

Annual Review 2021-22

GROWING TOGETHER



Grove Community
HOUSING ASSOCIATION



Residents are
the roots of our
community

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OUR MISSION

“To provide quality homes and services for our tenants and wider community”



The association consulted with the Tenant Voice Group who agreed that printing costs for this document are reallocated to Fuel Vouchers. This document will be available online.



CHAIR AND CHIEF EXECUTIVE REVIEW

“Together, we are growing a better future for our Grove community.”

We welcome you to review the Association’s work and performance in what has been another busy but successful year.

The Association has worked hard in this reporting year to implement many changes and achieve the DfC recommendations made in a targeted action plan. We are pleased that confirmation has been given that we are now ‘MET’ across all three standards, Governance, Finance and Consumer and our position has moved to a rating of ‘2’. We are confident we can achieve our strategic aim of a ‘1’ rating. We evidence in our accounts that we remain in a strong liquidity position with good operating surplus, essential for investing in maintaining our homes and building reserves and providing the headroom that has enabled us to transform services and ways of working.

We wish to thank everyone for their hard work and many hours put into achieving our strategic objectives, particularly given the small but dedicated staff team. We give special thanks to the additional time given by our restructured voluntary Board on training and development and thank them for their strategic focus on reshaping and enhancing what we can provide. This included delivery of a comprehensive staffing resilience and reward review. We are delighted that we are now growing as an organisation and have strengthened our resilience with the introduction of a new tier of management and we welcome and introduce them to you in this annual review.

We thank our dedicated staff working alongside contractors in challenging times to keep residents safe and in improving their homes. It is great to see residents working so closely with staff and Board through the ‘Tenant Voice Group’ activity as well and are delighted to also publish our new ‘Tenant Engagement Strategy 2022-27’.

We thank those involved in developing and reviewing our policies and procedures and upgrading our IT systems making sure we have excellent processes in place to support effective governance and good decision making.

We are also understanding of the current challenges facing the construction industry and support their industry and welcome continued and positive engagement with Construction Employers Federation. Our contractors with ourselves recognise we are much more than just the bricks and mortar.

Our roots are in our community and we play an active role in partnership with others like LCAP and North Belfast Advice Partnership, offering many people in need of a bit of extra help where we can, particularly at this time of fuel crisis. We call on our Ministers to release further emergency fuel voucher support but also call for release of much needed decarbonisation funding from Westminster to enable us to improve our housing stock to the highest levels of insulation, alleviating the fuel cost needs burden for many.

We look forward to supportive activities with our tenants and other organisations over the year ahead including good relations work.

We seek further engagement with elected representatives, planners and NI water to enable us to take forward our plans for new build homes and enable our Association to expand through our new build development programme, bringing much needed homes to communities. We call for multi-year funding to support the social housing development programme. We also appeal for multi-year funding along with a call for innovative solutions from all sectors to enable the aims of the homeless strategy to be delivered. Many households and individuals are in crisis and the need is great to support the NIHE in fulfilling its statutory duties and we remain committed to step up and play our part in supporting those in need.

We look forward with enthusiasm to assisting those in need and will welcome all opportunities to become a growing Association, working in partnership, for the improvement of our communities.

Brian Dunn
Chair

Agnes Crawford
Chief Executive



2021-22 OVERVIEW

Delivering on our Strategic Plan

We are pleased to be achieving our strategic objectives as set out further throughout this document.



Safe and secure homes

We have continued to invest in our homes in 2021/22. A door replacement scheme took place in Glasgow Street and Ivan Street in March 2022. There were a total of 35 front and back doors installed totalling £39,603. The new composite doors are to a Secure By Design standard which will provide better safety, comfort and warmth for our tenants.

The feedback from residents was very positive, all being delighted with the high standard of doors installed.

“
The doors are
fantastic and are
great for keeping
the heat in.
”

Tenant Feedback



**Our
Customers**

**Finance &
Economic**

**Working in
Partnership**



**Our
People**

**Great
Homes**

**Governance
& Regulation**



Grove Community
HOUSING ASSOCIATION



GREAT HOMES



PERFORMANCE REVIEW

Rent Collected	£1,093,294.32
Arrears (Tech & Non-Tech)	4.01%
Voids	£30,441 2.71%
Abandonments	0
Complaints (First Stage)	6
Anti-Social Behaviour cases recorded	0

PERFORMANCE FOR RESPONSE REPAIRS FOR THE YEAR

Emergency (24 hours to complete)	96 out of 104 on time	92.31%
Urgent (4 working day response time)	150 out of 190 on time	78.95%
Routine (4 week response time)	196 out of 247 on time	79.35%

We ask for continued understanding as the construction industry is under immense pressure due to material and labour shortages.

Compliance with Statutory Obligations

Gas Safety Certificate (CP-12) up-to-date

100%



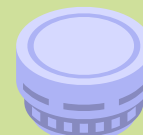
Required Fire Risk assessments carried out

100%



Required Carbon Monoxide Alarms fitted

100%



% of HA stock that meet the decent standard

100%



RENT ARREARS

Rent, rates & service charges due	£1,122,783.00
Amount Collected	£1,093,294.32
Grove rent collection of rent due in 2021/22	97.37%

RENT ARREARS AS AT 31 MARCH 2022

Arrears of all tenants	£45,036.00
Current Arrears as % of total amount due	4.01%

Existing Housing Stock and New Build Development Plans

Our community based Housing Association has a small stock portfolio of homes to manage and allocate from the Common Selection Scheme.

We are delighted to report that we have returned to development works and look forward to investing in much needed homes in the area, to households registered on the waiting list. Our Development Agent is Choice Housing Association, and we look forward to benefiting from their wealth of experience.

The Association were pleased to receive final confirmation from the Northern Ireland Housing Executive that supported the types of homes needed.

We anticipate to be on-site in 2023 and will commence construction works for **30** new homes:

15NO 3-PERSON, 2-BEDROOM GENERAL NEED HOUSES

7NO 5-PERSON 3-BEDROOM GENERAL NEED HOUSES

5NO 3-PERSON 2-BEDROOM WHEELCHAIR BUNGALOWS

1NO 6-PERSON 4-BEDROOM WHEELCHAIR BUNGALOW

2NO 2-PERSON 1-BEDROOM APPARTMENTS



A lot of time was invested engaging with the local community and representatives to support people in housing need, particularly those with disabilities, to come forward and have their needs assessed.

To reduce fuel poverty we would hope that any additional homes could be built to Passive House Standards if adequate grant funding is provided. Our residents would be educated on the use and benefits of living in these modern homes of the future. This builds on Grove Community Housing Association's previous achievements in eco-housing awards e.g. UK Retrofit of the Year.

We look forward to adding these new builds to our existing stock portfolio. At 31st March 2022, we owned and managed **218** homes made up of:

1 BEDROOM – 8 HOMES

2 BEDROOM – 89 HOMES

3 BEDROOM – 115 HOMES

4 BEDROOM – 6 HOMES



Maintenance

We continue to carry out stock condition surveys on a rolling programme. This information was used to inform further planned investment in our homes for 2022/23. At the end of the reporting year 2021/22 we had completed installations of new highly efficient boilers. We also completed a further door replacement scheme. In 2022/23 we will be continuing with both door replacements and commence surveys to undertake kitchen replacements. We look forward to seeking good value contracts to deliver high quality replacements in the incoming year. We look forward to consulting with the individual households that will be getting upgrades.

Routine Maintenance

We updated all tenants in January 2022 on the current UK wide challenges in the construction sector. We continue to work hard with our main contractors, CTS to deliver a responsive repair service during these constraints. We continue to seek the best value and responsive maintenance contracts for our residents.

Ending of the House Sale Scheme

We sold 1 property in 2020-21 under the compulsory House Sale Scheme. We notified and reminded tenants that due to a change in legislation as detailed in the Housing (Amendment) Act (NI) 2020, the Statutory House Sales Scheme would end officially at midnight on the 27th August 2022. Unfortunately, no further applications will be accepted from this date. If you have made an application prior to the scheme ending, your application will continue as normal, providing you proceed with the purchase.



Working in Partnership to root out fuel Poverty

Fuel Vouchers

(Kindly funded by Belfast City Council and Department for Communities)

£5,750 was received for this project and each claim was for a value of £50. We estimated that over one hundred Grove tenants benefited from this scheme.

Grove is committed to working alongside others to alleviate fuel poverty and are lobbying local government to put further significant mitigating support in place to help the many households struggling.

We are grateful to the staff and volunteers who help deliver support to those in most need. We are proud to announce that our Chairperson Mr Brian Dunn was recognised for his volunteering services and received the **'Freedom of the City'**. This is an ancient honour that dates back to ancient Roman times which regarded 'Pomerium', the boundary of the city, as sacred. It is the highest sacred honour that can be awarded to an individual in recognition of immense pride or of expressing gratitude for exemplary service.



Helping our tenants where it matters most

We look forward to welcoming the North Belfast Advice Partnership back to the office in the autumn. The team has helped GCHA tenants, and the local community reclaim benefits/money of over £154k. Their work is invaluable and their presence at the GCHA office will provide a much-needed welfare support service.



Chairperson
Mr Brian Dunn



Department for
Communities

An Roinn
Pobal

Department for
Communities

www.communities-ni.gov.uk

Compliance and Asset Management

Safe Homes, Happy Homes

We have invested heavily in digital transformation within the management of our assets, ensuring a single source of truth for compliance. We can gain real-time transparency, accountability and insight into all key areas of compliance.

X Tag (formerly 'Gas Tag') enables us to have real-time visibility on our gas compliance processes, which means our residents can trust they are protected to the highest standard when it comes to gas safety.

This system also verifies that the Gas Safe Registration of every engineer that attends is fully up-to-date. If it is not, the inspection could not go ahead.

It is vital our tenants provide access annually when contacted. This inspection also includes a check of the fire and CO2 alarms.

We are proud to be the first Housing Association in Northern Ireland to implement this robust compliance management system.



We continued to use innovative, remote visual assistance software "Host.com". This enabled our maintenance team to resolve tenant repair requests, allowing them to show their problems in real-time through their smart phone camera. This assisted with swift diagnosis of the repair. Also it kept everyone safe when tenants are isolating due to Covid-19.



We are delighted that this investment has resulted in being shortlisted for CIH All-Ireland Housing Awards, at the end of the reporting year. We were delighted to be announced winners of the Excellence in Housing Innovation Category at an award event hosted in May 2022.

We will continue to promote best practice in tenant safety.



Adaptations

We understand that our tenants can be affected with health and mobility issues and we continued to support our tenants as their needs changed.

We carried out a number of these adaptations in 2020/21 to support tenants to retain their independence. The works also reduced the possibility of falls and hospital admissions. We are pleased that this enables many of our residents to remain in their home and community for as long as possible.

We wish to thank the local Occupational Therapy Service (located at the Grove Wellbeing Centre) who work hard to provide a free assessment of tenants needs.

Adaptations



3

major adaptations completed in this year



BLOOMING MARVELLOUS

Tenant Wellbeing Gardening Event

(Kindly funded by Belfast City Council)

Our Tenant Wellbeing Gardening Event took place on **Thursday 30th September 2021**. We held a gardening workshop where tenants were able to participate in potting up flowering plants into containers, which they could then take home with them to decorate their gardens. A delicious platter of tasty treats was served up for everyone to enjoy. It was a fantastic fun day for both tenants and GCHA staff and a great chance to get to know one another.



Our Chair Mr Brian Dunn enjoying a chat with residents



A GROWING COMMUNITY





New logo chosen by the Tenant Voice Group

This logo was designed and chosen by our Tenant Voice Group and represents their work and involvement in reviewing and developing policies and activities.

Get in touch!

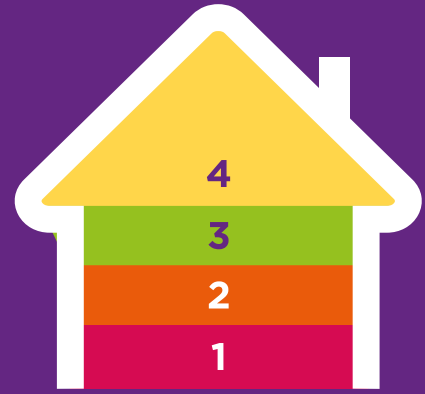
Do you have an idea you'd like to share, or a story to tell, or comments about our services?

Please get in touch with an email to:
housing@groveha.org.uk

If you have any complaints or problems they should still be addressed directly to our offices.

T: 028 9077 3330

(Please note we are unable to respond to anonymous emails)



Level of Participation choice for tenants

LEVEL 1: Information and Communication

You receive regular information, participate in surveys, provide feedback and keep us up to date on how to communicate with you.

LEVEL 2: Group Structure

You help set up and participate in the local tenants groups. You also participate in the organisation and planning of social activities in the community.

LEVEL 3: Formal Based Tenant Group

You participate in a broader Tenant's Forum which looks at the work of the Association, scrutinises our activities and policies and engages in our business for the benefit of all tenants.

LEVEL 4: Governance Structure

You agree to serve on the Board of Grove Community Housing Association having influence in its strategic direction and how it is governed.





Grove Community
HOUSING ASSOCIATION



SOCCER



Supporting the youth within the Grove Community



HOME GROWN TALENT

Grove United Youth F.C. Awards Night

We were delighted to sponsor Grove United Youth F.C. and the Chief Executive was honoured that she was asked to attend their awards ceremony and present the prizes to the very worthy winners.



COMMUNITY CLEAN-UP

Together we can make a difference

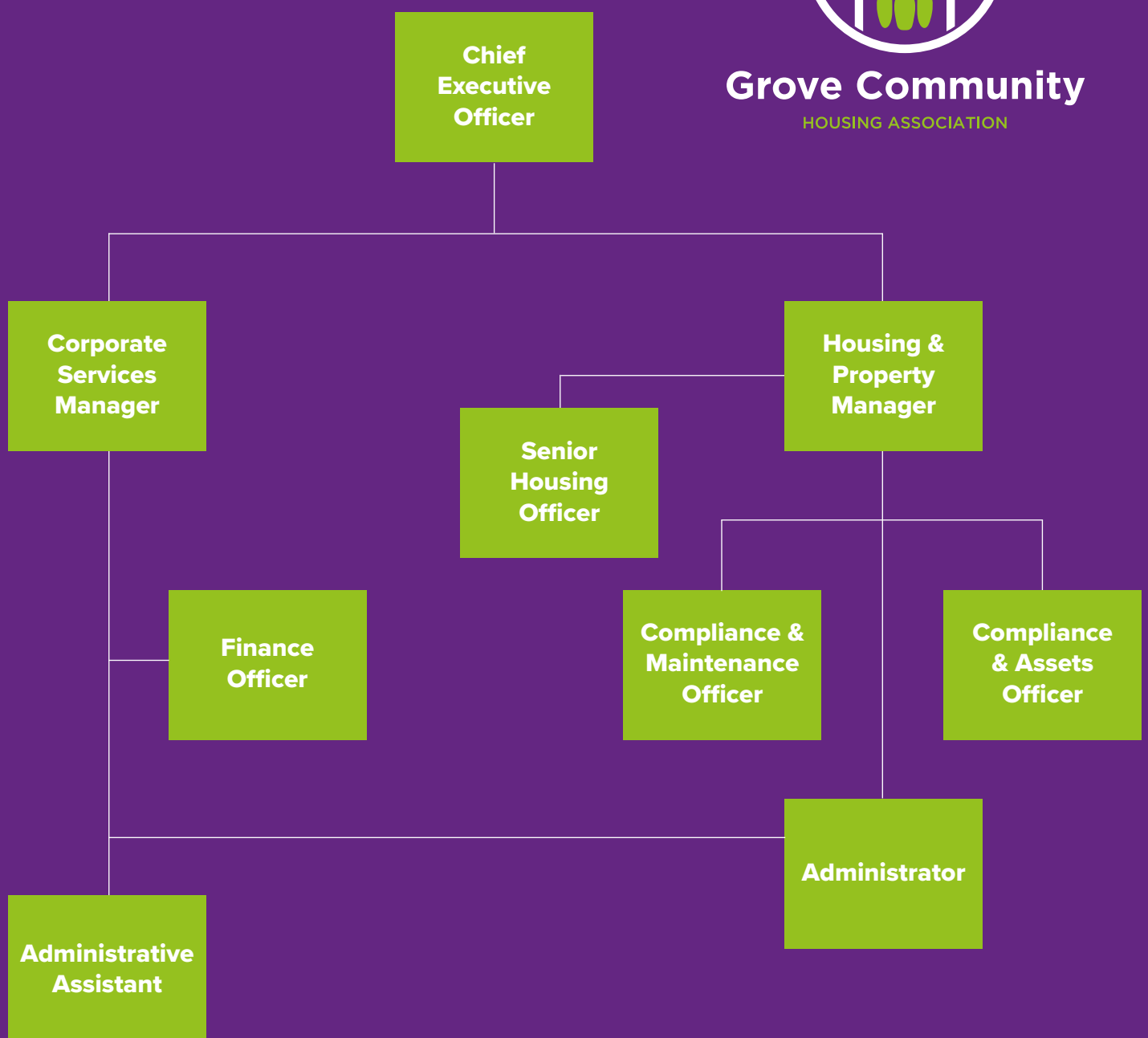
Grove Community Housing Association remain committed to the environment. We have supported the local community with several clean up initiatives throughout the year. We encourage all to play their part and also engage with Belfast City Council's great services in keeping our community clean.



CORPORATE STRUCTURE 2021-22



Grove Community
HOUSING ASSOCIATION



A GROWING ASSOCIATION

Following a staffing resilience and reward review, led by Robin Arbuthnot, Chair of our HR and Remuneration Committee, we were delighted to make two senior appointments to form a new management structure. The roles of Housing & Property Manager and Corporate Services Manager have been developed to enhance the delivery of our services to residents and to support our corporate governance and services. Together with our Chief Executive they form our Senior Management Team.

Margaret McIlwaine

is well known in the social Housing movement since she joined the sector in 1984 with the NI Federation of Housing Associations, amassing thirty eight years corporate governance and housing finance experience. Her new role involves providing Executive and Board support, finance, HR and facilities management.

Margaret is looking forward to the new opportunities in her career move. The new role of Corporate Services Manager in Grove Community Housing Association appealed to her as she was born and bred in North Belfast and even helped out the Association in its early days back in the 80's. She still loves an 80's music night to let her hair down, and can't wait to be involved with the Board, staff and residents in its valuable work.

In her spare time Margaret is a keen reader of murder mystery and true crime novels and loves spending time with her two young grandsons and her two dogs Charlie and Sasha.

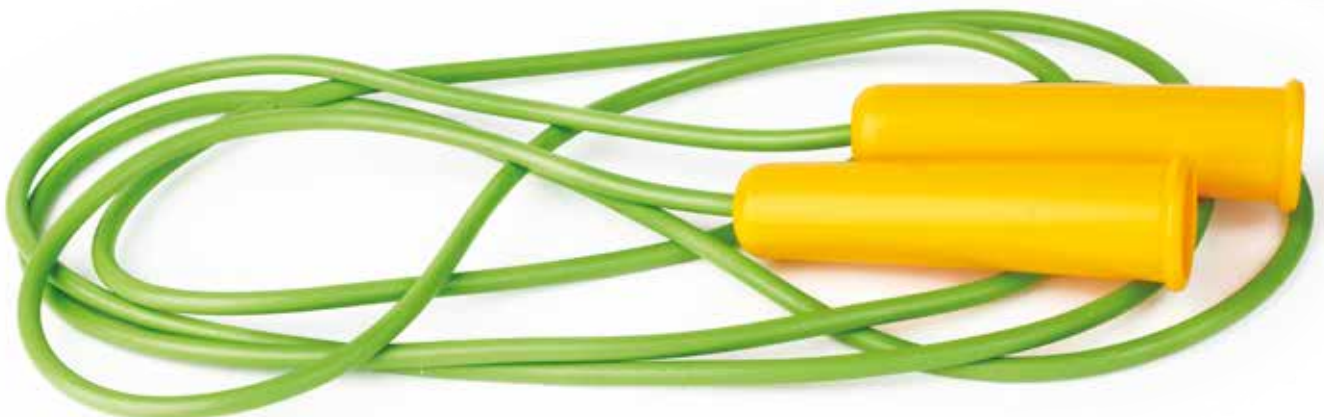


Margaret Duffy

brings over nineteen years community housing association experience to her new management position. Margaret has a vast knowledge of both housing management and maintenance operations. Coming from North Belfast, Margaret brings with her extensive understanding of the communities need. Her local knowledge of the area and numerous important contacts gained over the years through partnership working, will bring many positive benefits. She is held in high regard for her compassionate and pragmatic approach, having volunteered extensively during the pandemic.

Margaret has a strong belief in the importance of tenant involvement in the Associations work and the rewarding impact that social housing providers can have on daily lives. Margaret's enthusiasm for the uniqueness of community housing associations attracted her to the role. She has witnessed how instrumental they are in making a positive impact difference in the Newington community. Margaret is a positive and enthusiastic person and we are excited by the new opportunities she will bring to supporting the re-shaping of services in her management role and also to supporting the Grove community.

In between working and a busy family life, Margaret loves to take time out to focus on her health & wellbeing. Margaret is a regular gym user and enjoys running. She also loves nothing more than getting absorbed in a good book and the occasional night out.



FINANCE & ECONOMIC

25 Years in Grove Community Housing Association

Heather started her career in housing with GCHA in February 1997 covering reception duties.

At that time the association was based in its original offices at 139 York Road which a number of older tenants may remember visiting.

Major changes came about in 1999 when most of GCHA's older properties were vested and demolished paving the way for its new build schemes. This was an exciting time for both Board and Staff and especially so for the tenants getting the keys to their new homes.

GCHA also undertook the rehabilitation of its remaining stock bringing them up to a higher standard and Heather is delighted to be part of the association and seeing the great changes in the Grove area over these past 25 years. She is also looking forward to its next big project at the old Grove Primary School site.

Heather said that it has been a privilege to work with GCHA's Board members and colleagues, both old and new and is looking forward to the future.



Statement of Comprehensive Income for the Year ended 31 March 2022

	Notes	2022 £	2021 £
Fixed assets			
Turnover	3	1,348,927	1,373,414
Operating costs	3	-1,010,635	-800,601
Operating surplus		338,392	572,813
Other income	3a	475	16,983
Interest and financing income		181	838
Interest and financing costs	6	-77,738	-80,572
Surplus for the year		244,866	510,062
Other comprehensive income			
Actuarial gain / (loss) in respect of pension scheme	17	181,000	-150,000
Total comprehensive income for the year		425,866	360,062

Statement of Financial Position as at 31st March 2022

	Notes	2022 £	2021 £
Fixed assets			
Housing properties	9	12,030,368	12,077,799
Other tangible fixed assets	11	558,048	597,041
		12,588,416	12,674,840
Current assets			
Trade and other debtors	12	102,203	74,610
Cash and cash equivalents		1,405,642	1,634,411
		1,507,845	1,709,021
Less: Creditors: amounts falling due within one year	13	-523,382	-784,650
Net current assets		984,453	924,371
Total assets less current liabilities		13,572,869	13,599,211
Creditors: amounts falling due after more than one year	13	-9,682,454	-10,017,662
Pension fund liability	17	-208,000	-325,000
Total net assets		3,682,415	3,256,549
Reserves			
Share capital	18	15	15
Revenue reserve	19	3,682,287	3,256,421
Capital reserve	20	122	113
Total reserves		3,682,425	3,256,549

VALUE FOR MONEY



The Association is committed to delivering Value for Money (VfM) by continuous performance improvement.

This is a key principle of the Association's business plan which aims to deliver VfM under its business objectives and DfC standards of Finance, Governance and Consumer. We have improved our regulatory position and are 'MET' across all three areas in 2021/22.

Achieving a balance of progress against the specific targets within our Strategic Plan and Business plan will ensure we remain true to our core mission and values and we believe, ensure success.

We continue to benchmark our services against our peers and achieved many of our Key Performance Indicators (KPIs). We always aim to meet targets and standards set by our regulator and prioritise performance in these areas. We will continue to focus on investing sufficient resources to enable us to meet the highest levels of performance possible and engage fully with sector partners like our construction industry.

The Association considers VfM in terms of the maximum outcomes for the minimum cost of service provision.

The Association therefore strives to provide quality homes at reasonable cost. The service charges were also reviewed to ensure all eligible costs were included and we strived to ensure the servicing contracts provide good value for money, for example using tender frameworks for new maintenance contracts and pricing for grounds maintenance and upgrades to systems.

Affordable Rent

As a small, community-based Housing Association with tenants at its heart, we have always strived to provide affordable rents. We compare our rents to the sector and they demonstrate value for money and the majority of our rents remain the lowest in the Housing Association sector and in Belfast City. To enable us to continue to invest in our properties and the services we offer we ensure any rental increase still enables our rents to stay low. We examined all Housing Association weekly rents (including any service charges) and many are below the local housing allowance level. Our rents also remain approximately 30% lower than other Housing Association landlord rents. We issued an article in our Spring newsletter specifically on rents and sought resident feedback.



We reserve the use of consultants for critical work and ensure competitive costs are secured that have provided us with significant savings that can be used in other areas of our work. Our consultants engaged this year provided us with substantial savings and we are grateful to them for their support in our work.

Responsible management of our rental income enables Grove to achieve the strategic goals set out for its customers, plan ahead, invest in its homes, consider new ways of interacting with the 'Tenant Voice' Group, improve services and meet aims and objectives.

The Association has always benefited from volunteerism, with many of our Committee members and shareholders undertaking tasks on behalf of the Association such as actively participating in the provision of tenant participation activities such as social events, community garden activities, joint initiatives with others for those in food poverty. We successfully were awarded grant funding by Belfast City Council which was spent directly on tenant activity. We also signposted many tenants to receive fuel vouchers.

We attend 'Supporting Community' events for good practice examples in the sector and have brought these to our tenants. We supported one of our residents by fully funding study to achieve a formal qualification in Community Development work.

We met with other Housing Associations with a strong community focus to share support and good practice and pave a path of positive community relations. We also shared staff training costs to reduce budget spend and promote shared learning.

To ensure we met our objectives an annual business plan and budget is produced to enable us to set measurable KPIs for the organisation. Each quarter we report on our performance to both our Board

and our Regulator and have been able to demonstrate excellent performance in each quarter long with significant savings against the budget. This performance demonstrates we are able to deliver high value, meaningful services while enabling the Association to keep costs to a minimum.

The Association activities that contribute to VfM include:

- **Key performance indicators** which encourage efficient and effective services and behaviours
- **Continual review of services and suppliers and investment in technology** to enable procedures to be streamlined and improve compliance
- **Delivering maximum value** to the customer **while minimising costs**
- **Working effectively and efficiently** while maintaining and improving the service to our customers **by making the best use of resources**
- **Effective procurement of services** including use of joint procurement with other Housing Associations **to provide very competitive maintenance costs** e.g. tender frameworks and review of HA5 Group further maintenance contract re-tender opportunities
- For the past two years we have been able to **make significant savings on our annual insurances all while having added cover** leading to potential further savings and efficiencies
- **Tenant satisfaction surveys and engagement** to assess quality of services provided from an end user perspective, thereby understanding their definition of value, and focusing on the right things and doing the right things
- **Ongoing investment in our properties, ensuring high standard**

We understand that value for money can be best achieved by striking good balances between:

- **Economy – Spending less.** The price paid for what goes into providing a service. It's about delivering services at optimum cost, through minimising the cost of resources.
- **Efficiency – Spending well.** A measure of productivity and performance and the process and delivery of procurement.
- **Effectiveness – Spending wisely.** A measure of the impact that has been achieved, which can either be quantitative or qualitative.

The Association's Board leads the approach to value for money by setting the strategic vision and mission. The Association is also focused and determined to secure VfM into the future.

Value For Our Tenants

Value can also come in the form of advice and assistance. Grove Community Housing Association works closely with **North Belfast Advice Partnership**. We are happy to announce this Autumn we will again be providing free office space and facilities three days per week. This enables our tenants and other people from the community to avail of confidential, free, money and benefits advice.

Our staff can signpost any tenants struggling with debt or a change in their circumstances. This is vital to ensure people are able to sustain their tenancies and maximise their income. It also supports them with any queries following welfare reform changes and technology and rising cost of living. We also provided

support to assist tenants with their online Universal Credit claims and rental updates.

We have also invested heavily in Tenant Engagement opportunities. It is important for us as a community-based Housing Association where tenants are at the heart of all that we do. During the year the Tenant Voice Group met regularly and we are delighted we have recently published the new **Tenant Engagement Strategy 2022-2027**. We supported tenant events and published newsletters. We involved tenants in the design of Tenant Voice Group approval logo and also in the review of the **Tenant Satisfaction Surveys (TSS)** and also in our Complaints policy. Our **Tenant Voice Group (TVG)** will take forward further tenant participation work and support us in 2022/23 to develop an action plan based on the results of the Tenant Satisfaction Surveys. This engagement work is in line with the Department for Communities' (DfC) regulatory consumer standard. We believe that our tenants' involvement can only help improve our services and help us obtain further value.

We will continue to review opportunities for VfM in 2022/23 and beyond, with the assistance of Connon Associates Limited, Chartered Accountants, coupled with ongoing benchmarking within the sector.





Impact of Cost of Living Crisis and Construction Sector Strain

The Association has assessed its Forecasts under various scenarios. These included the potential and likely impact of rising costs from Covid-19 and the construction sector struggles with increases in the costs of materials, delays from shortages in materials and also shortage of workforce for backlogged demand. Mid year our main contractor went into administration, we worked hard to mitigate the impact and were grateful to CTS for the emergency cover arrangements. There were understandable impacts on our void

property levels as turnaround time from vacancy to re-let was delayed significantly in some cases and also like many housing providers we experienced similar delays in our planned maintenance. We strive to obtain fair and competitive contracts to enable our contractors to deliver our plans of much needed further investment in our homes in the incoming year.

Additionally, we have embedded new systems for examining and monitoring and managing risks at both a strategic and operational level and set a number of controls in place to mitigate against these and manage well any potential impacts on services and growth in these challenging times. Home safety remains our biggest priority and achievement. We continued to maximize the use of technology to deliver our business objectives and stay engaged and involved with each other and our stakeholders and tenants. We were pleased to be awarded the CIH All Ireland 2022 Award for Innovation in Housing.

GOVERNANCE & REGULATION

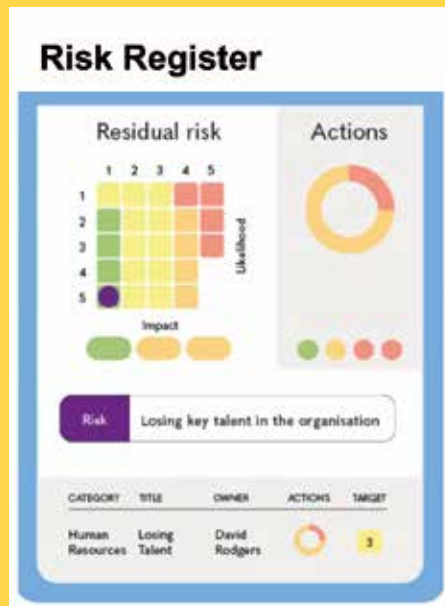
“A strategic Board has vision to look ahead, insight to look deeper, and competency to look beyond.”

Pearl Zhu
Author and Global Executive

Our Board has overall responsibility for the strategic direction of the Association.

Good Governance

We were delighted in the reporting year to significantly restructure our board of management. This was through an open recruitment exercise, expertly facilitated by **‘Distinctive People’**. We successfully appointed a number of new members and are grateful for the expertise, knowledge and professionalism they have brought to the governance of the organisation. We implemented new governance software; **‘Decision Time’** at the end of the reporting year. Members and senior staff undertook extensive risk



management training expertly facilitated by **‘Jonny Boggs’**. We are pleased that the association is now assessed as **‘MET’** across the governance regulatory framework.

The board were pleased to recommence face to face board meetings from May 2022. We also engaged in online training throughout the year.



We continue to welcome new Board Members interested in our work and communities.

Regulatory Performance

We are pleased that our regulatory position has been upgraded. We have been reassessed in the reporting year, as being **‘MET’** across all three Regulatory Assessment Arrears; Namely, Consumer Governance and Finance.

Regulatory Rating 2 – Meets the requirements but needs to improve in some areas in order to ensure continued compliance.

An achievement of a Grade 1 will place Grove in a strong position for competitive borrowing at an exciting time as we progress our plans to invest in over £4M to bring new homes to the Grove area.



Grove Community
HOUSING ASSOCIATION

BOARD OF MANAGEMENT & ADVISORS



Board of Management

Mr Brian Dunn (Chair)
Mr Jim Chapman (Vice Chairperson)
Ms Catherine Mullan (Treasurer)
Mr Vivian Chestnutt
Mr Robin Arbuthnot
Mr Erskine Holmes OBE
Mr Eamon Hunt
Mr Barry McCarron
Mr Jim Chapman
Mr Ian Hackney (Left May 2021)
Mr David Arthurs (Left May 2021)
Mr Philip Oliver (Left May 2021)
Mr Ian Elliott (Left August 2021)
Ms Amanda Johnston (Left September 2022)

Chief Executive & Company Secretary

Ms Agnes Crawford

Registered Office

171 York Road, Belfast BT15 3HB

Registered Society IP000173

NI Charity No. NIC104573

Department for Communities

Registration No. NIC104573

Solicitors Edwards & Co

Internal Auditors TIAA Ltd

External Auditors ASM Accounting

Accountants Connon Associates Ltd.

Bankers Ulster Bank



Grove Community

HOUSING ASSOCIATION



Contact Details

Registered Office

171 York Road,
Belfast,
BT15 3HB

Telephone

(028) 9077 3330

Out of Hours Repairs Line

0800 7313 081

E-mail

info@groveha.org.uk

Website

www.groveha.org.uk



facebook.com/grovecommunityhousing



twitter.com/grove_housing

Note of thanks and tribute

We wish to thank our dedicated staff team, Voluntary Board, contractors, service providers and community representatives for their continued dedication in rising to the challenge of continuing to deliver services to our tenants and community during these challenging times.

We also would like to thank our tenants for enthusiastically engaging in the work we do and always helping us improve what we offer.

We would also like to pay tribute to those in our communities that have been impacted during the year, especially those who are ill, feeling isolated or have lost loved ones. We will continue to provide support and understanding.

We shall keep you informed of other joint community initiatives planned for the coming year and of course in the plans for our new build homes.

Grove Community Housing Association

If you would like your own copy or in a different format (such as larger print or different language) please contact our office.