and detect fraud and other irregularities.

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REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

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.
- 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

A resolution to appoint GMcG Group Limited was proposed and agreed at the Annual General Meeting on 26 June 2023.

By order of the Board



Mr. Tom Doran
Chair of the Board of Management

Belfast
24 June 2024

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT

Financial Performance

Our turnover for the financial year 2023-24 increased to over £6.7m compared to over £5.5m in 2022-23. This represents a 21.8% increase. This substantial increase clearly reflects the Association's strong growth strategy.

Further indication of our growth can be evidenced in the continual increase in equity.

Our surplus is used to fund loan capital repayments and to fund our long-term home improvement plans. Our budget has been well managed, and the performance this year was strong, exceeding budget expectations. We achieved a gross margin of 43.2% and a net margin of 29.0%, both calculated using the adjusted operating surplus and turnover.

We have a strong Balance Sheet with the cost of property fixed assets increasing by £12m from the 2022/23 financial year to almost £114m at March 2024. This increase is largely due to our investment in new homes and some expenditure on major improvements to our existing homes.

The liquidity position of the Association is closely monitored in line with our Treasury policy, to ensure the availability of cash to meet its short-term liabilities. Although the ratio of current assets to current liabilities (not including short term HAG) is only 0.5:1, the Association has in place a Revolving Credit Facility of £12.5m. The delay of draw down until needed minimises loan interest repayments.

Our bank loan balances increased by £6.5m during the year due to drawdowns from our Revolving Credit Facility (RCF), reflecting the Association's ambitious growth strategy. This has resulted in our gearing ratio increasing slightly from 19% at March 2023 to 23% at March 2024. This is still an extremely low gearing ratio, well below the bank's maximum 50% range, allowing the Association capacity for continued growth.

The Association is also in a fortunate position to have 53% of its loans fixed at very competitive rates. In today's market of high inflation and high interest rates this is very advantageous.

Loan interest is one of our largest areas of expenditure and therefore even small increases can have a significant impact on the Association's overall performance. We manage this risk in line with our Treasury Management Policy by adhering to a mix of fixed and variable rates in order to balance risk whilst benefiting from more favourable variable rates. Our average loan interest rate for the financial year was 3.3%. In the current economic climate, where the Bank of England base rate, before accounting for the bank's margin, is 5.25%, an average of 3.3% interest rate is very positive for the Association.

Risk Management & Assurance

Our corporate risk identification and management process not only considers risks that are unique to Ark Housing but also those risks that affect the wider housing sector due to economic policy and political influences.

Each risk is continually assessed in respect of the likelihood of something happening and the impact it would have on our business if it did happen, as well as the action taken to mitigate those risks.

The Board and Executive Team are committed to embedding risk management throughout the organisation and its systems and controls are designed to ensure that any exposure to significant risk is properly managed.

Our risk management strategy is digitised with the use of the Decisiontime Risk Management software module. We recognise that risks are an intrinsic part of the organisation and risk management, and an organisation's approach to it can be a matter that may make or break many businesses. This tool encourages scrutiny across the spectrum of risks from day-to-day operational risks to readiness for major global events. The system creates reports that improve the quality of information that is presented and communicated to the board.

Risks identified and monitored throughout 2023/2024 include:

- Macro-Economic Climate
- Counterparty Risk

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

- Compliance – Building and Property Services
- Quality Data Management & Security
- Project Delivery

We completed internal audits throughout the year to provide further assurances on our internal systems, processes and controls and these included Compliance with the General Data Protection Regulation (GDPR), Financial Systems (purchasing, income management and payroll) and Housing Management (arrears management and complaints handling). All three internal audit reports returned satisfactory outcomes in the business areas examined and we were pleased to receive a satisfactory annual assurance report from our internal auditors in respect to the same.

Safeguarding

The welfare of adults and children is of utmost importance to us, and we are committed to practices that reduce risk and promote safeguarding. Our staff recognise their responsibilities and are committed to adhering to the policies and procedures in place. We recognise that staff training and development is important, particularly with regard to safeguarding and our staff participated in Safeguarding training in May 2023. We continue to ensure that all new staff are provided with an overview during induction. The Association's Adult Safeguarding Champion continues to investigate and report safeguarding issues to the Association's Board, Charities Commission and Supporting People. During 2023/2024, the Board fully implemented its Safeguarding reporting obligations.

Fraud

The Board are concerned with ensuring that the assets of the Association are protected from the risk of theft, misappropriation, or other such unauthorised disposal, from wherever the source is, including through fraudulent actions.

The Association's fraud policy applies to everyone engaged in activities on behalf of the Association, including board members, staff, tenants, members of the public, contractors, agents and others.

This policy sets out the responsibilities of all staff regarding the prevention of fraud and the actions to be taken where a fraud is suspected or detected.

The Association completed the four quarterly DfC Fraud returns for the financial year. We reported 9 tenancy fraud investigations during 2023-24. 5 cases are now closed and 4 remain open.

Value for Money

We define Value for Money (VFM) as 'obtaining the maximum benefit from our assets'. It is simply not the cheapest way of doing something. It is about finding the best combination between:

- Keeping the cost to a minimum
- Achieving more with our resources to deliver a greater level of service
- Achieving the best outcomes for our tenants

We are committed to providing the best value for money for services for our tenants. Demand for services is continually increasing and resources are limited, therefore we constantly review our services and how we manage resources to ensure that we can continue to re-invest savings into meeting our tenants' needs, increasing the number of homes we provide and mitigating risks.

Our strategic approach to achieving VFM is driven by our corporate plan and our other strategies which complement the plan. We continually examine our plans and results across the entire organisation, all of which have the common theme in mind of maximising efficiencies and opportunities to achieve the maximum for our tenants.

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Budgetary Control

We produce annually a Financial Long-Term Business Plan, which sets out the following 5 years growth strategy and objectives and then extends for an additional 25 years to ensure the strategy's long-term financial viability, by confirming that future income streams will be sufficient to meet future expenditure. The plan identifies the financing required and demonstrates the Association's ability to repay the loans and meet banking covenants as well as measuring other important KPI's. The model is then re-run several times, testing the impact of changes to the key assumptions. The assumptions which will have the greatest impact on the forecasting are selected for testing.

In addition, we set a detailed annual budget which includes efficiency targets and improvements and acts as a control mechanism for both the Associations' income and expenditure. Performance is measured against budget throughout the financial year through monthly and quarterly Management Accounts.

Procurement

The procurement of goods and services is a large expense area and therefore we have robust procurement policy and procedures in place to ensure when awarding supplier contracts, we achieve VFM in every contract. The whole organisation is encouraged to drive value for money improvements, however big or small.

Our head office administration costs had an overall saving of £25k for the financial year, and it is an area where we are constantly striving to reduce the unit cost over the longer term through our growth plans. It is still a challenging time to achieve cost cuts, as we continue to experience price increases in the current economic climate of high inflation and high interest rates. However, we will continue to positively engage in new technologies to ensure VFM through our processes.

Service charges are reviewed annually. Again, with high inflation, it is still a challenging time to achieve savings and lower costs. However, the Association will continually strive for competitive contracts to drive service costs downwards so that we are able to pass these savings on to our tenants as a means of offsetting other increasing costs.

Our People

Investing in our people is crucial to achieving VFM. One of our five strategic themes is to be a leading employer and that commitment is reflected throughout our personnel policies.

We are committed to recognising, rewarding, and retaining highly motivated staff. Staff feedback is instrumental in striving to continually improve workforce performance leading to service improvement. In our most recent staff survey 92% reported that they were satisfied in their employment with 89% proud to work for us. We also invested over £37k in staff training and development.

We operate a hybrid workplace model, which has been made possible by technological advancements. As a forward-looking organisation, we wish to embrace the benefits of providing staff with a work-life balance whilst also ensuring that productivity and creativity are maintained, through our Hybrid Working policy.

We continually ensure that we meet our equality statutory requirements under section 75 of the Northern Ireland Act 1998. During the year we employed an average of 39 people. The gender balance was 74% female, 26% male and the Senior Executive Team comprised of 25% female, 75% male. Staff retention for the year was 86% at year end, sickness absence levels were measured at an average of 5.6% during the year.

Meeting Housing Need – New Build Development

This year marked the 2nd year of our 2022-2027 Corporate Strategy which aims to achieve 1,300 homes under management by March 2027.

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

By the end of March 2024, the Association had made significant progress towards achieving this strategic objective with 814 homes in management, a further 293 homes on site and under construction, and a further 87 starts under final appraisal and progressing positively towards final approval having been carried over from 2023-24.

Of the 293 homes under construction at year-end, 234 of those carried over as ongoing projects from the previous year, and 59 had newly started during the 12-month reporting period. Our in-year starts figure was lower than expected for various operational reasons, resulting in the 87 as aforementioned starts carrying over.

Of the 814 homes under management at year-end, 99 of those were completed during the reporting period, with an additional 24 not achieving in-year completion as expected. Those 24 completions are expected to finalise within Quarter 1 of 2024-25.

Throughout the year, we invested £12m in providing new properties and component replacements equating to a Property Fixed Asset growth of 12% and a property unit growth of 14%. To fund our development programme, we have an undrawn Revolving Credit Facility balance of £12.5m and loan balances of just over £26.3m, of which £14.1m is fixed, providing protection against the current high interest rates and further potential interest rate increases.

With our continued investment in, and focus on growth, we are not only delivering much needed housing, but making a significant contribution towards the wider economy and ensuring our longer-term financial sustainability and strategic relevance.

Looking forward, there is a very real risk that new build starts for 2024-25 may be significantly impacted as a result of the recently published Northern Ireland Budget which seeks to reduce the capital finance available for social housing new build. Although this situation may well impact our development figures for next year, with a combined total of 1,194 homes either in management, on-site, or awaiting approval, the Association has already secured significant progress towards achieving its overall five-year strategic target.

Planned Maintenance

An annual budget is agreed for major upgrades to our stock in accordance with our asset management strategy and stock condition surveys. We recognise that it is more cost effective to invest in maintaining our properties through a comprehensive planned component replacement programme, which will not only give our properties a longer life but will over the long-term produce savings in routine maintenance spend.

This year we invested £699k in planned maintenance and component replacements, against a budgeted spend of £700k. This demonstrates that as well as investing in new homes, we are committed to maintaining our current homes to a high quality for the well-being and comfort of our tenants.

The budget was spread across several schemes, with particularly large expenditure for fire safety works in four schemes, for boiler and heating upgrade in three schemes and replacement external doors and windows in another scheme.

We also undertook several home adaptations to enable our residents to live safely and more independently within their homes as their physical needs change. During the year we completed twenty home adaptations at a cost of £60k.

Health& Safety (Compliance)

We demonstrated compliance in Health & Safety through our Cyclical Servicing Compliance Monitor. Performance was presented quarterly to the Investment Committee and Board in relation to gas servicing, fire protection, lift, legionella testing and other areas. 97.9% of gas service was completed on time, with 100% of all other servicing completed in year with the exception of environmental inspections (96.2%), lift servicing (98.7%) and fixed wire testing (99.8%).

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Achieving Affordable Rents & Maximising Rental Income

We aim to set rents that are affordable for our tenants, however it is equally vital that rents are set at an adequate level to cover the costs of maintaining our properties to a high standard and to service debt. During the 2023/24 financial year we applied a rent increase of 7.5%, in line with September CPI plus 1%.

The overall average rent for a self-contained property during 2023/24 was £102.19, compared to the 2022/23 financial year which was £94.49.

We operate in an increasingly challenging financial environment, and so minimising our rental losses through effective arrears management is also vital. Without a reliable income stream, service delivery may be jeopardised, loan commitments may not be met, thus making further funding more difficult and there will be a detrimental effect on the Association's reputation.

Thus, we have a robust arrears management policy and procedural action plans in place to promote a 'rent payment culture'. We aim to address losses from arrears and to recover debt as cost effectively as possible. There is continual reporting and monitoring in the monthly finance report and KPI framework to ensure timely reaction to growing arrears. We provide advice and assistance to tenants, promote money advice services and debt reduction strategies and intervene early to avoid unmanageable debts building up.

The total amount of arrears for the 2023/2024 financial year end was 8.1% which was above our KPI target of 5.5%. Of these, 6.8% were attributed to current tenants and 1.3% former tenants. Of the current tenants, 5.5% was identified as technical arrears, meaning those arrears would be payable in time by statutory agencies and the net current rent arrears (i.e. non-technical which are paid directly by tenants) equated to 1.3% at year end.

The Association has been taking measures to ensure that rent arrears are effectively managed, by ensuring early intervention and continual engagement with tenants and statutory agencies.

The turnover of housing stock is an integral part of social housing provision that inevitably results in periods where properties are void. Good void management has a huge economic and social benefit in maximising rental income and meeting housing needs. We continually report and review losses from void properties both in our finance reporting and our KPI framework and constantly aim to reduce void periods in our properties.

Our rental loss through voids was 1.4% against a budget of 1.3%. During the year, we completed a total of 151 permanent social housing allocations, with the net average re-let time of 25 working days.

Housing Services and Engaged Communities

We continually monitor the quality of services delivered to our tenants. Our repairs service is paramount to achieving high levels of tenant satisfaction and VFM and during the year we completed a total of 3,437 repairs with 2,930 (85.25%) of those being completed within our published timescales.

Our year end repair response times are further broken down below categorised by urgency group:

Urgency Indicator	% Response Time
Emergency	84.30%
Urgent	82.00%
Routine	83.33%

We believe that our tenants are entitled to live in peace within their neighbourhood and as a landlord, we aim to provide a proactive service to help effectively deal with instances of anti-social behaviour. We continually work with our Tenants Forum to review how we deal with these issues and during the year, the Forum undertook a fundamental review of our Anti-Social Behaviour policies and procedures. In addition, we have reviewed our website and have enhanced the information made available in respect to anti-social behaviour. During the year, 77% of all anti-social behaviour cases had been closed and when asked about how satisfied they were that their neighbourhood was a safe place to live, 77% of our tenants who completed the tenant satisfaction survey indicated that they were either very satisfied or satisfied.

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

During 2023/2024 significant work was undertaken in developing our tenant engagement options and ensuring that our tenants were offered opportunities to have a say in and shape our services. During the year, we held 72 engagement activities and 84 formal tenant interactions which were attended by 594 adults and 182 children.

The Tenants Forum has played a pivotal role in shaping and improving our services throughout the year. They have met 8 times this year and were involved in:

- Reviewing Policies (Anti-Social Behaviour, Customer Services)
- Reviewing the Tenant Participation Governance Structure
- Developing a Tenant Approved Stamp
- Developing the 2024/2025 Tenant Participation Budget
- Reviewing and approving pre-tenancy presentations for new tenants
- Developing a workflow and procedure for scheme walkabouts
- Attending the All-Ireland Tenant Engagement Conference which was facilitated by Supporting Communities

A key piece of work this year by the Tenants Forum has been the review and development of our Tenant Participation Strategy and 5-year action plan.

In addition to this, the Tenants Forum and Ark Housing Board held a joint strategic meeting in November as a means of discussing and agreeing key priorities and actions in relation to service delivery.

Ark Housing are committed to the promotion and provision of shared housing and have been supported by the Department for Communities and the Northern Ireland Housing Executive's 'Housing For All Programme'. With a shared housing programme of seven developments, and a total budget of over £1.8m over 5 years, we continue to develop and deliver on our good relations plans across each of these developments. During the year, we engaged in working in partnership with several organisations to deliver on these good relations plans and because of our work, we delivered 59 projects and held 20 advisory group meetings.

We continually use feedback from our tenants to increase levels of satisfaction, and in 2023/2024 we appointed an independent consultant (Service Insights) to undertake the tenant satisfaction surveys. As part of this, Service Insights worked alongside our Tenants Forum to develop survey questions and to agree methods of engagement.

The results from the survey show that:

- 73% of tenants satisfied with the overall service provided by the Association;
- 77% of tenants were satisfied with the safety and security of their home;
- 73% of tenants were satisfied that their home was well maintained;
- 77% of tenants were satisfied of the safety and security of the area they live in;
- 71% of tenants felt that the rent and service charges are value for money;
- 79% of tenants were satisfied with the ease of contacting Ark staff;
- 79% of tenants were satisfied with the ease of reporting a repair.

Complaints

We welcome complaints as a means of learning and being able to continuously improve. In 2023/2024, 12 formal complaints were received, with 5 (42%) upheld. 100% of these complaints were investigated and responded to within our published timescales.

Homeless Services

During 2023/2024 demand for the Floating Support service increased exponentially, with the team supporting 212 active clients at the end of March 2024. In addition to this, there were 143 support cases closed, with 114 of these being closed successfully (80%).

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Along with the Floating Support service, we have also facilitated a number of resident and community engagement activities which has positively improved cohesion between the families we support and the wider community. To compliment this work, £15,469 of funding was secured from various funding sources such as the National lottery Awards for All, PPR Take Back the City, Public Health Agency, NI Community Relations, Barclays Football Fund and Eden Communities Sharing Table. These funding sources have allowed for the successful delivery of a programme of activities that directly impacts the lives of families who are engaging with the floating support service. This diverse programme has promoted mental health, social integration, and community development.

Key Performance Indicators (KPIs)

We measure key performance throughout all areas of the Association with a range of indicators which are deemed to be the most essential to organisational success and which link directly to our corporate themes.

We use the traffic light system to demonstrate those areas where we are meeting our targets and to alert us to those areas of underperformance that require our attention. Key Performance Indicators are reported quarterly to the Board and Investment Committee so that they can be reviewed and monitored, thus embedding our VFM strategy into our processes. This framework ensures that performance improvement is a priority.

Our KPI's link directly to our strategic themes and quarter 4 results, i.e. March 2024, are set out below:

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STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Corporate Theme 1 – Leading Employer

CORPORATE STRATEGY THEME 1: LEADING EMPLOYER	REPORTING FREQUENCY	KPI DESCRIPTOR	KEY PERFORMANCE INDICATOR RANGE			Mar-24
			Red	Amber	Green	
Learning & Development Expenditure	Annual	budget spent / approved budget	<75%	75% - 84%	>85%	117%
Employee Learning & Development	Annual	total staff received L&D / total staff	<90%	90% - 94%	>95%	100%
Employee Performance Coaching	Annual	total staff coached / total staff	<90%	90% - 94%	>95%	100%
Employee Retention	Quarterly	total staff voluntarily resigned / total staff	<80%	80% - 89%	>90%	86.0%
Employee Sickness Absence	Quarterly	total days lost to illness / total working days	>6%	5% - 6%	<5%	5.6%
Staff feel satisfied with Ark Housing as a place to work	Annual	total % staff reporting from attitudes survey 2023	<70%	70% - 75%	>75%	92.0%
Staff feel recognised and rewarded	Annual	total % staff reporting from attitudes survey 2023	<70%	70% - 75%	>75%	78.0%
Staff enjoy a healthy work-life balance	Annual	total % staff reporting from attitudes survey 2023	<70%	70% - 75%	>75%	78.0%
Staff feel highly motivated, engaged & satisfied	Annual	total % staff reporting from attitudes survey 2023	<70%	70% - 75%	>75%	78.0%
Staff feel empowered and valued	Annual	total % staff reporting from attitudes survey 2023	<70%	70% - 75%	>75%	78.0%

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STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Corporate theme 2 – Better Homes, Greater Diversity

CORPORATE STRATEGY THEME 2: BETTER HOMES, GREATER DIVERSITY	REPORTING FREQUENCY	KPI DESCRIPTOR	KEY PERFORMANCE INDICATOR RANGE			Mar-24
			Red	Amber	Green	
Number of Units Started	Quarterly	starts against target (accumulative)	<80	80-100	>100	59
Number of Units Completed	Quarterly	completions (accumulative)	<81	80-101	>101	99
Stock Growth Rate	Quarterly	completions / total stock at start of year (accumulative)	<10%	10% - 12%	>12%	13.8%
Fire Alarm Servicing	Quarterly	valid service records / total eligible schemes	<90%	90% - 99%	100%	100%
Gas Safety	Quarterly	valid service records / total eligible properties	<95%	95% - 99%	100%	97.9%
Carbon Monoxide Alarms	Quarterly	properties with CM alarms / total properties	<95%	95% - 99%	100%	100%
Boiler Servicing (excludes gas)	Quarterly	valid service records / total eligible properties	<80%	80% - 89%	>90%	96.3%
Fire Risk Assessments	Quarterly	schemes with valid FRA / total eligible schemes	<95%	95% - 99%	100%	100%
Legionella	Quarterly	schemes with valid test / total eligible schemes	<95%	95% - 99%	100%	100%
Environmental Inspections	Quarterly	schemes with up-to-date inspection / total schemes	<95%	95% - 99%	100%	96.2%
Lift Servicing	Quarterly	schemes with valid record / total eligible schemes	<90%	90% - 99%	100%	98.7%
Fixed Wire Testing	Quarterly	properties with valid certificate / total properties	<80%	80% - 99%	100%	99.8%
Adaptations Contractor Performance	Quarterly	jobs completed on time / adaptation jobs raised	<70%	70% - 79%	>80%	89.0%
Adaptations Association Performance (DfC)	Quarterly	jobs processed within DfC times / adaptation jobs raised	<70%	70% - 79%	>80%	72.2%
Energy Performance Certification	Annual	average EPC rating	<C74	>C75<C77	>C78	78.8
Adaptations Satisfaction	Annual	tenants satisfied with works / number of tenants surveyed	<70%	70% - 79%	>80%	100%
Adaptation Grant Claims	Annual	grant claims submitted on time / number of jobs completed	<100%	-	100%	68.0%
Planned & Cyclical Performance	Annual	schemes completed on time / programmed for completion	<80%	80% - 90%	>90%	60.0%
Planned Maintenance Satisfaction	Annual	tenants satisfied with works / number of tenants surveyed	<70%	70% - 79%	>80%	89%

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Corporate Theme 3 – Engaged Communities, Greater Impact

CORPORATE STRATEGY THEME 3: ENGAGED COMMUNITIES, GREATER IMPACT	REPORTING FREQUENCY	KPI DESCRIPTOR	KEY PERFORMANCE INDICATOR RANGE			Mar-24
			Red	Amber	Green	
No of Interagency & Community Forum Meetings Attended	Quarterly	Number of Meetings attended (accumulative)	<=5	6 to 8	>9	12
No of general tenant & resident meetings held	Quarterly	Number of Meetings held (accumulative)	<=5	6 to 8	>9	31
% of eligible tenants attending tenant & resident meetings	Quarterly	Average of eligible tenants attending tenant & resident meetings (accumulative)	<=6%	6.1% - 9.9%	>10%	9.0%
No of Official Tenant Forum Meetings Held	Quarterly	Meetings held (accumulative)	<2%	3	>=4	6
% of tenants signed up to tenant participation register	Quarterly	Total number of tenants on register / total number of tenancies	<6%	6% - 9%	>10%	15
No of "estate walkabouts" undertaken	Annual	Number of events undertaken	<3	4 to 6	>=7	11
No of planned maintenance consultation meetings held	Annual	no. of unique tenants engaged / total number of eligible tenants	<3	4	>5	6

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Corporate Theme 4 – Service Excellence, Satisfied Customers

CORPORATE STRATEGY THEME 4: SERVICE EXCELLENCE, SATISFIED CUSTOMERS	REPORTING FREQUENCY	KPI DESCRIPTOR	KEY PERFORMANCE INDICATOR RANGE			Mar-24
			Red	Amber	Green	
Overall Repairs Performance	Quarterly	repairs completed on time / all repairs completed	<70%	70% - 79%	>80%	84.3%
Emergency Repairs Performance (24 Hours)	Quarterly	emergency jobs completed on time / emergency repairs completed	<75%	75% - 84%	>85%	84.3%
Urgent Repairs Performance (4 Working Days)	Quarterly	urgent jobs completed on time / urgent repairs completed	<70%	70% - 79%	>80%	82.0%
Routine Repairs Performance (20 working Days)	Quarterly	routine jobs completed on time / routine repairs completed	<70%	70% - 79%	>80%	83.3%
Average Repair Time	Quarterly	no. of completed jobs x total days taken / no. of completed jobs	>10 days	8 - 10 days	<8 days	14
Occupancy Rate	Quarterly	occupied days / number of available days	<94%	94% - 95%	>96%	99.0%
Void Stock	Quarterly	void properties / total stock (quarter-end snapshot)	>4%	3% - 4%	<3%	1.6%
Average Relet Time	Quarterly	relets x days void / total number of relets	>25 days	21 - 25	<20 days	25
Relet Performance	Quarterly	relets on time / total number of relets	<70%	70% - 79%	>80%	36.0%
Average New Let Time	Quarterly	firsttime lettings x total days void / total number of new lets	>5 days	1 - 5	0 days	4.5
First Time Let Performance	Quarterly	firsttime lettings on time / total number of new lets	<70%	70% - 79%	>80%	78.0%
Allocations (Transfers vs General Applicants)	Quarterly	number of transfer allocations / all allocations	>5% + / -	5% + / -	15% - 45%	17.8%
Tenancy Fraud Prevalence	Quarterly	number of tenancy fraud investigations / total stock	>2%	1% - 2%	<1%	0.1%
Anti-social Behaviour Prevalence	Quarterly	number of open ASB investigations / total stock	>4%	3% - 4%	<3%	0.7%
Anti-social Behaviour Performance	Quarterly	ASB cases closed / total cases reported	<55%	55% - 69%	>70%	77.0%
Anti-social Behaviour Satisfaction	Annual	very or fairly satisfied with ASB case outcome / cases closed	<75%	75% - 84%	>85%	51.0%
Overall Customer Satisfaction Rate	Annual	no. of tenants fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	73.0%
Overall Repairs Satisfaction	Annual	no. of tenants fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	69.1%
Overall Quality of Home Satisfaction	Annual	no. of tenants fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	73.4%
Rent - Value For Money Satisfaction	Annual	no. of tenants fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	71.0%
Service Charge - VFM satisfaction	Annual	no. of tenants fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	87.2%
Satisfaction Rate (Homeless Services)	Annual	no. of service users fairly or very satisfied / total survey respondee	<75%	75% - 84%	>85%	73.0%
Formal Complaints Prevalence	Quarterly	no. of formal complaints received / total stock	>4%	3% - 4%	<3%	1.6%
Formal Complaints (1st Stage Resolution)	Quarterly	no. of complaints resolved at stage 1 / total received	<70%	70% - 79%	>80%	83.0%
Formal Complaints (2nd Stage Resolution)	Quarterly	no. of complaints resolved at stage 2 / total appealed	<70%	70% - 79%	>80%	100%
Formal Complaints (Ombudsman)	Quarterly	no. of complaints referred / total received	>5%	4% - 5%	<4%	0%
Formal Complaints Satisfaction	Annual	very or fairly satisfied with outcome / complaints resolved	<65%	65% - 79%	>80%	52.0%
Homeless Services Capacity	Quarterly	no. of current homeless support clients / maximum capacity (201)	<70%	70% - 79%	>80%	105%
Homeless Services Throughput (Floating Support)	Quarterly	no. of client support cases successfully closed / total clients	<30%	30% - 50%	>50%	46.0%
Homeless Services Throughput (Accommodation)	Quarterly	no. of clients in planned move-on / number of clients (41)	<50%	50% - 100%	>100%	39.0%
Supporting People Outcomes	Quarterly	no. of clients where identified needs have been met at moved on / total clients	<70%	70% - 80%	>80%	80.0%

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STRATEGIC REPORT OF THE BOARD OF MANAGEMENT (CONT'D)

Corporate Theme 5 – Financial Assurance, Sustainability

CORPORATE STRATEGY THEME 5: FINANCIAL ASSURANCE, SUSTAINABILITY	REPORTING FREQUENCY	KPI DESCRIPTOR	KEY PERFORMANCE INDICATOR RANGE			Mar-24
			Red	Amber	Green	
Interest Cover	Quarterly	adjusted surplus (surplus+depreciation-amortisation)/net interest payable	<1.4	1.4	>1.4	2.1
Gearing Ratio	Quarterly	total loans / property fixed assets	>50%	50%	<50%	23.0%
Average Interest Rate (Loan Portfolio)	Quarterly	total loans / annual interest payable	>4.15%	4% - 4.15%	<4%	3.3%
Gross Margin	Quarterly	adjusted operating surplus / adjusted turnover (turnover-amortisation)	<42%	42% - 42.9%	>43%	43.2%
Net Margin	Quarterly	adjusted surplus / adjusted Turnover	<21.5%	21.5% - 22.7%	>22.8%	29.0%
Return on Capital Employed	Quarterly	operating surplus / net assets	<1.55%	1.55% - 1.59%	>1.6%	2.0%
Management cost per unit	Quarterly	total management costs / number of units	>£855	£828 - £855	<£828	£814
Maintenance cost per unit	Quarterly	total maintenance costs / number of units	>£1290	£1246 - £1290	<£1246	£867
Major Repairs cost per unit	Quarterly	total cost / number of units	<£865	£834-£865	<£834	£0
Rent & Other Charges Collected	Quarterly	opening rent arrears + rent rec'ble - closing rent arrears / rent rec'ble	<96%	96% - 97%	>98%	99.5%
Total Arrears	Quarterly	total arrears / annual rent receivable	>5.75%	5.5% - 5.75%	<5.5%	8.1%
Current Tenant Arrears	Quarterly	current tenant arrears / annual rent receivable	>4.5%	4.0% - 4.5%	<4%	6.8%
Former Tenant Arrears	Quarterly	former tenant arrears / annual rent receivable	>1.75%	1.5% - 1.75%	<1.5%	1.3%
Current Tenant Technical Arrear	Quarterly	technical arrear (owed by statutory body)/annual rent receivable	>2.8%	2.5%-2.8%	<2.5%	5.5%
Net Current Tenant Arrears	Quarterly	non-technical arrear (owed by tenant) / annual rent receivable	>1.7%	1.5% - 1.7%	<1.5%	1.3%
Non-Technical Arrears	Quarterly	non-technical arrear / annual non-technical rent receivable	>5%	5%	<5%	5.0%
Total Void Loss	Quarterly	void loss / rent, rates, service charges receivable	>1.4%	1.3% - 1.4%	<1.3%	1.4%
Total Void Loss (GN)	Quarterly	GN void loss / GN Rent, rates, service charges receivable	>1.2%	1% - 1.2%	<1%	1.3%
Total Void Loss (Supported)	Quarterly	Supported void loss /Supported rent, rates, service charges receivable	>3.5%	3%- 3.5%	<3%	2.1%
Total Void Loss (Sheltered)	Quarterly	sheltered void loss / sheltered rent, rates, services charges receivable	>3.5%	3% - 3.5%	<3%	0.8%

By order of the Board



Mr James McShane
Company Secretary

Belfast
24 June 2024

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED FOR THE YEAR ENDED 31 MARCH 2024

We have audited the financial statements of Ark Housing Association Northern Ireland Limited (the 'Association') for the year ended 31 March 2024 which comprise of the Statement of Comprehensive Income, the Statement of Changes in Reserves, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with requirements of the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and the Registered Housing Associations (Accounting Requirements) Order (Northern Ireland) 1993.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Board's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the association's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Board with respect to going concern are described in the relevant sections of this report.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED FOR THE YEAR ENDED 31 MARCH 2024

Other Information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Board is responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the Association and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Board.

We have nothing to report in respect of the following matters where the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 requires us to report to you, if in our opinion:

- the Association has not kept proper books of account; or
- a satisfactory system of control over transactions has not been maintained; or
- the financial statements are not in agreement with the Association's books of account; or
- we have not obtained all the information and explanations necessary for the purpose of our audit.

Responsibilities of the Board

As explained more fully in the statement of board members' responsibilities set out on page 3, the Board is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Board is responsible for assessing the Association's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intends to liquidate the association or to cease operations, or to have no realistic alternative but to do so.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED FOR THE YEAR ENDED 31 MARCH 2024

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing potential risks of material misstatement in respect of irregularities, including fraud and non-compliances with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and business performance, including the Association's remuneration policies for directors, bonus levels and performance targets, if any;
- Results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- Any matters we identified having obtained and reviewed the Association's documentation of their policies and procedures relating to;
- Identifying, evaluating and complying with laws and regulations and whether they were aware of any instance of non-compliance;
- Detecting and responding to the risks of fraud and whether they have and knowledge of any actual, suspected or alleged fraud; and
- The internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- The matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the Association for fraud and identified the greatest potential for fraud in revenue recognition. In common with all audits under ISAs (UK), we also perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the Association operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969, the Registered Housing Associations (Accounting Requirements) Order (Northern Ireland) 1993 and the Statement of Recommended Practice for Social Housing Providers 2018.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED FOR THE YEAR ENDED 31 MARCH 2024

Extent to which the audit was considered capable of detecting irregularities, including fraud (cont'd)

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Association's ability to operate or to avoid a material penalty.

Audit response to risks identified

Our procedures to respond to the risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reading minutes of meetings of those charged with governance and reviewing correspondence with tax authorities; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In addition, as with any audit, there remains a higher risk of non-detection of irregularities, as they may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED FOR THE YEAR ENDED 31 MARCH 2024

Use of our report

This report is made solely to the Association's members, as a body, in accordance with Section 43 of the Co-operative and Community Benefit Societies Act (Northern Ireland) 1969 and article 19 of The Housing (Northern Ireland) Order 1992. Our audit work has been undertaken so that we might state to the Association's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Association and the Association's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Nigel Moore FCA
Senior Statutory Auditor

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

Date: 24 June 2024

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Turnover	2	6,783,783	5,570,707
Operating costs	2	(4,820,591)	(3,933,896)
Other Income		-	-
Gain/(Loss) on disposal of housing properties		23,878	13,908
Operating Surplus	7	1,987,070	1,650,719
Interest receivable and similar income	5	15,177	8,387
Interest payable and similar charges	6	(876,307)	(654,018)
Other finance costs	15	9,000	(34,000)
Additional Pension Service Costs	15	(3,000)	(260,000)
Surplus on ordinary activities		1,131,940	711,088
Actuarial (loss)/gain on pension scheme		(88,000)	1,755,000
Total comprehensive income for the year		<u>1,043,940</u>	<u>2,466,088</u>

All amounts above relate to continuing operations.

There is no material difference between the surplus for the year end and their historical cost equivalent.

Turnover includes £391,834 house sales income.

Operating costs include a transfer to Disposal Proceeds Fund of £367,956

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF CHANGES IN RESERVES FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Surplus for the financial year		1,131,940	711,088
Actuarial (loss)/gain on pension scheme	15	(88,000)	1,755,000
Issued share capital in year	16	-	2
Net changes in capital and reserve		1,043,940	2,466,090
Opening restricted reserve		142,582	98,100
Movement in Restricted Reserves in year		(98,100)	-
Opening revenue reserve		7,785,666	5,364,060
Opening Capital	16,17	52	50
Closing total capital and reserves		8,874,140	7,928,300

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2024

		2024	2023
	Note	£	£
FIXED ASSETS			
Housing properties - depreciated cost	8	104,579,962	93,650,699
Other tangible fixed assets	9	<u>870,710</u>	<u>897,389</u>
		105,450,672	94,548,088
NON CURRENT ASSETS			
Pension	15	-	82,000
CURRENT ASSETS			
Debtors	10	6,368,278	1,773,846
Cash at bank and in hand		<u>1,880,134</u>	<u>1,254,295</u>
		8,248,412	3,028,141
Creditors: amounts falling due within one year	11	(16,676,832)	(13,142,186)
Net Current (Liabilities)/Assets		<u>(8,428,420)</u>	<u>(10,114,045)</u>
Total Assets Less Current Liabilities		<u>97,022,252</u>	<u>84,516,043</u>
CREDITORS: amounts falling due after more than one year			
Creditors	12	<u>(88,148,111)</u>	<u>(76,587,743)</u>
		(88,148,111)	(76,587,743)
NET ASSETS		<u>8,874,141</u>	<u>7,928,300</u>
Capital and Reserves			
Called up share capital	16	9	11
Capital reserve	17	43	41
Restricted reserves	19	56,979	142,582
Revenue reserve	18	<u>8,817,110</u>	<u>7,785,666</u>
TOTAL FUNDS		<u>8,874,141</u>	<u>7,928,300</u>

An undrawn Revolving Credit Facility balance of £12.5m is in place.

The financial statements on pages 21 to 42 were approved by the Board of Management on 24 June 2024 and were signed on its behalf by:

Chair of the Board of Management
Mr Tom Doran

Board Member
Mr Ian McAvoy




Company Secretary
Mr James McShane



ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash generated from operating activities	23	2,682,343	5,123,078
Cash flow from Investing activities			
Purchase of housing properties		(11,851,499)	(21,382,826)
Purchase of other fixed assets		(44,507)	(30,666)
House Sales		516,070	200,959
Capital grants received		3,614,275	22,604,598
		<u>(7,765,661)</u>	<u>1,392,065</u>
Cash flow from financing activities			
Loan principal repayments		(396,171)	(390,673)
Loan (repayments)/advances received		7,000,000	(9,000,000)
Shares		-	2
Repayment of Restricted Reserves to NIHE		(98,100)	-
Interest Paid		(811,749)	(669,985)
Interest Received		15,177	8,387
Net cash from financing activities		<u>5,709,157</u>	<u>(10,052,269)</u>
Net increase/(decrease) in cash		625,839	(3,537,126)
Cash and cash equivalents at the beginning of the year		<u>1,254,295</u>	<u>4,791,421</u>
Cash and cash equivalents at the end of the year		<u>1,880,134</u>	<u>1,254,295</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting Policies

1.1 Basis of Accounting

The financial statements have been prepared on the historical cost basis and in compliance with FRS 102, The Financial Reporting Standard applicable in the UK and the Housing SORP 2018: Statement of Recommended Practice for Social Housing Providers.

The financial statements are prepared in sterling, which is the functional currency of the entity. Monetary amounts are rounded to the nearest £.

The Association is a company limited by shares incorporated in Northern Ireland. The registered office is situated at Unit 1, Hawthorn Office Park, 43 Stockmans Way, Belfast, BT9 7ET.

1.2 Turnover

Turnover represents rental income, service charges receivable net of voids and the release of capital grants and is recognised in the period to which it relates.

1.3 Other Tangible Fixed Assets and Depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is charged on a straight-line basis over the expected useful economic lives of the assets at the following annual rates: Furniture and equipment 10% - 33.3%.

Depreciation is charged on a straight-line basis for the new office over 30 years.

1.4 Housing Properties

Housing properties are stated at cost less accumulated depreciation. Cost includes the cost of acquiring land and buildings, development costs and expenditure incurred in respect of improvements. All development costs directly attributable to bringing properties into management are identified and capitalised to schemes in construction during the year.

Expenditure on improvements to existing properties, which enhances the economic benefits of the property or extends its useful life, is capitalised as part of the cost of the property. Other maintenance expenditure is written off to the Income and Expenditure Account as it is incurred.

Depreciation is charged on a straight-line basis over varying timescales, depending on the estimated useful life of the individual components. The major components and their estimated useful lives are listed below. Depreciation charged in the accounts is based on properties in management on the 1st April each year.

Land	Not depreciated
Structure (including roof)	100 years
Kitchen	20 years
Bathroom	25 years
Heating boiler	10/15 years
Heating system	30 years
Windows and doors	35 years
Electrics	35 years

Where there is evidence of impairment, the fixed assets are written down to the recoverable amount and any write down charged to operating surplus.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

1 Accounting Policies (Cont'd)

1.5 Impairment of fixed assets

At each reporting period end date, the company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs. Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

1.6 Housing Association Grant

Grant received for property has been included under long term liabilities and is amortised over the estimated useful life of the component to which it relates on the same basis as the depreciation charge listed above under the accruals model. Such grants may be repayable under certain circumstances, primarily following the sale of housing property, but any amount repayable would be restricted to the net proceeds of the sale.

1.7 Restricted Reserves

The Association sets aside money raised for a specific purpose into a restricted reserve.

1.8 Retirement Benefits

The Association participates in the NILGOSC defined benefit pension scheme. The underlying assets and liabilities of the scheme attributable to the Association are held separately from those of the Association. Pension scheme liabilities are measured on an actuarial basis using a projected unit method and are discounted to their present value. Assets are measured at market value at the balance sheet date. As a result, the Association either recognises the scheme deficit on the balance sheet at the year end, or in the case of an asset position, does not recognise this on the balance sheet, on the grounds of prudence. Actuarial gains and losses are included in the statement of comprehensive income. Current and past service costs, curtailments and settlements are recognised within operating surplus. Returns on scheme assets and interest on obligations are recognised as other finance costs.

1.9 Disposal Proceeds Fund

Surpluses from disposal of housing properties, including the Voluntary Purchase Grant, are transferred to the Disposal Proceeds Fund. The association is required to apply these surpluses within a specified period to housing projects as Recycled Housing Association Grant.

1.10 Tenants' Services Fund

For certain schemes the Association is required to charge the tenants for additional services provided, over and above those of the normal management and maintenance services. The Association levies an additional charge to the tenants for this. Annual surpluses are transferred to a fund to equalise the financial position over a period of time and deficits are written off in the year in which they occur.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

1 Accounting Policies(Cont'd)

1.11 Employee Benefits

The costs of short-term employee benefits are recognised as a liability and an expense unless those costs are required to be recognised as part of the cost of stock or fixed assets. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Cash and Cash Equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.13 Financial Instruments

Financial instruments are recognised in the company's statement of financial position when the company becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Impairment of financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss. If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in profit or loss.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the company transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

1 Accounting Policies(Cont'd)

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including trade and other payables, bank loans, loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method. Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

1.4 Judgement and Key Sources of Estimation Uncertainty

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The association has recognised a defined benefit pension scheme liability in the balance sheet, the value of which has been prepared by an independent qualified actuary. The actuarial valuation involves making assumptions about discount rates, future salary increases, mortality rates and future pension increases. Due to the complexity of the valuation, the underlying assumptions and the long-term nature of these plans, such estimates are subject to significant uncertainty.

The annual depreciation charge on fixed assets depends primarily on the estimated lives of each type of asset and estimates of residual values. The asset lives are regularly reviewed and are changed as necessary to reflect current thinking on remaining lives in light of prospective economic utilisation and physical condition of the assets concerned. Changes in asset lives can have a significant impact on depreciation and amortisation charges for the period. Details of the useful lives is included in the accounting policies.

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

2 Turnover, operating costs and operating surplus

	2024			2023		
	Operating Turnover £	Operating Costs £	Operating Surplus/ (deficit) £	Operating Turnover £	Operating Costs £	Operating Surplus/ (deficit) £
Social Housing Activities	6,232,011	4,259,950	1,972,061	4,852,000	3,246,092	1,605,908
Non-Social Housing Activities	943,606	928,597	15,009	852,431	807,620	44,811
Total	7,175,617	5,188,547	1,987,070	5,704,431	4,053,712	1,650,719

Income from Social Housing

	Property Revenue £	Sheltered £	Supported £	2024 Total Social Housing £
Rent receivable	3,801,645	306,109	320,574	4,428,328
Service Charges Receivable	330,077	147,232	197,454	674,763
Support Charges and other	-	34,915	-	34,915
Other Operating Income	391,833	-	-	391,833
Gross Income	4,523,555	488,256	518,028	5,529,839
Voids	(54,095)	(4,038)	(8,827)	(66,960)
Net Income	4,469,460	484,218	509,201	5,462,879
Grant released	659,027	20,733	89,372	769,132
Total Income	5,128,487	504,951	598,573	6,232,011

Operating Costs

Services	262,452	122,809	155,578	540,839
Support	-	33,652	-	33,652
Rates Payable	432,983	45,864	-	478,847
Insurance	130,906	9,180	17,475	157,561
Management Costs	482,520	57,865	70,929	611,314
Maintenance Administration Costs	256,020	-	-	256,020
Planned and Cyclical Maintenance	70,874	10,629	6,726	88,229
Reactive Maintenance	289,586	31,513	50,094	371,193
Gardening	23,233	5,392	14,715	43,340
Component Disposals	28,460	4,590	-	33,050
Depreciation	1,084,810	72,608	120,532	1,277,950
Bad Debts	-	-	-	-
Other	367,955	-	-	367,955
Total Operating Costs	3,429,799	394,102	436,049	4,259,950

Operating Surplus

1,972,061

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

2 Turnover, operating costs and operating surplus (Cont'd)

Income from Social Housing

	Property Revenue	Sheltered	Supported	2023 Total Social Housing
	£	£	£	£
Rent receivable	3,040,615	267,567	295,459	3,603,641
Service Charges Receivable	230,282	117,618	167,673	515,573
Support Charges and other	-	32,807	-	32,807
Other Operating Income	133,724	-	-	133,724
Gross Income	3,404,621	417,992	463,132	4,285,745
Voids	(39,924)	(9,786)	(27,037)	(76,747)
Net Income	3,364,697	408,206	436,095	4,208,998
Grant released	517,975	29,807	95,220	643,002
Total Income	3,882,672	438,013	531,315	4,852,000

Operating Costs

Services	183,058	98,231	125,072	406,361
Support	-	28,655	-	28,655
Rates Payable	371,057	42,333	-	413,390
Insurance	104,135	8,763	15,693	128,591
Management Costs	295,164	53,022	65,468	413,654
Maintenance Administration Costs	249,430	-	-	249,430
Planned and Cyclical Maintenance	61,339	16,166	26,018	103,523
Reactive Maintenance	180,669	25,461	43,187	249,317
Gardening	21,769	3,549	13,803	39,121
Component Disposals	18,793	19,201	4,000	41,994
Depreciation	861,785	68,875	121,580	1,052,240
Bad Debts	-	-	-	-
Other	119,816	-	-	119,816
Total Operating Costs	2,467,015	364,256	414,821	3,246,092

Operating Surplus

1,605,908

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

2 Turnover, operating costs and operating (Cont'd)

				2024
	Property Revenue	Sheltered	Supported	Total Social Housing
	£	£	£	£
Technical	2,892,205	436,290	466,225	3,794,720
Non-technical	1,239,517	17,051	51,803	1,308,371
Total	<u>4,131,722</u>	<u>453,341</u>	<u>518,028</u>	<u>5,103,091</u>

				2023
	Property Revenue	Sheltered	Supported	Total Social Housing
	£	£	£	£
Technical	2,289,628	370,166	416,819	3,076,613
Non-technical	981,269	15,019	46,313	1,042,601
Total	<u>3,270,897</u>	<u>385,185</u>	<u>463,132</u>	<u>4,119,214</u>

DFC Allowances

	2024	2023
	£	£
Management Allowances	260,964	222,552
Management Costs	(443,563)	(268,018)

Deficit

<u>(182,599)</u>	<u>(45,466)</u>
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Maintenance Allowances	305,776	260,768
Planned and cyclical maintenance	(70,874)	(61,339)
Reactive Maintenance	(289,586)	(180,669)

Surplus/(Deficit)

<u>(54,684)</u>	<u>18,760</u>
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ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

2 Turnover, operating costs and operating surplus (Cont'd)

Turnover, operating and operating surplus from non-social housing activities

	2024	2023
	£	£
Income	943,606	852,431
Total	<u>943,606</u>	<u>852,431</u>
Operating Costs		
Management Services	928,597	807,620
Total	<u>928,597</u>	<u>807,620</u>
Operating surplus	<u>15,009</u>	<u>44,811</u>

Housing Stock

	2024	2023
	£	£
Number of units owned on 31 March		
General needs housing	659	562
Supported Housing	57	57
Sheltered Housing	74	74
Homeless	24	24
	<u>814</u>	<u>717</u>

3 Board Members' emoluments

Board members act in a voluntary capacity and as such, none were in receipt of emoluments during the financial year. Two members were reimbursed expenses totalling £132 during the year. (2023 – £216).

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

4 Employee information

	2024	2023
Average monthly number of persons employed during the financial year by activity:	Number	Number
Office	21	23
Support Staff	18	21
	<u>39</u>	<u>44</u>
Staff Costs	£	£
Wages and salaries	1,230,098	1,046,191
Social security costs	110,168	93,885
Other pension costs	220,016	189,116
Agency costs	102,878	108,297
	<u>1,663,160</u>	<u>1,437,489</u>
Directors' Emoluments		
Aggregate Emoluments	213,553	175,759
Pension contributions	35,298	34,273
	<u>248,851</u>	<u>210,032</u>
CEO's Emoluments		
Aggregate Emoluments	103,895	82,713
Pension contributions	17,320	16,129
	<u>121,215</u>	<u>98,842</u>
Total Directors' Emoluments per Salary	Number	Number
£120,000 - £125,000	1	-
£95,000 - £100,000	-	1
£85,000 - £90,000	2	-
£70,000 - £75,000	-	3
£65,000 - £70,000	1	-
	<u>4</u>	<u>4</u>

5 Interest receivable and similar income

	2024	2023
	£	£
Interest receivable	<u>15,177</u>	<u>8,387</u>

6 Interest payable and similar charges

	2024	2023
	£	£
Loan interest repayable	<u>876,307</u>	<u>654,018</u>

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

7 Operating Surplus

	2024	2023
	£	£
This is stated after		
Depreciation	1,357,472	1,120,862
Amortisation of grant	(752,466)	(628,985)
Amortisation written off	(16,666)	(14,017)
Components written off	33,050	41,994
Operating Lease Rentals - land and buildings		-
Auditors' remuneration		
- audit services	9,000	8,580

8 Tangible fixed assets - housing properties (land & buildings)

	2024	2023
Cost		
At 1 April 2023	101,610,670	80,790,873
Additions	12,571,142	21,123,988
Disposals	(613,874)	(304,191)
At 31 March 2024	<u>113,567,938</u>	<u>101,610,670</u>
Accumulated depreciation		
At 1 April 2023	7,959,971	7,034,548
Charge for year	1,277,950	1,052,240
Disposals	(249,945)	(126,817)
At 31 March 2024	<u>8,987,976</u>	<u>7,959,971</u>
NBV at 31 March 2024	<u><u>104,579,962</u></u>	<u><u>93,650,699</u></u>
Net Book Amount Comprises:		
Completed Schemes	87,430,472	70,574,184
Schemes in Progress	17,149,490	23,076,515
	<u><u>104,579,962</u></u>	<u><u>93,650,699</u></u>

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

9 Other Tangible Fixed Assets

	House Furniture £	Office Fixtures & Fittings £	New Office £	Office Refurb £	2024 Total £	2023 Total £
Cost						
At 1 April 2023	22,301	124,662	606,705	309,035	1,062,703	1,050,018
Additions	-	52,844	-	-	52,844	12,685
Disposals	-	-	-	-	-	-
At 31 March 2024	<u>22,301</u>	<u>177,505</u>	<u>606,705</u>	<u>309,035</u>	<u>1,115,547</u>	<u>1,062,703</u>
Accumulated depreciation						
At 1 April 2023	22,301	40,759	40,446	61,808	165,314	96,692
Charge for the year	-	28,395	20,224	30,904	79,522	68,622
Disposals	-	-	-	-	-	-
At 31 March 2024	<u>22,301</u>	<u>69,154</u>	<u>60,670</u>	<u>92,712</u>	<u>244,836</u>	<u>165,314</u>
Net book value						
At 31 March 2024	<u>-</u>	<u>108,351</u>	<u>546,036</u>	<u>216,324</u>	<u>870,710</u>	<u>897,389</u>

	2024 £	2023 £
10 Debtors		
Rental Debtors - Gross technical	278,603	221,946
Rental Debtors - Gross non-technical	131,850	113,875
Provision for Bad Debts	<u>(53,630)</u>	<u>(53,630)</u>
Net Rental (including rates and service charges)	356,823	282,191
Other Debtors	96,465	124,870
Prepayments	103,798	75,919
Housing Association Grants Receivable	<u>5,811,192</u>	<u>1,290,866</u>
	<u>6,368,278</u>	<u>1,773,846</u>

11 Creditors - amounts falling due within one year

	2024 £	2023 £
Bank loans (note 14)	405,261	361,035
Rent, rates, service charges received in advance	59,932	75,907
Deferred Grant (note 13)	1,269,774	1,168,436
HAG in Advance	10,957,646	8,865,627
Contractors	233,992	336,259
Other Creditors	538,406	352,180
Accruals and Deferred Income	2,674,809	1,812,393
Payroll cost and Pension fund	49,241	50,533
Disposals proceeds fund	<u>487,771</u>	<u>119,816</u>
	<u>16,676,832</u>	<u>13,142,186</u>

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

12 Creditors - amounts falling due after more than one year

	2024	2023
	£	£
Bank Loans (note 14)	25,929,134	19,334,396
Housing Association Grants (note 13)	62,218,977	57,253,347
	<u>88,148,111</u>	<u>76,587,743</u>

13 Deferred Grant - Housing Association Grant

	2024	2023
	£	£
Housing Association Grant		
At 1 April 2023	63,815,233	61,985,670
Additions	6,042,582	2,000,744
Disposals	(348,912)	(171,181)
At 31 March 2024	<u>69,508,903</u>	<u>63,815,233</u>
Accumulated Amortisation		
At 1 April 2023	5,393,450	4,853,484
Charge for year	751,069	628,985
Disposals	(124,367)	(89,019)
At 31 March 2024	<u>6,020,152</u>	<u>5,393,450</u>
NBV at 31 March 2024	<u>63,488,751</u>	<u>58,421,783</u>
Released within one year	1,269,774	1,168,436
Released after more than one year	<u>62,218,977</u>	<u>57,253,347</u>
	<u>63,488,751</u>	<u>58,421,783</u>

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

14 Loans

Loans are secured on individual assets of the Association and are repayable as follows:

	2024	2023
	£	£
Bank loans - Housing property and other loans		
Less than one year	405,261	361,035
Between one and two years	524,000	366,835
Between two and five years	1,744,613	1,274,875
After more than five years	<u>23,660,521</u>	<u>17,692,685</u>
	<u>26,334,395</u>	<u>19,695,430</u>

Bank loans include £12,379,692 of secured loans repayable after five years by quarterly instalments of £81,667. All RCF loans outstanding at the end of the applicable period, will be converted to term loan until the end of the facility term being repayable on amortised basis over 45 years. Bank loans bear interest at rates ranging between 2.27% and 6.44% at variable and fixed rates. All bank loans is secured by way of mortgages upon the deeds of approved portfolios of properties.

Unamortised finance costs of £265,223 (2023 - £300,359) associated with the secured loan are held against the outstanding balance measured at amortised cost using the effective interest method in accordance with FRS 102 Section 11.

15 Retirement Benefits

The Association's pension scheme forms part of the total fund administered by NILGOSC. Ark has contributed at a rate of 19.5% of pensionable salaries. Members have paid contributions at varying rates up to 8.50%.

Formal valuations are carried out at regular intervals by independent professionally qualified actuaries. The last formal valuation was carried out as at 31 March 2024.

Assumptions

	2024	2023	2022
	(£000s)	(£000s)	(£000s)
Rate of salary increase	4.10%	4.10%	4.50%
Pension increases in payment	2.60%	2.60%	3.00%
Discount rate	4.80%	4.60%	2.70%
Pension accounts revaluation rate	2.60%	2.60%	3.00%

Mortality Rates

	2024	2023
	(Years)	(Years)
Male - current pensioners	21.7	22.2
Male - future pensioners	22.7	23.2
Female - current pensioners	24.6	25.0
Female - future pensioners	25.6	26.0

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

15 Retirement Benefits(continued)

The assets in the scheme and the expected rate of return were: -

	2023	2023
	(£000s)	(£000s)
Equities	1,752	1,575
Government bonds	662	782
Property	410	400
Corporate bonds	203	103
Multi Asset Credit	574	500
Other	265	229
Cash	547	225

Reconciliation of funded status to balance sheet

	2024	2023
	(£000s)	(£000s)
Fair value of assets	4,413	3,814
Present value of scheme liabilities	<u>3,958</u>	<u>3,732</u>
Surplus/(deficit) in scheme	455	82
Related deferred tax liability	<u>(455)</u>	<u>-</u>
Net pension surplus/(deficit)	<u><u>-</u></u>	<u><u>82</u></u>

Income and expenditure impact

The following amounts have been recognised in the statements of comprehensive income:

	2024	2023
	(£000s)	(£000s)
Current service cost	222	447
Interest on net liability	<u>(9)</u>	<u>34</u>
Income Statement Total	<u>213</u>	<u>481</u>
Asset (losses)/gains arising in the period	197	(449)
Liability gains/(losses) arising in the period	<u>(285)</u>	<u>2,204</u>
Other Comprehensive Income Statement Total	<u><u>(88)</u></u>	<u><u>1,755</u></u>

ARK HOUSING ASSOCIATION NORTHERN IRELAND LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

15 Retirement Benefits (continued)

Changes to the present value of obligations

	31-Mar-24	31-Mar-23
	(£000s)	(£000s)
Opening obligation	3,732	5,348
Current service cost	222	447
Past service cost	-	-
Interest expense on obligations	172	144
Contributions by participants	77	65
Actuarial (gain)/loss on liabilities	(170)	(2,204)
Net benefits paid out	(75)	(68)
Closing obligation	<u>3,958</u>	<u>3,732</u>

Changes to the fair value of assets

	31-Mar-24	31-Mar-23
	(£000s)	(£000s)
Opening fair value of assets	3,814	3,969
Interest income on assets	181	110
Remeasurement (losses)/gains	197	(449)
Contributions by employer	219	187
Contributions by participants	77	65
Net benefits paid out	(75)	(68)
Closing fair value of assets	<u>4,413</u>	<u>3,814</u>

Actual return on assets

	31-Mar-24	31-Mar-23
	(£000s)	(£000s)
Interest income on assets	181	110
Remeasurement (losses)/gains	<u>197</u>	<u>(449)</u>
Actual return on assets	<u>378</u>	<u>(339)</u>

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

16 Called up Share Capital

	2024	2023
	£	£
Ordinary shares of £1 each, full paid		
At 1 April 2023	11	9
Transferred to capital reserve	<u>(2)</u>	<u>2</u>
At 31 March 2024	<u>9</u>	<u>11</u>

17 Capital Reserve

	2024	2023
	£	£
At 1 April 2023	41	41
Transferred from share capital	<u>2</u>	<u>-</u>
At 31 March 2024	<u>43</u>	<u>41</u>

18 Revenue Reserve

	2024	2023
	£	£
At 1 April 2023	7,785,666	5,364,060
Surplus for the year	1,119,444	666,606
Actuarial gain	<u>(88,000)</u>	<u>1,755,000</u>
At 31 March 2024	<u>8,817,110</u>	<u>7,785,666</u>

19 Restricted Reserve

	2024	2023
	£	£
At 1 April 2023	142,582	98,100
Refund to NIHE Supporting People (2021/22)	(98,100)	-
Surplus in year	<u>12,497</u>	<u>44,482</u>
At 31 March 2024	<u>56,979</u>	<u>142,582</u>

The restricted reserve are funds from NIHE Supporting People for specific purposes relating to sheltered and homeless services.

20 Contingent liabilities

There exists a contingent liability on the Association of the possibility of having to repay grants received on properties if any properties are sold. This also includes any grants written off through the implementation of component accounting.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONT'D)

21 Commitments

Capital Commitments

Capital commitments amounting to £32,828,542 (2023 - £33,610,082) have been contracted for as at 31 March 2024. These commitments will be financed through a combination of HAG, loans and the Association's reserves.

Operating Lease Commitments

At the year end the Association had no commitments under operating leases (2023 - Nil).

22 Related party disclosures

No transactions with related parties were undertaken such as are required to be disclosed under UK GAAP.

23 Notes to the Cash Flow Statement

	2024	2023
	£	£
Net cash inflow from operating activities		
Operating surplus for the year	1,987,070	1,650,719
Depreciation of tangible fixed assets	1,357,472	1,120,862
Amortisation of grant	(752,466)	(628,985)
Amortisation written off	(16,666)	(14,017)
Components written off	33,050	41,994
Movement in debtors	(38,970)	2,497,936
Movement in creditors less than one year	112,853	454,569
	<u>2,682,343</u>	<u>5,123,078</u>

24 Analysis of Changes to Net Debt

	2023	Cashflows	Other non-cash changes	2024
	£	£	£	£
Long-term borrowings	(19,334,396)	(6,545,719)	(49,018)	(25,929,133)
Short-term borrowings	(361,035)	(58,110)	13,884	(405,261)
Total Liabilities	<u>(19,695,431)</u>	<u>(6,603,829)</u>	<u>(35,134)</u>	<u>(26,334,394)</u>
Cash and Cash Equivalents	1,254,295	625,839	-	1,880,134
Total net debt	<u>(18,441,136)</u>	<u>(5,977,990)</u>	<u>(35,134)</u>	<u>(24,454,260)</u>