

Corporate Strategy 2017–2022

Leading Employer



Staff Retention



Staff Satisfaction
and Loyalty



Sickness Absence

SOCIAL IMPACT

- Highly motivated, engaged and satisfied staff
- Recognised and rewarded
- A healthy work–life balance
- Feel empowered and valued

Corporate Strategy 2017-2022

Better Homes, Greater Diversity



New Homes Completed



Housing Stock



Homes in Total

SOCIAL IMPACT

Ark Housing has provided more homes for people in housing need

Corporate Strategy 2017-2022

Better Homes, Greater Diversity



Homes in Development



Invested in New Homes



Coverage Extended to
10 Council Areas

SOCIAL IMPACT

For every £1 invested in construction, this equates to £2.92 economic benefit to Northern Ireland

Corporate Strategy 2017–2022

Better Homes, Greater Diversity



Homes in Management

- 451 General Needs
- 74 Sheltered
- 56 Supported
- 24 Homeless



Investment in
Improvements



Homes in
Urban Areas



Homes in
Rural Areas

Average EPC Ratings of C/B

SOCIAL IMPACT

- We have diversified our service offering
- Our homes are sustainable and energy efficient
- We have improved our tenants' homes

Corporate Strategy 2017–2022

Engaged Communities and Greater Impact



Development of a Tenant Participation Strategy and Tenant Forum



Introduction of new Floating Support Service (2021)

SOCIAL IMPACT

- Improved communications and engagement with tenants
- Increased tenant involvement in our operations
- Promotion and enhancement of community cohesion
- Increased support for families experiencing or threatened with homelessness

Corporate Strategy 2017-2022

Engaged Communities and Greater Impact



810

Activities and Events

35

Consultations

3

Tenant Groups Established

69

Residents' Meetings

13

Tenant Forum Meetings



SOCIAL IMPACT

Our homes and services have brought people together

Corporate Strategy 2017-2022

Service Excellence, Satisfied Customers



Overall Quality
of Service



Value for Money



Quality of Home



Staff Easy to
Deal With

SOCIAL IMPACT

- Our tenants enjoy excellent housing and support services
- Ark Housing is recognised as a leading housing association for service and operational delivery

Corporate Strategy 2017–2022

Corporate Governance and Sustainability



Turnover



Surplus for Reinvesting
in Additional
New Homes



Awarded Positive
Regulatory
Assurance

SOCIAL IMPACT

- We are a financially sustainable organisation
- Our financial systems, structures and processes are robust
- Our governance structure and systems are resilient