



Annual Report

Year Ended 31 March 2022

Foreword

We are pleased to present the Annual Report 2021-22.

The last year has been an extremely challenging one due to the ongoing Coronavirus pandemic. This has impacted greatly on the Association's ability to provide its normal services. The services hit hardest were the ongoing planned maintenance programme and maintenance services in general. However, service was resumed during the year as we tried to make up for lost time, particularly in the planned maintenance refurbishment scheme.

Despite the situation the Association continued to provide services to the best of its ability.

While we are still living with the pandemic we are hopeful services will be fully resumed in the 2022-23 financial year.

Maintenance



% repairs completed within targets

Emergency repairs (within 24 hours)	99%
Urgent repairs (within 3 working days)	94%
Routine repairs (within 28 working days)	95%

Repairs completed

Emergency repairs	73
Urgent repairs	458
Routine repairs	338

Properties meeting decent homes standard 100%

Housing Management



Average weekly rents	Woodvale	Sector average
2 Beds	£73.58	£88.08
3 Beds	£85.81	£99.58
4 Beds	£90.65	£104.78

Rent, rates and service charges collectible £2 million

Rent collected 99%

Void properties 4.5%

Lettings in year 31

Tenant Satisfaction



93% of tenants are satisfied with the services provided by WSCHA

98% of tenants think the rent charged is good value for money

95% of tenants are satisfied with the condition of their home

100% of tenants happy with upgrade work

99% of tenants are satisfied with the repair service provided

83% of tenants satisfied with opportunity to air their opinions

81% of tenants satisfied with being kept informed on services

94% of tenants believe their neighbourhood has not improved over the last 3 years

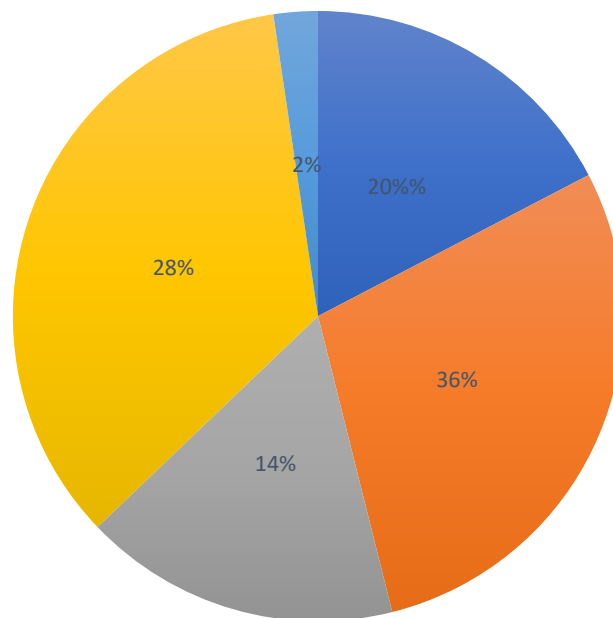
Financial Performance



Statement of Comprehensive Income Year ended 31 March 2022

	2021 £	2021 £
Turnover	2,235,191	2,280,790
Operating costs	(1,532,323)	(1,435,762)
Operating Surplus	<u>702,868</u>	<u>845,028</u>

How the money is spent



■ Management costs ■ Maintenance costs ■ Tenant services costs ■ Depreciation costs ■ Other costs

Statement of Financial Position As at 31 March 2022

	2022	2021
	£	£
Tangible Fixed Assets	30,954,869	30,295,853
	—————	—————
Current Assets	1,341,169	1,428,854
	—————	—————
Net Current Assets	236,218	319,992
	—————	—————
Total Assets Less Current Liabilities	31,191,087	30,615,845
	—————	—————
Creditors: Amounts Falling Due > One Year	14,170,662	14,406,866
	—————	—————
Total Reserves	17,020,422	16,208,979
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Registered Office:
91-95 Woodvale Road
Belfast
BT13 3BP

Registered under the Industrial and
Provident Societies
Act (Northern Ireland) 1969 IP 167

Registered with the DSD (NI) R15

Registered with the Charity Commission
for Northern Ireland NIC 100843

HMRC charity registration XN45225

Email: info@wscha.org

Website: www.wscha.org

