

#### respond.ie

Respond is a company limited by guarantee and registered in Dublin, Ireland.

Respond was established in 1982, is an Approved Housing Body (AHB), has built more than 5,600 homes nationwide and employs over 130 people. Respond currently manages and owns in excess of 4,300 units around the country with 3,225 homes at various stages of development from pre-planning to delivery. Respond also delivers supported temporary accommodation through the provision of 4 Family Hubs nationally.

Registration Number: 90576 Charity Number: CHY 6629 CRA Number: 20012625

Registered Office: Airmount, Dominick Place, Waterford, Ireland.

Respond Directors 2017Date appointedJohn O'Connor (chair)13 December 2016Juneanne Falconer26 July 2016Noel Kelly26 July 2016Joe O'Connor26 July 2016Michael Anglim13 June 2017

\*Brian Hennebry 23 August 1991 retired 31 December 2017
\*Katharine Larkin 26 July 2016 retired 14 February 2017
\*Cathal O'Connell 26 July 2016 retired 20 March 2018

Daniel Vincent McCarthy was appointed as Director of the company on 16 February 2018.

Company Secretary: Jill Jackman CIS (Affiliated)

#### Auditors:

PricewaterhouseCoopers, Chartered Accountants and Registered Auditors Ballycar House, Newtown, Waterford, Ireland.

#### Solicitors:

Beauchamps Solicitors (Dublin)
William Fry (Dublin)
P.J. O'Driscoll & Sons (Cork)
Advokat Compliance Limited (Wexford)

#### Bankers:

Ulster Bank, 97/98 Custom House Quay, Waterford Allied Irish Banks, The Quay, Waterford.

Sincere thanks to our outgoing board members Brian and Cathal for their dedication and commitment to the work of Respond.

Respond as a registered charity complies with the Governance Code for community, voluntary and charitable organisations in Ireland, and as an Approved Housing Body complies with the "Voluntary Regulation Code for Approved Housing Bodies in Ireland, Building for the Future" issued by the Department of Housing, Planning, Community, and Local Government



#### **RESPOND VISION**

Every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community.

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#### **RESPOND'S MISSION**

Respond will play an enhanced role in effectively addressing the specific housing and homelessness crisis in Ireland by expanding and improving the housing services we provide. We will significantly increase our housing stock, all the while seeking to maintain our focus on the alleviation of poverty. Respond estates will be well-designed, vibrant communities with new developments prioritising mixed tenure to ensure true social integration and inclusion. We will strive to contribute to an Ireland where everyone can have a home to call their own and where individuals, families and communities are empowered to reach their full potential.

#### **GUIDING PRINCIPLES**

A human right to housing: Respond believes that every human being is equal in rights and dignity and has the right to a secure, affordable home which meets their needs throughout their lifetime. Respond will strive to ensure that the services we provide do not exclude, disempower, or devalue the human rights of the people we work with and support.

Social Justice: All our initiatives will focus on creating a more just and equal society. We will seek to identify the root cause of social problems and, where we can, seek to address these through the deployment of our resources, expertise and energies. As a not-for-profit organisation, Respond will be measured by the positive impact we have on the lives of the individuals, families and communities we serve and our wider contribution to the well-being of Irish society.

#### **Core Values**

**Listening:** We will to consult with and listen to our tenants and service users of all ages and will reflect their opinions in the planning, design and delivery of housing and housing support services.

**Empathy:** In all our work we will try to see the situation from the point of view of the tenant or the community with which we are engaging; we will be non-judgemental, regardless of past or current difficulties, we will listen to and value their stories and experiences and endeavour to have a positive influence on their lives.

**Integrity:** Honesty, truthfulness and transparency of purpose and method will be our constant watchwords.

**Trust:** We will aim to be a trusted and reliable social landlord to our tenants, a trusted partner for those with whom we collaborate and a trustworthy employer for Respond employees.

Sustainability: All our developments will endeavour to enhance the natural world around us and not adversely impact the environment without redress. Through the design of our housing and communities we will be mindful of our ethical obligations to pursue national goals of sustainable development through energy efficiency and the reduction of carbon emissions.

Quality design: All our developments will be based on principles of place-making and creating sustainable & safe living environments. We will seek to follow best practice to deliver integrated housing developments designed to high quality housing capable of being used by all including those with specific needs.

Value for Money: Conscious at all times that we utilise state-backed loans and tenants' rental income to finance our building and service-delivery programme, we will ensure that all our expenditure and investment provides clear value for money with evidence-based, testable outcomes.

#### Foreword by Chair + CEO

John O'Connor Chair



Declan Dunne
Chief Executive Officer



Housing and decent accommodation in the areas in which people want to live are key and basic factors in improving people's lives and in enhancing the overall health and wellbeing in society.

In many advanced democracies, non-government or not for profit housing bodies are now the main providers of social and affordable housing. Housing associations, with appropriate support from central and local Government, can set good housing standards, achieve high levels of tenant satisfaction, deliver professional standards of housing management and sustain a valuable social asset.

Respond is proud to be to the fore of the housing association movement in Ireland. We currently own and manage 4,329 homes or apartments accommodating 8,717 people throughout Ireland.

#### Continuum

Respond takes a holistic approach to both housing delivery and tenancy management. We do not see our role as solely providing what is traditionally termed social housing but that our housing expertise can be deployed across the continuum of housing needs.

We have a long history and expertise in providing housing for older people and people with specific housing needs. Last year saw us expand our offering to homeless families as we launched 3 new Family Hubs in Drumcondra, Tallaght and Clontarf.

I am glad to report that the majority of families have moved on to homes of their own from these Family Hubs. Designed to be a short term response to the most acute element of the housing and homelessness crisis, Respond will ensure that these premises are capable of being converted to permanent housing for those in need when the crisis abates.

We also hope to expand our offering to those who do not qualify for social housing but who still cannot access private finance in a period of escalating rents and property prices. Always ready to innovate, Respond hopes to pioneer the delivery of affordable housing to this, the commonly called 'squeezed middle' in the current supply crunch. Working in partnership with other pioneers we hope to make a real contribution to the idea of true integrated developments, where all parts of Irish society will live side by side in vibrant and caring communities.

#### "Life-changing"

Last year we continued to deliver new social homes and to commence construction in order to deliver on our stated targets. Respond aims to provide at least 2,500 new social homes over the next 5 years. As our development pipeline continues to increase we are in a solid space to deliver on this ambition



# Respond Board of Directors Joe O'Connor, Juneanne Falconer, John O'Connor (Chair) Cathal O'Connell, Jill Jackman (Company Secretary) Noel Kelly, Declan Dunne (CEO)

Michael Anglim and Brian Hennebry.

When we visit the tenants in their new homes, we truly realise how basic a need quality housing really is and how decent and affordable accommodation can be the key determinant in the success of a family or an individual. We learned that last year in Chanel Manor in Coolock when one resident told us that she viewed her new home as her family's chance to finally improve their lives. She said "she would never give out again". Or in Clondalkin when we hear a family call their new Respond house "life changing" as a parent with particular spatial requirements now has the room he needs to live with dignity.

#### "Building homes, improving lives"

The housing and homelessness crisis Ireland currently faces can be overcome. Over the course of the last 36 years Respond has always risen to the challenge. As an approved housing body, we are focused on finding practical solutions, delivering more homes and maintaining comfortable homes for existing tenants.

The motto of our new logo reflects both our history and our plans for the future. 'Building homes and improving lives' will be our watchwords to keep us on track and remind us of why we do the work we do. The logo - a house with a stylised thumbprint - represents each individual's need for a home as a human being and for pathways to the wider community.

We will continue to pioneer new models, to forge new partnerships across the sector to deliver the best services we can and to learn and adapt as we work to ensure that our impact is demonstrable and real.

Respond intends to play a significant part in reducing the housing list and providing decent homes and accommodation for many thousands of people over the coming years.

John O' Counce

John O'Connor

Chair

Declan Dunne

Chief Executive Officer

#### **About Respond**



invested to date in Social Housing



Vibrant Caring Integrated Communities

3,225 UNITS IN THE DEVELOPMENT PIPELINE



5,639

RESPOND HOMES

BUILT by 2017



### WELL-DESIGNED HIGH QUALITY HOUSING



3 new Family Hubs

156 estates nationally





families accommodated in Family Hubs

**IRELAND WIDE** - HOMES IN 25 OF THE 26 COUNTIES OF THE REPUBLIC OF IRELAND





2,957 children (u18yrs) accommodated



3,256 adult females accommodated



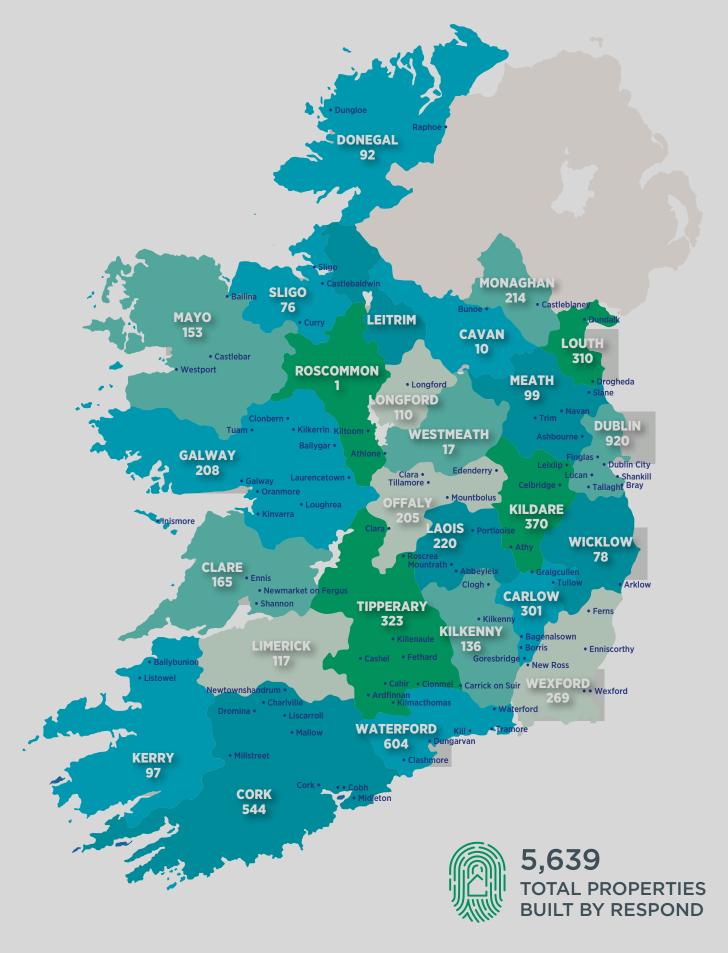
2,504 adult males accommodated



MANAGING
4,329
SOCIAL
HOUSING
UNITS

We have a full portfolio of different property types.

#### **Building homes**





#### **NEW SOCIAL HOUSING SUPPLY**

"... I was trying to keep everyone together. We needed a break, we needed a chance, y'know, and we got it. And honestly, I said I'm never giving out about anything big again. This is our chance now. Honestly. It's magical."

Dolores O'Brien, resident of Chanel Manor, Coolock, Dublin 5.

#### **New Social Housing Supply 2017**



Housewarming party for the families in Chanel Manor.

#### Chanel Manor, Dublin

Minister for Housing, Planning and Local Government Eoghan Murphy TD officially opened the new Respond social housing development in Chanel Manor, Coolock, Dublin 5 in December 2017. Chanel Manor is now home to 16 families with 103 individuals including 69 children in their new homes for life. All 16 families were previously on the social housing waiting list for Dublin City Council.



Chanel Manor was built with loan finance from the Housing Finance Agency, a Capital Advance Lease Facility (CALF) and Payment and Availability Agreement from the Department of Housing, Planning and Local Government.

Dolores O'Brien one of the new residents of Chanel Manor said: "I cannot tell you how thrilled I and my family are that we are now in our new home. The house is beautiful! We now have enough bedrooms for us all and I truly believe this is the lease of life we all needed. I feel this is our new hope – the hope that we can live now in the space that we need."

Chanel is a Developer led Turnkey Acquisition of 16 units of 4 bed houses in Chanel Manor, Coolock, Dublin 5. The project was delivered by CALF/PAA and HFA finance. Developer was Marlet Property Group

Respond aim to deliver 2,500 homes in the period 2018 - 2022 Estimated Total Capital Outlay - €756 million





**5639 homes**built nationally
on **156 estates** 

4,329 owned and managed



4 Family Hubs









Construction of Martanna House which is currently underway at Grace Park Road, Drumcondra, Dublin 9.

#### **Dublin Street Cork City - construction**

Respond Led development for 10 units at Dublin Street, Blackpool, Cork. The unit mix consists of 5 units of 2 bed apartments and 5 units of 1 bedroom apartments in a four storey apartment block. Currently on site and due for completion in August 2018. The works were delivered using the Public Works Contract for MINOR Building or Civil Engineering Works Designed by the Employer.

#### Design Team:

Employers Representative: Respond
Architect/Assigned Certifer: Respond
Civil and Structural Engineer: Hayes Higgins Partnership
Mechanical and Electrical Engineer: MacArdle McSweeney

Quantity Surveyor: Duffy Quigley Quantity Surveyors

Main Contractor: HG Construction Limited

Contract Sum: €1.4m

#### Martanna House, Dublin 9 - construction

Respond Led development for 8 units on the grounds of High Park Convent, Grace Park Road Drumcondra, Dublin 9. The unit mix consists of 4 units of 1 bed and units of 2 bed apartments over 2 storeys. The gross internal floor area of the building is 727m2.

The unit sizes are larger than standard apartments as they will be used for persons with disabilities coming from congregated settings. The units have been designed to meet the needs of the end-users and have been based on occupational therapists recommendations. Currently on site and due for completion in December 2018. The works were delivered using the Public Works Contract for MINOR Building or Civil Engineering Works Designed by the Employer.

#### Design Team:

Employers Representative: Respond
Architect/Assigned Certifer: Respond
Civil and Structural Engineer: David Kelly Partnership
Mechanical and Electrical Engineer: HOH partnership
Quantity Surveyor: Nolan Construction Consultants

PSDP: Safety.com

Main Contractor: Mythen Construction Limited

Contract Sum: €1.85m

#### **New Social Housing Supply 2017**





#### Ashmount Mews, Cork - fully tenanted

Ashmount Mews, Silversprings, Co Cork phase 1 was completed in 2016 through National Asset Residential Property Services Limited (NARPS) which is the development arm of National Asset Management Agency (NAMA) with the full support of Cork City Council.

Former Minister for Housing Simon Coveney visited this family estate in September 2016 and spoke to some of the 16 families who had recently moved into their new homes. Phase II was completed in 2017. Ashmount Mews has a total 34 homes including 33 No. 3 bedrooms and 1 No 4 bed. The development is now home to 44 adults and 71 children. Average BER rating is A3 - C1.

#### Clondalkin, Dublin - fully tenanted

Acquisition of 5 units of 3 bedroom houses at Station Road in Clondalkin. The project was delivered by CALF/PAA and HFA finance.

Developer: Tolmac Construciton Limited



### Work with Cheshire Homes Dublin - disability adaptations

Respond work closely with Cheshire Homes to refurbish and modify housing units for persons with disabilities or older persons. All works are completed on requirements based on occupational therapist requirements. We have recently completed 48 Beaumont Avenue and 74 Torey Square and are looking at progressing new projects in the future.



Property Development & Asset Management Team

Arnelio, Alan, Paul, Fergul, Jimmy, John, Paul & Laura. Christine, Parag, Angela & Donal.

#### **Our Development Team**

Respond as one of the largest housing associations in the country, have the financial capacity, technical expertise and well-resourced and skilled housing management staff to manage the schemes and contribute to the development of the wider community in a holistic approach.

We are an award-winning team of 130 highly qualified professionals with 20 property staff operating in locations around Ireland.

Our in-house multi-disciplinary property team have a vast range of experience in all aspects of project delivery from inception straight through to completion.

The team's core competencies include:

- > Design and Construction Technology
- > Funding Application and feasibility appraisal
- > Procurement and Tendering
- > Contract Administration
- > Change and Risk Management
- > Facilities Management
- > Capital and whole life costing

RESOURCE	COUNTY / JURISDICTION
Christine Barros Michael Hamill	Monaghan • Cavan • Leitrim Longford • Westmeath • Wicklow
	Roscommon • Louth • Meath
Clara O'Neill Richard Vaughan	Cork • Clare • Kerry
Liam Fewer	Donegal • Sligo • Mayo • Limerick
Richard Vaughan	Waterford • Kilkenny • Wexford
Laura Firth	Offaly • Kildare • Laois
Alan O'Keeffe	Carlow • Tipperary
Michael Hamill	Dublin
Parag Joglekar	
Liam Fewer	Galway
Parag Joglekar	



**Property Development Team** 

Michael, Laura, Liam, Clara, Parag & Christine.



Two of the Property Team located in Waterford Richard & Paschal.

### Development Team Operational Areas and Approvals

#### **New Projects and Appraisals**

"Our six Development Teams are responsible for various regions; the teams source projects and develop relationships with builders, contractors, local authorities and other stakeholders.

Appraisals are undertaken for viability and proposals prepared for in-house approvals.

#### **Approvals Process**

Development proposals are reviewed by:

- > The Executive Development Committee
- > The Board Sub-Committee on Development
- If approved at each stage the proposals are put forward for final consideration and approval by the Respond Board of Directors.

#### Implementation and Delivery

The Development Team link with the various stakeholders to prepare and provide the input for execution of funding applications and legal contracts. The Team oversee the projects through construction to handover.

#### **Future Housing Supply**



Site clearance for construction of 50 new homes in Carrickmacross, Co Monaghan.



3D perspective of the new Golf Links Road development.

#### Kingscross Road, Carrickmacross, Co Monaghan - on site

Developer led project of mixed tenure development - private and social housing. There are 94 units and a crèche facility overall. Respond are acquiring 50 units comprising of  $2 \times 2$  bed houses;  $35 \times 3$  bed houses; and  $13 \times 4$  bed houses while remainder of the houses are being sold as private homes. This development is currently on site and is due for completion early Q3 2019.

#### Golf Links Road, Co Kilkenny - on site

This developer led scheme includes the construction of 54 dwellings including 39 houses (33 x 3 bed and 6 x 4 bed) and 15 apartments (2 bed) at Golf Links Road, Kilkenny. The scheme is co-located with an independently owned and run nursing home. The properties are located in close proximity to shops and services. The development is funded through PAA and CALF (Houses) and CAS funding (Apartments).

Our current development pipeline consists of **3,225** units



New homes located at Martello View, Balbriggin.



Weston, Carrigaline, Cork.

#### Martello Place, Balbriggin, Dublin - on site

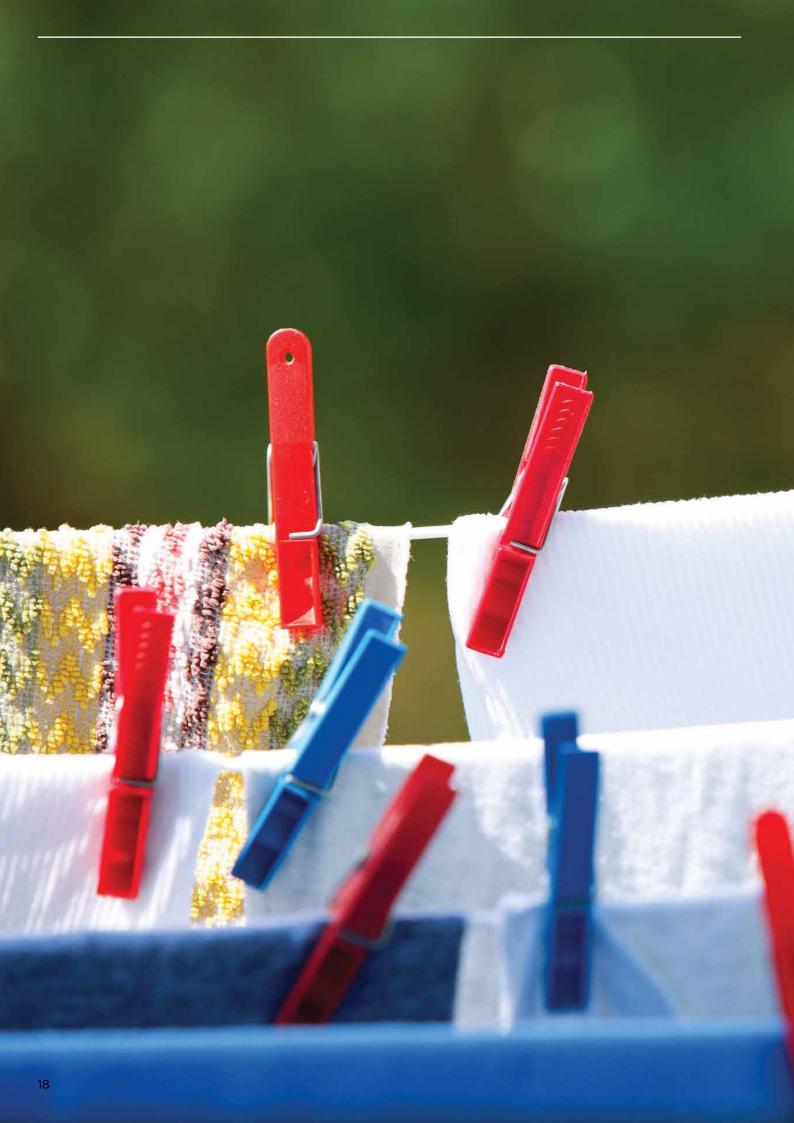
Developer led project of 18 no. 3 bed semi-detached houses located North-West of Balbriggan town centre and adjacent to the Balbriggan Educate Together. This development has been recently completed and we are expecting first tenants to move in this August.

#### Weston, Carrigaline Cork - on site

This developer led project consists of 7 no. 3-bedroom semidetached family houses located in the rapidly expanding suburb of Carrigaline, outside Cork City.

The houses are part of a small estate of 10 houses named Weston Avenue, adjacent to 'St Johns National School'. Cork County Council are managing the three remaining houses on the estate.

The houses have an excellent BER rating of A2, and are equipped with air to water heat pumps and solar PV panels. First residents are due to move-in Autumn 2018.





#### MAINTAINING AND UPGRADING EXISTING STOCK

"...the hope that we can live now in the space that we need - and the hope, which I can see is already happening, that my children are happier and more confident about the rest of their lives."

#### **Energy Upgrade Programme and Investment in our Housing Stock**

#### **Ballina Phase 1**





#### **SEAI Deep Retro Fit Pilot 2017**

In June 2017, the Sustainable Energy Authority of Ireland (SEAI) announced the launch of the Deep Retro Fit Pilot scheme. Deep Retro Fit is the significant upgrade of a building toward nearly zero energy requirements where it is practically feasible and achievable. Rather than upgrading isolated parts of the house, the whole home should be assessed as a system, looking at how energy is used and retained. All aspects of the building fabric, air tightness, ventilation and renewables should be addressed. The aim of the pilot was to investigate the challenges and opportunities that deep retro fit present in practice.

#### **Project Partners:**

Client: Respond Housing Association

Government Support: SEAI.

Participating Energy Supplier: Electric Ireland

Project Co-Ordinator: EnviroBead

#### **Project Overview**

The project was aimed at providing deep retro fit energy efficiency upgrades to 12 houses for Respond Housing Association in Millview Crescent, Ballina, Co. Mayo. This was proposed as phase 1, with the remaining 34 houses/apartments being done under phase 2 in 2018. The proposed energy savings in phase 1 were 245,407 kWh's in domestic energy credits. The houses are 3 bed 2 storey semi-detached and were constructed in 1999 with a D2 BER rating with an energy value of 294.72 kWh/m2/yr.

#### **Project Objectives:**

The proposed upgrade measures would greatly improve the energy efficiency of the houses, resulting in an A3 BER rating with 59.39 kWh/m2/yr, giving an overall uplift of 234.31 kWh/m2/yr, with up to 80% energy savings.

Through these improvements, the project partners hoped to:

- > reduce the financial pressure on tenants in relation to fuel costs
- > improve the health & wellbeing of the tenants
- > improve the energy efficiency awareness of the tenants, and
- > create a network of energy conscious tenants/estates within the Respond community.

Upgraded **1,622 homes** at a total investment of **€20 million** with the assistance of SEAI funding of **€8.5 million**.

#### **Energy Upgrade Measures**

#### Cavity wall insulation - EnviroBead/O'Loghlen Insulation

The existing external walls were 300mm cavity walls with 50mm aeroboard and a 50mm empty cavity, giving an approximate u-value of 0.55 W/m2K. We pumped the 50mm cavity with EPS bead, which resulted in a new u-value of 0.3 W/m2K

#### uPvc windows & doors - Deerpark windows & doors

The windows and doors consisted of double glazed timber frames, with u-values of approximately 3.56 W/m2K for the doors and 2.8 W/m2K for the windows. These were replaced with high performance double glazed uPvc units with u-values of 1.4 W/m2K for the doors and 1.1 W/m2K for the windows.

#### Airtightness - SIGA/O'Loghlen Insulation

The Air Permeability test on the house gave a result of 10.23 m3/hr/m2 @ 50pa. We carried out air tightness works to the house, paying particular attention to around the windows & doors, stove, attic hatch and service penetrations, to achieve an air permeability of less than 5 m3/hr/m2 @ 50pa.

### Air to Water Heat Pump - Daikin/RTS Heating & Cooling Services

The existing heating system consisted of an open fire back boiler system to radiators with no time and temperature control, operating at a 50% efficiency. We installed a 4kW Air to Water Heat Pump serving the existing radiators and new integrated hot water tank, with full time and temperature control. A seasonal efficiency of 418% is achievable i.e. for every 1kW of electricity to power the heat pump, the system produces over 4kWs of heat.

### Wood burning room heating stove - Boru Stoves / D&E Tiling

The existing open fire operated at a 20-30% efficiency. We installed a 5kW wood burning room heating stove, which operates at an 83.2% efficiency. A new Timber surround, granite insert and hearth, rain hat and 2No. 10 year battery operated Carbon Monoxide alarms were also installed.

#### Whole house Demand Control Ventilation - AerHaus

Due to the increased air tightness in the house following the upgrade works, we installed a Demand Control Ventilation system, consisting of a fan unit in the attic, extracting from the kitchen, bathroom & utility room, and fresh air intake vents in the other rooms. This system improved the air quality within the house, and can also guard against the possibility of summer overheating.

#### 1kW of Solar Photovoltaic - Clean Energy Ireland

A 1kW Solar Photovoltaic (PV) Electrical system consisting of 4 No. panels on the roof. These will produce up to 1,100kW's of electricity in the year, which can be used to reduce the electricity bill in the house. When the Solar PV panels are producing more electricity than you are using, the surplus is fed back to the grid or sent to an immersion/heater.

#### **Project Outcomes**

- Post works A3 BER rating of 58.37 kWh/m2/yr, giving an overall uplift of 236.35 kWh/m2/yr, indicating an energy saving of 80%.
- > Post works air permeability of 3.28 m3/hr/m2 @ 50pa.
- > In real terms, tenants were spending €65-€70/ week on fuel during the winter. However, due to the upgrade measures, the tenants heating bills were approximately €15/week this past winter, giving a saving of €50-€55 a week.
- > Tenants have reported warmer, more comfortable homes, with on-demand heat and hot water.
- As a result of the new levels of comfort, tenants have indicated improvements in their health & wellbeing.



#### **TENANT SERVICES**

"Moving into the Respond house has been life-changing for our family. Now we have the space my husband needs and all the family can help out."

Elaine Hyland, resident Station Road, Clondalkin, Dublin 22.

#### **Tenant Services:**

Target Operating Model: Respond Tenant Services

# BUSINESS PLAN/ EXECUTION Core Housing Services Re-balanced to focus on core mousing service and prepare

TARGET
OPERATING MODEL

(when needed) assessments, differing levels of support: older, younger, disability, families, CAS Estates

**Additional Supports** 

INVESTING IN
COMMUNITIES
ant led place ma

Tenant led, place making, estate level planning, support community integration

#### SERVICE DEVELOPMENT

Modern, National Service: Increased Use of digital/Online, CSC, Standardised, Innovation with potential for scale-up
Tenants at the Centre: Tenant Journey mapping, Equality and Consistency, Clear Offer Communicated & Tenant Feedback
Delivered Through: Service Panning, Service Design, Role Clarity, internal & external Collaboration
Value of Money and Measured: Use of Organisation Intelligence, Outcome & Social Impact measurement

During 2017 a staff-resident support group were set up, under the guidance of external consultant Rita Burtenshaw, to review the delivery of tenant services. This review group agreed upon a series of guiding principles which will guide the delivery of services to our tenants over the coming years.

#### General Service Principles.

- A clear "offer" to tenants: a commitment to a range of high quality services and supports that are effectively communicated to tenants
- A national service that is underpinned by consistent policies with clearly documented and more standardised approaches
- Equality of service to tenants: this means tenants get the same core service (housing, social, community) wherever the tenant lives
- A primary focus on housing: repairs, anti-social behaviour, rent, voids, assessments and estates that are maintained, safe and integrated
- 5. A value for money service, gained through efficiencies and releasing funds for social and community investment (profit with a purpose)
- 6. Additional supports when needed: needs identified, working in partnership, CAS estates, older people, disability, families, young people

- Easy to use services: simplified, increased use of digital, a range of options for service use incl. non-digital, improving response times
- 8. A tenant-responsive service, knowing what tenants want through feedback, resources more focussed on what matters to tenants
- Real tenant engagement in housing, enhancing communities and the organisation: that means a menu of engagement options for tenants
- Staff with clear roles, expertise incl. IT, team working, trusted partners, committed to the tenants and the mission of Respond
- Innovation (products and ways of delivering) matching changing needs that can be sustained and scaled up as appropriate
- 12. A well planned and executed service with readiness for planned growth, that means: intelligent design, strong interdepartmental collaboration, data, tracking, measures (including social value measurement), outcomes, reporting, evaluation and review to keep refreshing

#### National Conference on loneliness & isolation



The Minister of State for Training, Skills and Innovation, John Halligan T.D. pictured with Declan Dunne Respond, Jordi Tolra, Vincles Project, Barcelona, CEO, Prof. Cathal O'Connell, UCC, Sean Moynihan, CEO Alone, Ms. Long Pham, Smart Cities Initiative, Dr. Lorcan Byrne, Respond, Marie O'Gorman, Silver Surfer Competition Winner, Philip O'Reilly, National Coordinator of Services for Older People, Dr. Eleanor Bantry-White, UCC and Prof. Mark Wilson, Loughborough University, Tyndell National Institute, UCC before the start of the "Responding to Social Isolation Through Technology" Conference at Respond, John's College.

### Responding to Social Isolation through Technology Conference - February 2017

This national conference jointly hosted by the School of Applied Social Studies, University College Cork and Respond Housing Association took place on Friday 10th February 2017 at Johns College, Waterford. "Responding to Social Isolation through Technology" heard from a range of experts and practitioners on methods to deal with Ioneliness and examined innovative responses to one of the major social issues of the digital age. Loneliness and the social isolation associated with it has been described as one of the most significant challenges for contemporary societies and poses profound implications for the well- being of individuals, communities and humanity at large.

This half day conference was essentially a follow on to the highly successful "Responding to Isolation & Loneliness: Housing and Community Perspectives" conference which also took place in November 2015 in John's College. Many of the effects of Ioneliness and isolation have been captured in quality of life indicators and impacts people regardless of age, gender, income or ethnicity. Responding effectively to social isolation and Ioneliness poses challenges for governments, policy makers, service providers, NGOs, communities, households and families. Effective responses make good sense not only in social terms by addressing quality of life issues, but also financially by alleviating pressure and demand for services as people remain healthy and supported in their own homes and in their own communities.

#### **Tenant Services**

#### **Services for Older Persons**



Intergenerational group trip to Wexford Wildfowl Reserve

### Minister Daly launches Waterford Age Friendly Strategy at John's College

On Friday 5th December 2017, the Minister of State with special responsibility for Mental Health and Older People, Jim Daly TD officially launched the Waterford Age Friendly Alliance City and County Strategy 2017-2022 in John's College. During the visit, Minister Daly viewed all of the information stands and talked to the residents of John's College while touring the facilities on the campus. The Minister also had time to drop in to one of the residents, Dermot Power and was highly impressed with the views of Waterford City from the apartment. Eleanor Gaffney. Older Person's Support Worker and the John's College Choir added some festive cheer to the occasion with a magnificent performance.

#### **Services for Young People**

#### Midnight League

The Midnight Leagues was established in 2015 as a response to on-going anti-social issues on the Marley's Lane soccer pitches and within the wider community. Since its establishment the project has engaged with over 130 young people aged between 10-19 years. Initially the leagues were run twice per year (May & December) over a six week period on Friday nights from 9:00pm through to midnight.

However due to demand and need there are now an additional two leagues throughout the year: a blitz competition over the Easter break and a new five week event over the month of July, which has been identified as a month when anti-social activity increases. The leagues are open to both male and female participants and split into two categories, an under 15s and over 15s. As part of the over 15 league there is also a team made up of staff from the projects involved and members of the Gardaí which is a fundamental element in the development of the positive relationships of between all involved.

The project is currently managed and coordinated by a multi-agency steering committee which include; Respond youth development coordinator, Youth Work Ireland & FOROIGE staff, Connect FRC, Drogheda Boys F.C, The FAI, Local Volunteers, Gardaí and Probation service. Over the twelve month period the steering committee had been in discussions with the International Fund of Ireland and Connect FRC to secure funding for the development of a project which targets young people aged 16-24 involved in the Late Night Leagues and the wider Drogheda area. Having secured this funding the "Footsteps Project" now in operation is a targeted service to support young people currently out of employment or education and in need of extra support. It is a voluntary personal youth development programme which is strengths based and non-judgemental which focuses on the young person's personal development and raising awareness of issues affecting their lives.



Midnight League in action

#### **Awards**



Accepting the housing award from the Mayor is Parag Joglekar Respond's Head of Property. Also pictured are Dr. Donal McManus, ICSH Chief Executive, Susan Goulding Respond and Ray Fanning Respond Head of Finance



Housing Estates Winner (Category 9) Kiln Lane Mountrath, Co.Laois

### Respond Johns College win a prestigious ICSH Community Housing Awards 2017

In 2017, Johns College in Waterford won the ICSH Award for the category 'Housing for Older People' at the prestigious Irish Council for Social Housing (ICSH) Community Housing Awards 2017 in Limerick. These awards showcase the best in housing for older people, homeless projects, housing for people with disabilities, housing for families, regeneration, collaboration initiatives, community integration and housing management. Twenty five housing schemes were shortlisted under seven different categories. Nine awards were given in total on the night and Respond were shortlisted for two:

#### 1. Johns College

#### 2. The Family Hub, High Park,

The category winners were announced and presented with their awards at the ICSH National Social Housing Conference on 27th September 2017

#### **Pride of Place Award**

Congratulations to An Garran Mountrath estate which was part of the Kiln Lane entry in the IPB All Island Pride of Place competition. It was announced early December 2017 at the Gala awards ceremony in Donegal that Kiln Lane Estates won the Main Competition - Housing Estate category.

It was commented upon that the judges were immensely impressed with the wonderful colour in the floral displays and flowerbeds, the neat and tidy grassed areas, open spaces and the absence of litter "It's great to see that after months of preparation and investment from Residents and the significant collaboration of Respond Laois County Council and Laois Company, this estate has been clearly recognised by the judges. There was a great buzz in Mounrath in July for the judging of the All Island Pride of Place. The estate has been nominated by Laois County Council for the competition."

The estate comprises of Local Authority, Cluid housing, Private and Respond housing. It is a positive example of an integrated estate working together with a lot of support from Laois Partnership.

#### **Tenant Services**

#### **Awards**



Wall of fame on the Community Building located at Athy.

#### **Neighbours' Day**



Niamh, Aoife and Helena enjoying Neighbours' Day, Waterford 2017.

#### Tidy Towns Award for Ardrew, Athy

Congratulations to Ardrew estate who have won another plaque to install on front of their community building. Ardrew won a prize for Social Integration at the presentation of Athy Tidy Towns awards ceremony held in December 2017. Sr. Dolores Grady accepted the award on behalf of Ardrew residents from representatives of the local Council and Tidy Towns Committee.

Ardrew Meadows is situated on the south-west outskirts of Athy, Co. Kildare. It was built in 2009 and consists of 87 families. From the early days Ardrew Meadows has been featuring well in Award Ceremonies - winning a ICSH Community Housing Award in 2011. With the growth of a very strong Residents' Association, Ardrew Meadows has gone from strength to strength. This Residents' Association have been presented with Large Estate Winner ('13, '14 & '16) in the Tidy Towns, Best Kept Estate winner 2015 and now the Special Social Inclusion Award for 2017.

#### Respond celebrated European Neighbours' Day

Respond hosted a number of events around the country to celebrate European Neighbours Day 2017. The western region celebrated European Neighbours Day in Ballygrennan Close, Moyross, Limerick on 19th May.

It was a really special day and enjoyed by all, lots of craic, good food, activities (such as planting) and of course, fab neighbours!! Respond also organised a BBQ at our offices in Waterford with live music supplied by our very own residents, the Johns College Choir. 2017 marked the 17th anniversary of Neighbours' Day, since it was launched in Paris in 2000.) This event is celebrated around the world by millions of people - 1450 partner cities, housing organisations and associations are participating in over 36 countries with more than 30 million participants! The impressive development of neighbour's day is living proof that there is a desire to promote a 'better living together' with no borders. The BBQ at lunch time at Airmount was celebrated by more than 75 attendee's staff, and residents from Airmount, Luke Court, Aisling Court, Francis Court, Spring Gardens, Johns College and Oak Crescent Tramore. The delicious food was supplied by Jack Molloys and disappeared very quickly indeed, along with the sunshine.

#### **Customer Care**



Customer Service Centre staff Susan, Rachel, Matt and Louise.

The Respond Customer Service Centre (CSC), is based at the Respond Head Office in, Airmount, Waterford and is currently staffed by four full-time personnel. The role of the customer service team is to support all tenants and employees across Ireland by dealing with routine tenant requests and enquiries, freeing up front-line staff to deal with the more complex issues that arise. The CSC provide continuous service during business hours and a consistent level of service to all Respond Tenants and callers nationally.

Typically the Customer Service Centre deal with and aim to resolve 80% of the following at first point of contact such as:

- Rent enquiries and requests such as replacement of payment card, requests for statements, queries on specific transactions, queries on how rent is calculated, entering income details on the system, arranging repayment agreements for low level arrears, sending out reminder letters for low level arrears
- Arranging routine low-value reactive repairs, following up with contractors who have not attended tenant appointments, following up with contractors who have not completed works within the agreed timeframe
- Responding to enquiries from housing applicants or potential applicants providing forms, information and support as required.
- Subject to the appropriate consent being received from the resident: providing statements to third parties confirming routine matters such as a tenant's current rent, existence of tenancy, duration of tenancy, etc.

#### Statistics for 2017 for the CSC are as follows

Post Received This figure has decreased from last year as EDMS has been introduced, invoices which would have been received in the post are now sent electronically to finance department	9327
Application forms processed	399
Emails handled into info@respond.ie	14,675

over a 12 month Period of 2017	eceived
Inbound Calls to 01 8087700	
Or 051 840200	29,478
Post Received This figure has decreased from last year as EDMS has beenintroduced, invoices which would have been received in the post are now sent electronically to finance department	9327
Application forms processed	399
Emails handled into info@respond.ie	14,675





#### **HOMELESS SERVICES**

"Respond Family Hubs – a caring new model of accommodation which includes a range of wraparound services to help families be in a better position to move to secure housing in the short term...This Supported Temporary Accommodation is designed to be as close to a home as possible and to ensure that every child and adult leaves in a better position than when they arrived".

#### **Homeless Services**





Family Hubs are a caring new model of accommodation for families experiencing homelessness. They include wrap-around services to help families be in a better position to move into their own homes in the short-term. Designed as a better alternative to commercial hotels and B&Bs, Respond is rolling out this model in other locations in partnership with local authorities.

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Family Hub Manager Hilary Francis with Minister for Children and Youth Affairs Dr. Katherine Zappone at the launch of the Respond Family Hub in Tallaght in November 2017

#### **High Park Family Hub**



#### High Park, Grace Park Road, Drumcondra, Dublin 9

High Park Family Hub is Supported Temporary Accommodation (STA) for families experiencing homelessness. The aim of the service is to support families to progress along a pathway out of homelessness, through the provision of temporary emergency accommodation with appropriate supports.

The service consists of 34 accommodation units, 8 communal kitchens and laundry rooms.

We are currently reviewing some of our vacant units, with the possibility of creating some more communal space for families. There is a large dining room where we have our Breakfast Club for all school going children in the service and where an evening meal is provided for all families. We also have a family room where we arrange activities such as parties, discos, art classes, exercise classes, mother and toddler groups and cinema nights.

We have a team of Housing case workers who work with the families to develop a support plan that outlines their progression into long term housing. We also have a Childhood Development worker whose aim is to develop and implement a range of needs led, outcome focused support programmes for all the children and young people in the service.

Currently, we are implementing a pilot scheme for outreach to families who move on from Respond Family Hub, in conjunction with DRHE. This will be rolled out until January 2019. It will be reviewed then, and we hope it will be an ongoing part of the services we provide.

This service opened in December 2016 and we have successfully assisted 21 families in finding long term accommodation. 19 HAP properties, 1 LA tenancy and 1 AHB tenancy.

### Current demographic for families located at the Respond Family Hub, High Park'

DETAILS	NO .
Number of Families	26
Number of Occupants	53
Number of Adults	27
Number of Children	26
Number of Children Aged 0-5	26
Number of Children Aged 6-10	4
Number of Children Aged 11-15	2
1 Adult + 1 Child	21
1 Adult + 2 Children	3
1 Adult + 3 Children	1
2 Adults + 1 Child	1

#### **Homeless Services**

#### **Tallaght**



Áine Harte in the crèche in Springfield, Tallaght.

#### Springfield Family Hub, Tallaght

Springfield Family Hub is Supported Temporary Accommodation for families experiencing homelessness. The aim of the service is to support families to progress along a pathway out of homelessness, through the provision of temporary emergency accommodation with appropriate supports.

The service consists of 7, two bed apartments and two accommodation units, a communal sitting room, an arts and crafts room and a children's play area on our rooftop.

Our team is made up of two project workers who are assigned to individual families to provide support and address areas of concern identified by their clients by developing support plans together, this may include exploring the educational, medical, emotional and financial challenges and identifying how they can best address their needs.

In addition on our team we have a Housing Officer who is tasked with ensuring that all residents are actively engaged in finding long term housing options including Hap.

Our Housing officer engages with and builds relationships with local estate agents and landlords to help identify suitable properties for our residents to view, in addition she has built good relationships with the staff in SDCC and regularly advocates to them on behalf of our residents

The Housing Officers meets with all residents on a regular bases and her sole focus is Housing.

We also have a Childhood Development worker on the team whose aim is to develop and implement a range of needs led, outcome focused support programmes for all the children and young people in the service. As part of an initiative rolled out by High Park Hub we are currently considering implementing a pilot scheme for outreach for families who move on from Respond Family Hub, in conjunction with DRHE.

The service opened in December 2016 and we have successfully assisted 22 families in finding long term accommodation. The average length of stay has been 5.9 months. There are currently 11 adults and 24 children residing in the Hub.

### Current demographic for families located at the Respond Family Hub Tallaght

DETAILS	NO.
Number of Families	9
Number of Occupants	35
Number of Adults	11
Number of Children	24
Number of Children Aged 0-5	11
Number of Children Aged 6-10	11
Number of Children Aged 11-15	2
1 Adult + 1 Child	2
1 Adult + 2 Children	1
1 Adult + 3 Children	2
2 Adults + 3 Children	1
1 Adult + 5 Children	1
1 Adult + 4 Children	1
2 Adults + 2 Children	1

#### Clontarf





Clontarf Family Hub launch in December 2017 - Aoife Henry, Roddy Doyle, Bríd McGrath and Padraic Brennan.

#### St Lawrence Road Family Hub 19/20 St Lawrence Road, Clontarf, Dublin 3

St Lawrence Road Family Hub is Supported Temporary Accommodation (STA) for families experiencing homelessness. The aim of the service is to support families to progress along a pathway out of homelessness, through the provision of temporary emergency accommodation with appropriate supports. We have a team of Housing Case Workers who work with the families to develop a support plan that outlines their progression into long term housing.

The service consists of 11 accommodation units, a large shared kitchen and a laundry room. We have a dining room where we have our breakfast club, as well as a play room, sitting room and family room, where we arrange activities with the families and have cinema nights.

The service opened in December 2017 and we successfully assisted two of our families in finding long term accommodation.

### Current demographic for families located at the Respond Family Hub Clontarf'

DETAILS	NO.
Number of Families	10
Number of Occupants	28
Number of Adults	10
Number of Children	18
Number of Children Aged 0-5	10
Number of Children Aged 6-10	3
Number of Children Aged 11-15	5
1 Adult + 1 Child	2
1 Adult + 2 Children	8

#### **Homeless Services**

#### **Limerick Suaimhneas**



#### Ballygrennan Close, Moyross, Limerick

Suaimhneas provides emergency accommodation for homeless women and their children in a safe, welcoming environment. We actively work with each family, developing a Care Plan that encompasses a holistic view of their individual situations. While resident in Suaimhneas, each family actively works towards rehousing, but due to current climate, this is prolonging the stay for most families in emergency accommodations. Each family is assigned their own bedroom with private bathroom. All other living areas are communal.

Suaimhneas provides programmes for the mothers around life skills, cooking, budgeting and stress management. Activities and homework club are provided for the children daily.

#### **Breakdown of figures**

In 2017 there were 57 referrals to the service, which included 81 children, 17 families were offered accommodation.

All families comprise of adults under 65 years and children all under 18 years of age.  $\,$ 

### Current demographic for families located at Suaimhness Limerick

DETAILS	NO .
Number of Families	6
Number of Occupants	15
Number of Adults	6
Number of Children	9
Number of Children Aged 0-5	7
Number of Children Aged 6-10	2
Number of Children Aged 11-15	0
1 Adult + 1 Child	4
1 Adult + 2 Children	1
1 Adult + 3 Children	1

# **Community Integration**

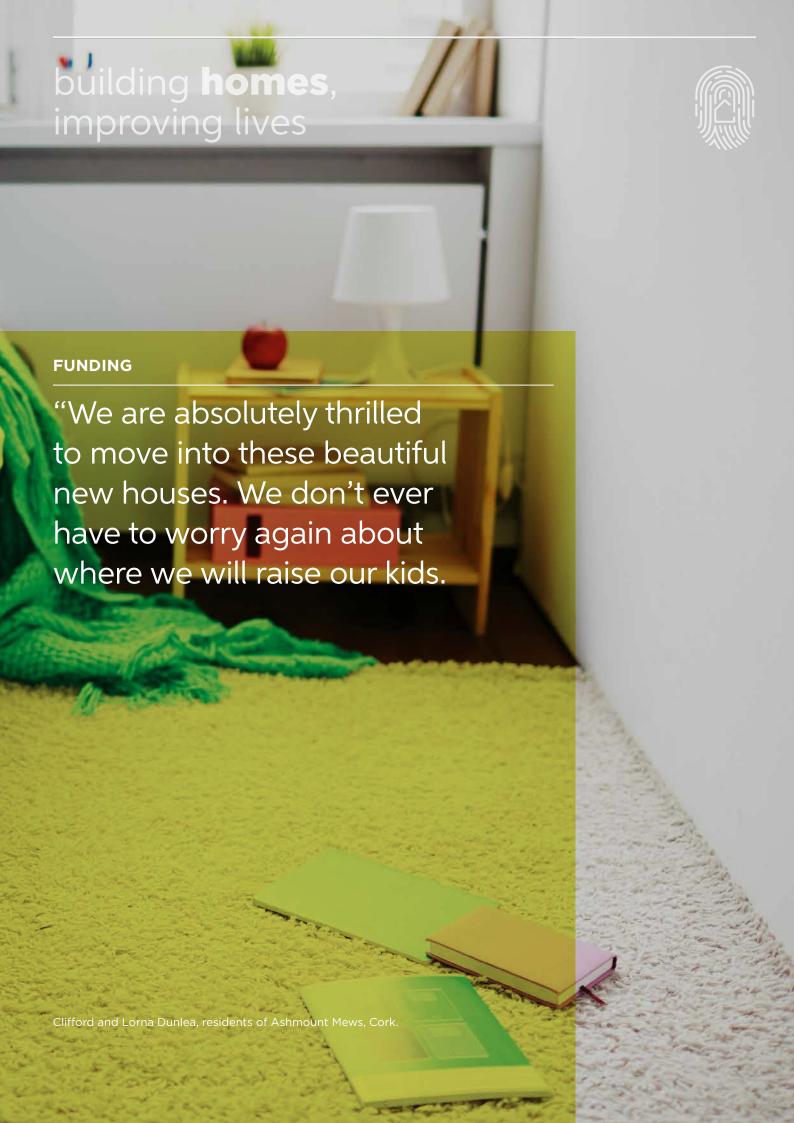


Craig O'Rafferty (age 12) at planting of the Tree of Hope in Tallaght

"What this facility means is that we have a setting for families where they have a better chance to go about their daily lives with space to live and breathe, play facilities for your children, a place to sit and relax or watch television. To lead something like a normal life and not be stuck on your own in a hotel room, with no on-site supports or other facilities that are available to families living in the community in their own homes, with their own front doors."

Former Minister for Housing, Planning and Local Government Simon Coveney TD





# **Current Expenditure and Funding**



# Respond - Total Maintenance Expenditure 2014 to 2017

	Totals	18 months to December 2017	12 months to June 2016	12 months to June 2015	12 months to June 2014
		€	€	€	€
Reactive	6,582,336	3,741,446	981,302	903,748	955,840
Cyclical	4,797,726	2,511,378	714,536	895,491	676,321
Void	2,308,190	982,634	478,904	481,284	365,368
Subtotal Maintenance	13,688,252	7,235,458	2,174,742	2,280,523	1,997,529
Planned Maintenance	11,449,836	4,589,376	4,679,990	1,541,722	638,748
Total Expenditure by Respond:	25,138,088	11,824,834	6,854,732	3,822,245	2,636,277
Planned Maintenance SEAI Grants Received	8,536,427	3,636,000	2,732,000	2,027,000	141,427
Total Investment in Maintenance/Property Upgrades	33,674,515	15,460,834	9,586,732	5,849,245	2,777,704
No of Units on which SEAI Works carried out	1,622	430	646	342	204

## **Our Team**



Staff Information Day held at our offices located at High Park, Grace Park Road, Dublin 9

We believe our success over the years is due to our board members, our staff, our residents and our volunteers. The commitment and dedication of every individual involved enables us to continue to grow. Respond currently employs more than 130 dedicated professionals throughout the country in a variety of different areas. This team is supported by hundreds of volunteers throughout the country.

Our in-house team includes the following:

- Property and Asset Management Departments
- Tenant Support Officers and a Customer Service Centre
- Finance, Legal, HR, PR and IT Departments
- · Homelessness Services with outreach

Our new Strategic Plan has staff development as one of the central goals:

### Goal 6

"In pursuit of social justice, Respond will become a highperforming, results-driven, accountable organisation which values our staff and those we work with".

Respond is grateful to all of our staff, past and present, for their dedication and commitment to the organisation and to the tenants on whose behalf we undertake all our work.

# Respond Staff Salaries

€0 to €20k	17	€31k-€40k	57	€51k-€60k	12	€70k-€100k	4
€21k to €30k	36	€41k- €50k	25	€61k-€70k	7	€100k-€116k	3

Respond has spent **€34 million** on maintenance between 2014 and 2017.





# GOVERNANCE

"I love gardening, but this is also a meeting place. It's a place to have a chat, a cup of tea and help each other out and relax. It takes you out of yourself if you're feeling down".

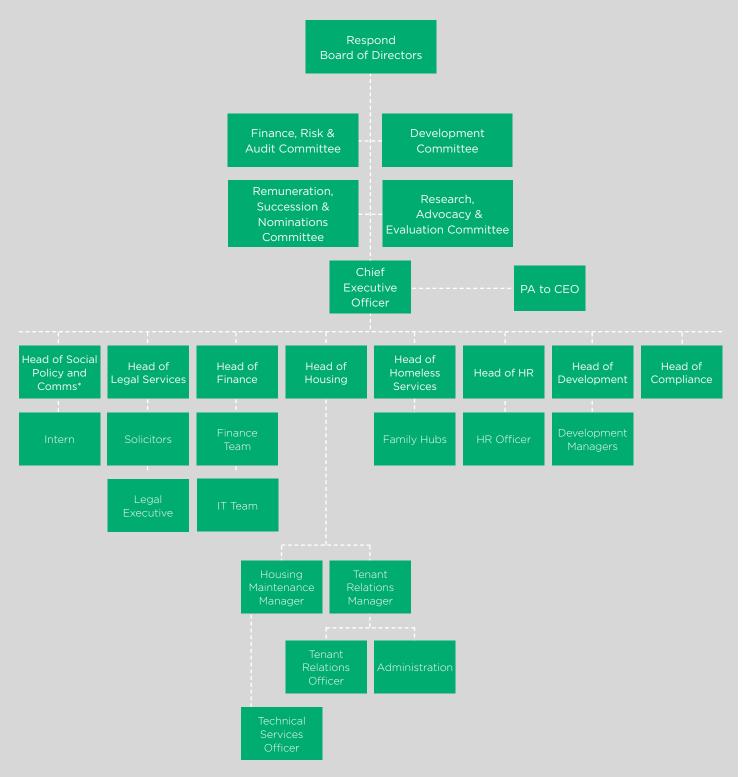
Christine O'Donoghue resident, Airmount, Waterford



Dolores O'Brien, resident of Chanel Manor, Coolock, Dublin 5.

Respond, as part of its overall 2023 strategic delivery programme, aims to deliver 2500 units nationwide with 250 units to be delivered by the end of 2018.

# **Current Organisational Structure:**



<sup>\*</sup> COMMUNICATIONS

# Governance

### **Board of Directors:**

The Board of Directors ensure that Respond complies with the full requirements of Company Law, the legal responsibilities that all Company Directors are subject to and that best practice systems of control and accountability are maintained.

# The current Board of Directors including the Company Secretary:



#### John O'Connor (Chairperson)

John O'Connor joined Respond Board of Directors in December 2016 and was appointed chairman with effect from 1st January 2017. John is also Chairperson of the Board of EirGrid, the electricity transmission market operator for the island of Ireland. He served as Chairman of the Pyrite Resolution Board from

2013 to 2016. From 2000 to 2011, he was the Chairperson of An Bord Pleanála, the independent national tribunal for the determination of planning appeals and strategic infrastructure projects. Prior to that, he served for 35 years as a civil servant in the Department of the Environment where he occupied senior positions as Finance Officer, Principal Housing Policy and Finance and Assistant Secretary in charge of the Planning and Water Services Division. He has also served as director of three commercial State Bodies: the Housing Finance Agency, Temple Bar Properties and the Dublin Docklands Development Authority. He holds a Diploma in Public Administration from UCD.



#### Juneanne Falconer

Juneanne is an Architect & Partner in C. J. Falconer & Associates a design, technical, and innovation-led architectural and planning practice which employs over twenty-five talented, qualified, and international, Architects, Technologists and Designers, and generations of experience. Educated at Queen's

University Belfast with a Bachelor's Degree RIBA Part 2 Canterbury Kent with a Bachelor's Degree, RIBA Part 1. Waterford Institute of Technology, NCEA Dip Constr (Arch), Juneanne has immense experience working with the public across a broad sector



### Jill Jackman Company Secretary

Jill is Legal Manager at Respond.
Jill is responsible for legal and
administration matters within the
organisation including conveyance,
litigation and the insurance portfolio.
With more than 35 years' experience
in the legal profession, Jill previously
worked with Nolan, Farrell & Goff
Solicitors (1976 to 1983) and with

Kinsella Heffernan & Foskin Solicitors (1983 to 1999). Jill Joined Respond in 1999.



#### **Noel Kelly**

Senior Director Nypro Healthcare Pharmaceutical delivery systems. Noel is an experienced professional Engineer with a higher diploma in applied finance. He has over 28 years' experience in the global manufacturing and business environment having held leadership roles with Waterford Crystal,

Honeywell and Nypro Healthcare. He is currently in a senior global management position with Nypro Healthcare a worldwide manufacturer of complex drug delivery devices.



### Joseph O'Connor

Joseph qualified as a Chartered Accountant with PWC and worked in various roles in AIB Capital Markets, a consistently successful Division of AIB, over an extended period. (Capital Markets business included the Treasury, Corporate Banking and Investment Banking operations of AIB Group.) Joe was a Board Member

of that division for 16 years and his roles included Head of Banking, Head of Risk Management, Finance Director, Head of H. R. and Chief Credit Officer, at different times. Joe was recalled from retirement in 2010 and served on the AIB Group Executive for a number of years. Currently Joe is Chairman of the Irish AIB DB Pension Fund, which has a membership of c17,000 and is one of the largest Pension Funds in Ireland.



### Michael Anglim

Michael Dominick Anglim joined the Respond Board of Directors in June 2017. Michael worked with McInerney's from the early 60s to mid-80s in various departments. He became a Director in early 1970s. Michael left McInerney's mid-1980s to join Gannon Homes. Later he was appointed a Director in the Company. He worked

with Gannon Homes for 31 years. Michael is a past Chairman of Irish House Builders Association. He also served as a Director of Workers Pension Scheme. Presently Michael is a Trustee of C.I.F. where he has been an active member over a long period of time.



# Vincent McCarthy

Daniel Vincent Mc Carthy is the Co-founder & CEO of The Festival of Curiosity, which is Dublin's annual international festival of science, arts, design and technology with over 45,000 attendees each year. Vincent previously was the Curator of Dublin City of Science 2012 at the Irish Office of the Chief Scientific

Adviser. He worked with the Irish Department of Foreign Affairs as a consultant on science and technology projects in Mozambique. He was a contributor for RTÉ Young Peoples on Science and Technology and features regularly on Irish radio shows. Vincent is also the incoming President of the Ireland United States Alumni Association, which helps promote U.S.-Irish relations, he is the Chair of the International School of Dublin and a member of the Smart Dublin Advisory Network. Vincent has a Joint Honours BSc in Physics and Mathematics from University College Cork and an MA in International Relations from Dublin City University.

# Governance

# **Respond Board Sub Committees:**

The main purpose of Respond is to prevent and relieve hardship and distress among those who are homeless or living in adverse housing conditions. It is the responsibility of the Board of Directors to determine and oversee the implementation of the policies and strategies for the achievement of that purpose in accordance with the established ethos of the organisation and, in doing so, to ensure that the company complies with statutory requirements and observes the highest standard of corporate governance. The Respond Board of Directors has established a number of sub-committees to assist it in carrying out its responsibilities.

The four sub-committee of the Board, were set up by agreement of the Board and are accountable to the Respond Board of Directors.

# Finance Risk and Audit Committee (FRAC)

A key role of the Board is to ensure the organisation's sustainability and prosperity by collectively directing its affairs, while meeting the appropriate interests of stakeholders, and complying with all necessary legislative / regulatory requirements and with best practice in Corporate Governance.

A Board subcommittee, called the 'Finance, Risk and Audit Committee' (FRAC) has been established to assist the board to fulfil its duties. It will act independently of the executive, to ensure that the interests of stakeholders are properly protected. The Board's approach is to develop and implement a strategic plan and then to assess and monitor the performance of the organisation against this plan. The operations of the company need to be managed effectively and efficiently. The Finance, Risk and Audit Committee (FRAC) will be composed of five non-executive members to ensure independence who hold monthly meetings.

The membership is made up of two Directors Joe O'Connor (Chair) and Noel Kelly. The external member is Clair Grant (Chartered Accountant). Declan Dunne CEO, Ray Fanning Head of Finance, Tomás English Financial Controller and Julia Carmichael Head of Compliance attend the meetings regularly by invitation. Parag Joglekar Head of Property and Liam Fewer, National Production Manager, have attended meetings by invitation.

# **Development Committee**

A sub-committee of the Board, known as the "Respond Development Committee" was set up by agreement of the Board in September 2016.

The remit of the Development Committee is to review and monitor Respond's development projects, its asset management role, its proposed acquisition or sale of land or property and its design and construction capacities to ensure that they conform with and adequately deliver Respond's adopted strategy.

The Development Committee contribute to making Respond's strategic plan, having particular regard to ensuring that Respond's development and asset management programme is economically and socially sustainable and that it meets with Respond's goals and ethos and with the terms of its Memorandum and Articles. The Committee holds regular meetings and shall, at least annually, meet the external auditors and internal auditors, without management, to discuss matters relating to its remit and any issues arising from the audit. The Development Committee are selected by the Respond Board and are composed of a maximum of 5 members of the Board with relevant background knowledge.

The membership is made up of two Directors John O'Connor (Chair) and Juneanne Falconer, There is one external member, Kevin Duke (QS). Declan Dunne CEO, Parag Joglekar Head of Property and Liam Fewer National Production Manager attend the meetings regularly by invitation. Ray Fanning Head of Finance and Ned Brennan Chief Operating Officer have attended meetings by invitation.

# Remuneration Succession and Nominations Committee (RSN)

A sub-committee of the Board, known as the "Respond Remuneration, Succession and Nominations

Committee ("RSN") was set up by agreement of the Board The RSN Committee reports to and is accountable to the Respond Board. The RSN holds delegated responsibility for the oversight of remuneration policy, particularly for senior management. It is responsible for considering, agreeing and approving a remuneration strategy that while prudent, supports the long term objectives of Respond specifically the functions of the Remunerations Committee. The Committee are appointed by the Board of Respond and comprise of 3 members of the Board and will be chaired by the Chairperson of the Board. The Committee will be assisted by the Declan Dunne Chief Executive Officer and Eric Young Director of HR as appropriate. The Committee will meet at least four times a year. The guorum shall be two members. The membership is made up of three Directors John O'Connor (Chair) Joe O'Connor and Noel Kelly. There are no external members of the committee. Declan Dunne CEO, Eric Young HR Manager and Jill Jackman Company Secretary to attend the meetings regularly by invitation.

# Research, Advocacy and Evaluation Committee (RAE)

A sub-committee of the Board, known as the Research Advocacy and Evaluation (RAE) Committee was set up by agreement of the Board. The RAE Committee holds the delegated responsibility for the oversight of the research, advocacy and evaluation policy, including the responsible for the promotion of the use of research, advocacy and evaluation to inform the mission of Respond and the delivery of services of Respond to its residents and the wider community and the provision of support, advice and resources to Respond and the relevant Respond personnel involved in undertaking research. The Committee members are appointed by the Board of Respond and Cathal O'Connell was the Chair of this Committee in 2017. There are no external members of the committee. Declan Dunne CEO, Brid McGrath Head of Policy and Philip O'Reilly National Co-ordinator of Services for Older Persons attended the meetings regularly by invitation in 2017. Vincent McCarthy has been appointed as the new chair of this committee.





# PLANNING FOR THE FUTURE

"We would like to see the Respond value of building communities as the standard for future developments for people in the same situation as ourselves. Respond has changed our lives and we are so happy."

Clifford and Lorna Dunlea, residents of Ashmount Mews, Cork.

# Planning for the Future

# **New Social Housing Supply**



Respond, as part of its overall 2022 Strategic Delivery Programme, aim to deliver 2,500 units nationwide, with 250 units to be delivered by the end of 2018. Our current Risk Rated Development pipeline consists of 3225 units which have all been supported by Local Authorities across the country.

Up to 85% of the projects are developer led acquisitions and will be funded through CALF-PAA and private finance.

## **Strategic Planning**

We held a two day Strategic Planning session for all Directors of the Board.

## Speakers:

- > Professor Ronan Lyons of Trinity College Economics Department and www.daft.ie
- > Mel Reynolds, architect
- > Seán Cremin of the Housing Finance Agency
- > Earnán Ó Cléirigh of the Department of Housing, Planning and Local Government
- > Rita Burtenshaw, consultant
- > Stephen Rourke, consultant

## **Study Visits**



# **Study Visits**

The Strategic Review aims to set Respond firmly in the 21st century of service design, building programmes, financial mechanisms and tenant wellbeing.

We need to look to the leaders in the field internationally for best practice in all our areas of work in order to make more informed decisions in strategic planning and implementation.

Adhering closely to our founding constitution, we seek to retain and build upon our founding ethos, all the while looking firmly forward to deal with the unique challenges of the Ireland of tomorrow.

Four study visits took place in London, Belfast and Derry, Scotland, and Copenhagen.

Respond embarked on this strategic review process in order to map out our future plans and focus for the organisation.

Each Study visit had their own individual key area of focus, but generally focused on:

- > the role of AHBs in the current housing market and looking ahead;
- > how we can increase social and affordable housing supply;
- > how we can finance those developments
- > the wellbeing of residents;
- > how the organisation can transform internally and externally to meet our new goal

# i. Strategic Plan and Study Visit to London, UK

# Property (Development & Asset Management) Study Trip - 19th & 20th June 2017

Respond engaged with members of the Senior Management Team and other personnel from their Development & Asset Management Teams to get a broad overview on the associations' strategic plan & policies and current day-to-day practices.

## **HOST ORGANISATIONS:**

East Thames and Metropolitan and a firm of Architects in Camden.

#### ATTENDEES:

Chairman of the Respond Board - John O'Connor Director of Respond Board - Juneanne Falconer

Respond CEO - Declan Dunne

Company Secretary & Head of Legal Services - Jill Jackman Head of Property - Parag Joglekar

#### **LEARNINGS INCLUDED:**

- > The difference between the Republic and the UK funding models
- > Mixed development model including the construction of units for sale to cross subsidise social housing
- > Access to private finance
- > Bond issue
- > Scale of operations

# ii. Strategic Plan and Study Visit to Belfast& Derry

# Finance & Treasury Study Visit - 28th & 29th June 2017

Respond engaged with the CEO and a large number of the Senior Management Teams gaining a very broad overview on the Associations strategic plan & policies.

#### **HOST ORGANISATIONS:**

Radius, Choice Housing and Apex Housing

#### ATTENDEES:

Chairman of the Respond Board - John O'Connor

Director of Respond Board - Brian Hennebry

Respond CEO - Declan Dunne

HR Manager - Eric Young

Head of Finance - Ray Fanning

## LEARNINGS INCLUDED:

- The difference between the Republic and the NI funding models
- > Credit Rating
- > Direct Access to EIB Funding
- > The recommendation that expert advisers be used to assess treasury management strategies and to access finance
- > The impact of the regulator on mergers
- > The organisational changes resulting
- > The management structures in place
- > Financial advisers to tenants
- > Friendly call services
- > Replacement financial models to low income models moving from pay day lenders to credit unions

# Planning for the Future

# iii. Strategic Plan and Study Visit to Scotland

# Tenancy Management & Tenant Wellbeing - 5th & 6th July 2017

Respond engaged with the CEO and a large number of the Senior Management Teams gaining a very broad overview on the Associations' strategic plan & policies.

#### **HOST ORGANISATIONS:**

TPAS Scotland, Link Housing, Ng Homes & Easthall Park Housing Co-operative

#### ATTENDEES:

Chairman of the Respond Board - John O'Connor

Director of Respond Board - Cathal O Connell

Director of Respond Board - Noel Kelly

Respond CEO - Declan Dunne

Head of Social Policy, Research & Communications – **Brìd McGrath** 

Chief Operations Officer - Ned Brennan

Resident Support Co-ordinator - Dolores Grady

#### **LEARNINGS INCLUDED:**

- Regulatory requirements for polling of tenant assessments of AHB performance and the publication of same
- > Tenant Scrutiny Boards holding AHB management to account
- > Tenant focus
- > Regulation
- > Regeneration

# iv. Strategic Plan and Study Visit to Copenhagen, Denmark

# Property (Development & Asset Management) Study Trip - 29th - 30th August 2017

Respond visited Copenhagen for a second Property and Development Study Trip and engaged with the CEO and a large number of the Senior Management Teams gaining a very broad overview on the Associations strategic plan & policies.

#### **HOST ORGANISATIONS:**

Hosted by Large AHBs and Danish National Federation of Housing Associations, AAB Housing and KAB Housing Copenhagen, and the Danish Government Department with responsibility for Housing.

#### ATTENDEES:

Chairman of the Respond Board - John O'Connor

Chairman of the FRAC Committee - Joe O'Connor

Respond CEO - Declan Dunne

Head of Property - Parag Joglekar

Accompanied by two Department of Housing officials: Earnan O Cleirigh - Principal Officer Rental Market and Approved Housing Body (AHB) Regulation

**Liam Smyth** - Assistant Principal Officer Rental Market and Approved Housing Body (AHB) Regulation section

Supported by the Irish Ambassador to Denmark: Miss Clíona Manahan

## **LEARNINGS INCLUDED:**

- > Insight into the Danish Affordable Housing Model
- > Financing New Build and Upgrades to existing Housing Stock through a National Fund
- > Modular Construction and Design
- > Asset Management
- > Models for Individual Estates
- > Tenant Democracy

reflect refocus rebuild redevelop react resolve







# **AUDITED FINANCIAL STATEMENTS**

"We love this place and its surroundings. Everything is on our doorstep and we feel very secure and are very happy."

Elizabeth and Paul Flynn residents Johns College Waterford.

# Respond

# (CLG - Company Limited by Guarantee) Annual Report/Audited Financial Statements Financial period ended 31 December 2017

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#### **Directors and Other Information**

#### Board of Directors at 12 June 2018

Juneanne Falconer

Noel Kelly

Joe O'Connor

John O'Connor

Michael Anglim

Daniel McCarthy

#### **Solicitors**

#### Beauchamps

Riverside Two

Sir John Rogerson's Quay

Dublin 2

### William Fry

Fitzwilliam House

Wilton Place

Dublin 2

#### Secretary and Registered Office

# J Jackman

Airmount

Dominick Place

Waterford

Registered Number: 90576

# Bankers

#### Allied Irish Bank

The Quay

Waterford

### Ulster Bank

The Quay

Waterford

# The Housing Finance Agency

46 St. Stephen's Green

Dublin 2

# **Auditors**

#### PricewaterhouseCoopers

Chartered Accountants and Registered Auditors

Ballycar House

Newtown

Waterford

#### **Directors Report**

The directors present their report and the financial statements of the company for the 18 month financial period 1 July 2016 to 31 December 2017.

#### Principal activities

The company is a charity engaged in the acquisition, construction and lease of housing schemes and providing these for rental to those who are deemed eligible for social housing.

#### Change of name

On 20 March 2018, the company changed its name from Respond! to Respond.

#### Corporate governance

For the most part of the reporting period the Board was comprised of between seven and eleven non-executive members, who are drawn from a wide background, bringing together professional, commercial and local experience.

Membership of the board was strengthened by the appointment of five new members in July 2016 and one new member in December 2016 and June 2017 respectively. Three members of the board completed their term of office in December 2016, one member resigned in February 2017 and December 2017 respectively.

The Board aims to meet formally at least ten times a year, and for this current reporting period the board met on 15 occasions. John O'Connor was appointed Chair of the Board in December 2016.

While the Board is responsible for the overall strategy and policy of the organisation, the day-to-day management is delegated to the Chief Executive Officer, who is not a member of the Board. Declan Dunne was appointed as CEO in August 2016.

The CEO chairs regular management meetings throughout the year that deal with all major management issues and decisions of the organisation. Additional meetings are held to discuss corporate issues that do not fit with the scheduled meetings.

For the most part of the period the Finance, Risk and Audit Committee comprised of four independent non-executive members, three of whom were non-executive Board members. The committee was chaired by Joe O'Connor a member of the Board. The CEO and Company Treasurer also attend the meetings, by invitation. The Committee reviews financial performance, financial strategy, audit and risk policies and makes recommendations to the Board on these matters.

The Board has established three further sub-committees to assist it in carrying out its responsibilities, a Development Committee, a Remuneration, Succession & Nominations Committee and a Research, Advocacy and Evaluation

Respond as a registered charity complies with the Governance Code for community, voluntary and charitable organisations in Ireland, and as an Approved Housing Body complies with the "Voluntary Regulation Code for Approved Housing Bodies in Ireland, Building for the Future" issued by the Department of Housing, Planning, Community, and Local Government.

#### Internal financial controls

The Board has overall responsibility for the organisation's system of internal financial control which comprises:

- a clear organisation structure and well defined management responsibilities
- comprehensive budgeting systems with an annual budget that is approved by the Board
- regular consideration of actual results compared to budgets
- defined capital investment control protocols and procedures approved by the Board
- regular reporting of legal and accounting developments to the Board.

The organisation's control systems address key business, treasury and financial risks which are monitored by the CEO and Company Treasurer.

The company engages a firm of Chartered Accountants independent of the external statutory auditor to conduct regular internal audit reviews of the company's activities under the direction of the Finance, Risk and Audit Committee.

The external statutory auditors are engaged to express an opinion on the financial statements. They review and test the systems of internal financial control and the data contained in those statements to the extent necessary to express their audit opinion.

The Board wishes to emphasise that a system of internal financial control can only provide reasonable and not absolute assurance about material misstatement and loss.

#### **Directors Report**

#### Directors' responsibilities statement

The directors are responsible for preparing the directors' report and the financial statements in accordance with Irish law.

Irish law requires the directors to prepare financial statements for each financial period that give a true and fair view of the company's assets, liabilities and financial position as at the end of the financial period and of the profit or loss of the company for the financial period. Under that law the directors have prepared the financial statements in accordance with Generally Accepted Accounting Practice in Ireland (accounting standards issued by the Financial Reporting Council of the UK, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and promulgated by the Institute of Chartered Accountants in Ireland and Irish law).

Under Irish law, the directors shall not approve the financial statements unless they are satisfied that they give a true and fair view of the company's assets, liabilities and financial position as at the end of the financial period and the profit or loss of the company for the financial period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent:
- state whether the financial statements have been prepared in accordance with applicable accounting standards and identify the standards in question, subject to any material departures from those standards being disclosed and explained in the notes to the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to:

- correctly record and explain the transactions of the company;
- enable, at any time, the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy; and
- enable the directors to ensure that the financial statements comply with the Companies Act 2014 and enable those financial statements to be audited.

The directors are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website. Legislation in Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### Accounting records

The measures taken by the directors to secure compliance with the company's obligation to keep adequate accounting records are the use of appropriate systems and procedures and employment of competent persons. The accounting records are kept at Airmount, Dominick Place, Waterford.

#### **Business review**

Respond has been to the forefront in the provision of social housing in the Republic of Ireland for the last 35 years and is one of the largest approved housing bodies in the country. We have continued to provide new units annually to meet the growing need for social housing for families, older persons, homeless persons, members of travelling community & people with special needs.

We are committed to providing good quality homes that meets residents' needs and aspirations and strive to provide excellent support services. Respond supports inclusive communities where individual talents and contributions are valued and we work in partnership with Local Authorities, Dept. of Housing, Planning, Community & Local Government, and lending institutions to enable delivery of new units.

We provide these homes with the assistance of Government funding in the form of Capital Assistance Subsidy (CAS), Capital Assisted Lease Finance (CALF) and Payment & Availability Agreement (PAA) monies, and balance funding from the Housing Finance Agency (HFA) and other private finance institutions.

Respond has 4,329 (2016: 4,255) housing units under its ownership / management at the balance sheet date and continues to invest in housing through its development program. We have ambitions to deliver a significant number of additional units over the next 5 years in support of the Government Program "Rebuilding Ireland: Action Plan on Housing and Homelessness". In addition to a significant ramping up and acceleration of work on new social housing projects in a range of locations across Ireland, Respond also opened up two Family Hubs in Dublin, with the assistance of funding from the Dublin Regional Homeless Executive which provide transitional accommodation for homeless families.

#### Financial performance for period

Respond delivered another strong operating and financial performance for the period to December 2017. Turnover for the 18 month period amounted to  $\le$ 23.8m compared to  $\le$ 12.9m for the year to June 2016 and profit for the financial period was  $\le$ 12m (2016:  $\le$ 9.7m).

Other Operating Income of €9.4m (2016: €6.45m) represents the net amortisation of government mortgages over the depreciation of social housing assets. The surplus for the current year was impacted by €Nil (2016: €2.7m surplus) arising from a realignment to the amortisation of CAS mortgages over the remaining term of the mortgages.

The company invested €19.4m (2016: €16.5m) in housing units during the period and delivered 74 (2016: 126) additional homes, which were funded primarily by the drawdown of additional CALF & HFA funding of €13m which now stands at €26.5m on the balance sheet.

The company has a healthy aggregate bank balance of €13.9m (2016: €14.2m) held primarily in investments and short term deposits and these funds will be utilised to facilitate ongoing reinvestment in our existing stock and growth in the supply of new housing units over the coming years.

Reserves increased by €12m year on year and the overall reported equity figure is €120.6m.

#### Principal risks and uncertainties

The company's activities expose to it a wide variety of operational, strategic, economic, market and environmental risks. Respond is also conscious that as a registered charity it has both ethical and legal obligations to protect the assets of the company in the pursuit of its charitable objectives.

The company has developed a risk management framework and risk register as part of the ongoing process for the identification, evaluation and management of the significant risks faced by the company.

The principal risks identified by the company are:

Governance and the achievement of excellence in governance standards in adopting and complying with the principles outlined in The Governance Code for Community and Voluntary Organisations in Ireland.

Strategic risks in the achievement of our business objectives while keeping faith with the mission, ethos, values and charitable objectives of the company.

Financial risks in terms of treasury management, exposure to credit risk, interest rate risks, market rents, continued availability of loan finance at optimal rates, loan covenant compliance.

Operational risks in terms of human resource management and the company's capacity to deliver on its development plans. Health & Safety from a landlord and employer perspective in ensuring that the well being of our tenants and employees are safeguarded. Child Protection in terms of children and vulnerable adults. Tenancy management and the management of repairs and voids. Data Protection of the personal data of our employees and tenants.

Environmental in terms of minimising the adverse impact on society and the environment arising from our activities and the adoption and promotion of energy efficient sustainable solutions.

The board is assisted in the management of these and other risks through the engagement of an external firm of Chartered Accountants independent of the external statutory auditor who regularly conduct internal audits of the company's activities under the direction of the Finance, Risk and Audit Committee.

#### Dividends

No dividend is payable in accordance with the company's Constitution

#### Directors

The names of the persons who were directors of the company at any time during the financial period ended 31 December 2017 are set out below. Except where indicated, they served as directors for the entire financial period.

	APPOINTED	RESIGNED
Patrick Cogan		31 December 2016
Michael O'Doherty		31 December 2016
Tom Dilleen		31 December 2016
Brian Hennebry		31 December 2017
Juneanne Falconer	26 July 2016	
Katharine Larkin	26 July 2016	14 February 2017
Noel Kelly	26 July 2016	
Joe O'Connor	26 July 2016	
Cathal O'Connell	26 July 2016	20 March 2018
John O'Connor	13 December 2016	
Michael Anglim	13 June 2017	

Daniel McCarthy was appointed as director of the company on 16 February 2018.

## **Directors Report**

#### The Charities Act 2009

The directors acknowledge The Charities Act 2009 and support its objectives and are endeavouring to ensure compliance with same.

#### Events since the end of the financial year

There have been no significant events affecting the company since the end of the financial period.

#### Members

The company is registered as a company limited by guarantee not having a share capital. The members of the company have their liability limited to €1.27 each in the event of the company being wound up. There were 9 members at the date of the balance sheet.

#### Disclosure of information to auditors

The directors in office at the date of this report have each confirmed that:

- As far as he/she is aware, there is no relevant audit information of which the company's statutory auditors are unaware; and
- He/she has taken all the steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the company's statutory auditors are aware of that information.

## Statutory auditors

The statutory auditors, PricewaterhouseCoopers, have indicated their willingness to continue in office, and a resolution that they be re-appointed will be proposed at the Annual General Meeting.

# On behalf of the board

John O'Connor Joe O'Connor 12 June 2018



### Independent auditors' report to the members of Respond

# Report on the audit of the financial statements Opinion

In our opinion, Respond's financial statements:

- give a true and fair view of the company's assets, liabilities and financial position as at 31 December 2017 and of its profit and cash flows for the 18 month period (the "period") then ended:
- have been properly prepared in accordance with Generally Accepted Accounting Practice in Ireland (accounting standards issued by the Financial Reporting Council of the UK, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and promulgated by the Institute of Chartered Accountants in Ireland and Irish law); and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

We have audited the financial statements, included within the Annual Report, which comprise:

- the Balance Sheet as at 31 December 2017;
- the Profit and Loss Account for the period then ended;
- the Statement of Cash Flows for the period then ended;
- the Statement of Changes in Equity for the period then ended; and
- the notes to the financial statements, which include a description of the significant accounting policies.

# Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) ("ISAs (Ireland)") and applicable law.

Our responsibilities under ISAs (Ireland) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Independence

We remained independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, which includes IAASA's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

#### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (Ireland) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

#### Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, 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 audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. 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 based on these responsibilities.

With respect to the Directors' Report, we also considered whether the disclosures required by the Companies Act 2014 have been included

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (Ireland) and the Companies Act 2014 require us to also report certain opinions and matters as described below:

- In our opinion, based on the work undertaken in the course of the audit, the information given in the Directors' Report for the period ended 31 December 2017 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.
- Based on our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Report.

#### Responsibilities for the financial statements and the audit

#### Responsibilities of the directors for the financial statements

As explained more fully in the Directors' Responsibilities Statement set out on page 60, the directors are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view.

The directors are also responsible for such internal control as they 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 directors are responsible for assessing the company'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 directors either intend to liquidate the company or to cease operations or have no realistic alternative but to do so.

# 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 auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) 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.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA website at:

https://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8fa98202dc9c3a/Description\_of\_auditors\_responsibilities\_for\_ audit.pdf\_

This description forms part of our auditors' report.

#### Use of this report

This report, including the opinions, has been prepared for and only for the company's members as a body in accordance with section 391 of the Companies Act 2014 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

#### Other required reporting

Companies Act 2014 opinions on other matters

- We have obtained all the information and explanations which we consider necessary for the purposes of our audit.
- In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited.
- The financial statements are in agreement with the accounting records.

#### Companies Act 2014 exception reporting

#### Directors' remuneration and transactions

Under the Companies Act 2014 we are required to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by sections 305 to 312 of that Act have not been made. We have no exceptions to report arising from this responsibility.

#### Brendan O'Neill

for and on behalf of PricewaterhouseCoopers
Chartered Accountants and Statutory Audit Firm
Waterford
12 June 2018

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# PROFIT AND LOSS ACCOUNT

For the financial period ended 31 December 2017

	18 months ended		Year ended
	31 December 2017		30 June 2016
	Note	€	€
Turnover	5	23,841,345	12,943,452
Cost of sales	_		
Gross profit	_	23,841,345	12,943,452
Administrative expenses		(21,418,608)	(10,710,532)
Other operating income	6 _	9,425,110	6,453,716
Operating profit	7	11,847,847	8,686,636
Interest receivable and similar income		140,310	384,164
Interest payable and similar charges	8	(721,991)	(125,461)
Exceptional item	9 -	781,537	725,953
Profit on ordinary activities before taxation		12,047,703	9,671,292
Tax on profit on ordinary activities	11 _	-	-
Profit for the financial period / year	_	12,047,703	9,671,292

The company had no recognised gains or losses in the financial period other than those included in the profit and loss account above and therefore no separate statement of comprehensive income has been presented.

# **BALANCE SHEET**

As at 31 December 2017

		31	December 2017		30 June 2016
	Note	€	€	€	€
Fixed assets					
Intangible assets	13		176,014		391,138
Tangible assets	14		388,832,549		380,820,178
Current assets					
Debtors	15	9,718,967		8,323,173	
Investments	16	13,385,167		13,578,904	
Cash at bank and in hand	_	514,878		647,125	
	_	23,619,012		22,549,202	
Creditors: amounts falling due within one year	17	(6,143,914)		(3,887,614)	
	_	(6,143,914)		(3,887,614)	
Net current assets			17,475,098		18,661,588
Total assets less current liabilities			406,483,661		399,872,904
Less:					
Creditors: amounts falling due after more than one year	18		(285,854,411)		(291,291,357)
Net assets			120,629,250		108,581,547
Capital and reserves					
Reserves	21		120,629,250		108,581,547
Total equity			120,629,250		108,581,547

On behalf of the board John O'Connor Joe O'Connor

# STATEMENT OF CHANGES IN EQUITY

For the financial period ended 31 December 2017

		Absorbed deficit	Mortgage amortisation reserve	Total
	Note	€	€	€
Balance at 1 July 2015		(61,148,112)	160,058,367	98,910,255
Profit for financial year		9,671,292	-	9,671,292
Transfer to mortgage amortisation reserve		(13,648,798)	13,648,798	-
Balance at 30 June 2016	21	(65,125,618)	173,707,165	108,581,547
Balance at 1 July 2016		(65,125,618)	173,707,165	108,581,547
Profit for financial period		12,047,703	-	12,047,703
Transfer to mortgage amortisation reserve		(20,303,995)	20,303,995	
Balance at 31 December 2017	21	(73,381,910)	194,011,160	120,629,250

# STATEMENT OF CASH FLOWS

For the financial period ended 31 December 2017

	18 months ended	
3	1 December 2017	30 June 2016
Note	€	€
Cash from operations 22	4,495,138	1,751,927
Income taxes paid		
Net cash generated from operating activities	4,495,138	1,751,927
Cash flows from investing activities		
Purchase of tangible fixed assets	(19,551,600)	(16,504,315)
Purchase of intangible fixed assets	(112,772)	(69,143)
Proceeds from disposal of tangible fixed assets	-	-
Decrease in investments	497,521	5,227,563
Interest received and similar income	140,310	384,164
Net cash used in investing activities	(19,026,541)	(10,961,731)
Cash flows from financing activities		
Mortgages	2,909,542	1,841,101
CALF loans	2,514,629	2,198,055
HFA loans	10,590,977	10,707,968
Capital grants	250,755	1,336,787
Interest paid on HFA loans	(615,088)	(84,670)
Capital repayments of HFA loans	(804,371)	-
Payment for mortgage redemption	(243,504)	-
Net cash generated in financing activities	14,602,940	15,999,241
Net increase in cash and cash equivalents	71,537	6,789,437
Cash and cash equivalents at beginning of financial period / year	9,407,048	2,487,557
Exceptional item (note 9)	100,000	130,054
Cash and cash equivalents at end of financial year	9,578,585	9,407,048
Cash and cash equivalents consists of:		
Cash at bank and in hand	514,878	647,125
Short-term deposits (included in current asset investments)	9,063,707	8,759,923
Cash and cash equivalents	9,578,585	9,407,048

#### 1 General information

Respond ('the company') is a registered charity with the Charities Regulator (registered charity no. 20012625) and has been granted charitable tax exemption by the Revenue Commissioners. The company is engaged in building housing schemes and providing these for rental.

The company is incorporated as a company limited by guarantee in the Republic of Ireland. The address of its registered office is Airmount, Dominick Place, Waterford.

#### 2 Statement of compliance

The entity financial statements have been prepared on a going concern basis and in accordance with Irish GAAP (accounting standards issued by the Financial Reporting Council of the UK and promulgated by the Institute of Chartered Accountants in Ireland and the Companies Act 2014). The entity financial statements comply with Financial Reporting Standard 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102) and the Companies Act 2014. In preparing the financial statements the company has referred to guidance included in the Statement of Recommended Practice (SORP): Accounting by registered social housing providers. Although the company is not required to comply with the SORP, it has adopted many of the recommendations in these financial statements where applicable.

## 3 Summary of significant accounting policies

The significant accounting policies used in the preparation of the entity financial statements are set out below. These policies have been consistently applied to all financial years presented, unless otherwise stated.

#### (a) Basis of preparation

The entity financial statements have been prepared under the historical cost convention.

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future, and other key sources of estimation uncertainty at the reporting date. It also requires the directors to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed in note 4.

#### (b) Foreign currency

# (i) Functional and presentation currency

The company's functional and presentation currency is the euro, denominated by the symbol " $\in$ ".

#### (ii) Transactions and balances

Foreign currency transactions are translated into the functional currency using the spot exchange rates at the dates of the transactions.

At the end of each financial year foreign currency monetary items are translated to euro using the closing rate. Non-monetary items measured at historical cost are translated using the exchange rate at the date of the transaction and non-monetary items measured at fair value are measured using the exchange rate when fair value was determined.

Foreign exchange gains and losses resulting from the settlement of transactions and from the translation at exchange rates at the end of the financial year of monetary assets and liabilities denominated in foreign currencies are recognised in the profit and loss account.

Foreign exchange gains and losses are presented in the profit and loss account within 'administrative expenses'.

#### (c) Revenue recognition

#### (i) Turnover

Turnover is the amount of revenue derived from the provision of goods and services falling within the company's ordinary activities. For Respond, turnover comprises rental income, payment and availability income, revenue grant income and sundry income, which are accounted for in the financial year to which they relate.

Turnover is measured at the fair value of the consideration received or receivable.

Where the consideration receivable in cash or cash equivalents is deferred, and the arrangement constitutes a financing transaction, the fair value of the consideration is measured as the present value of all future receipts using the imputed rate of interest.

#### (ii) Other revenue

Interest income is recognised using the effective interest rate method. Interest income is presented as 'interest receivable and similar income' in the profit and loss account. Income from third party donations and fund raising is credited to the profit and loss account in the period in which it is received. Donations of assets other than cash are valued at date of receipt, and the value is included in assets in the balance sheet.

#### (d) Employee benefits

The company provides a range of benefits to employees, including paid holiday arrangements and post-employment benefits (in the form of defined contribution pension plans).

#### (i) Short term employee benefits

Short term employee benefits, including paid holiday arrangements and other similar non-monetary benefits, are recognised as an expense in the financial year in which the employees render the related service.

#### (ii) Post-employment benefits

#### Defined contribution plan

The company operates defined contribution plans for certain employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity and has no legal or constructive obligation to pay further contributions or to make direct benefit payments to employees if the fund does not hold sufficient assets to pay all employee benefits relating to employee service in the current and prior periods. The assets of the plan are held separately from the company in independently administered funds. The contributions to the defined contribution plan are recognised as an expense when they are due. Amounts not paid are shown in accruals in the balance sheet.

#### (e) Income tax

The company has been granted charitable tax exemption by the Revenue Commissioners.

## (f) Value added tax

The company is registered for VAT in compliance with RCT and Reverse Charge VAT regulations, however, the company is not entitled to reclaim VAT on operational activities and accordingly all receipts and expenditure in the accounts are shown inclusive of any VAT which may apply.

#### (g) Intangible fixed assets

Intangible assets (computer software) are carried at cost less accumulated amortisation and accumulated impairment losses. Intangible assets are amortised over their estimated useful lives, of four years, on a straight-line basis.

Where factors, such as technological advancement or changes in market prices, indicate that the intangible's useful life has changed, the useful life is amended prospectively to reflect the new circumstances.

Intangible fixed assets are reviewed for impairment if there is an indication that the intangible fixed asset may be impaired.

## (h) Tangible assets

Tangible assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes the original purchase price, costs directly attributable to bringing the asset to the location and condition necessary for its intended use, applicable dismantling, removal and restoration costs.

#### (i) Capital expenditure on building programmes

All certified expenditure (including any retention) paid for by the company is capitalised and shown in the balance sheet in respect of assets created, the beneficial ownership of which remains vested with the company. Liabilities in respect of local authority mortgages on these properties are shown in the balance sheet. These mortgages can be either in respect of buildings erected or acquired under the capital assistance scheme or under the capital loan and subsidy scheme. In the case of buildings erected or acquired under the capital assistance scheme, and under the capital loan and subsidy scheme, repayments of mortgage amounts (together with interest on the mortgages) are met entirely by Government sources. Accordingly the capital sums due are amortised on a straight line basis over the life of the mortgage and a corresponding credit made to the profit and loss account. As the company does not pay interest in respect of these mortgages, they are treated as interest

All certified expenditure (including any retention) paid for by the company in respect of assets created, where the beneficial ownership is not expected to remain with the company is reflected in the profit and loss account in the period to which it relates.

Development expenditure which cannot be attributed to approved schemes or does not specifically relate to the acquisition or development of the land and buildings is written off in the period to which it relates.

#### (ii) Depreciation and residual values

Land is not depreciated.

Depreciation on other assets is calculated, using the straightline method over their estimated useful lives, as follows:

	Years
- Buildings - social housing	Refer note 4
- Buildings - other	30
- Fittings and equipment	5
- Computer equipment	4
- Motor vehicles	5

The assets' residual values and useful lives are reviewed, and adjusted, if appropriate, at the end of each financial year. The effect of any change in either residual values or useful lives is accounted for prospectively.

#### (i) Tangible assets - continued

#### (iii) Subsequent additions and major components

Subsequent costs, including major inspections, are included in the assets carrying amount or recognised as a separate asset, as appropriate, only when it is probable that economic benefits associated with the item will flow to the company and the cost can be measured reliably.

The carrying amount of any replaced component is derecognised. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Repairs, maintenance and minor inspection costs are expensed as incurred.

#### (iv) Assets in the course of construction

Assets in the course of construction are stated at cost. These assets are not depreciated until it is available for use.

#### (v) Derecognition

Tangible assets are derecognised on disposal or when no future economic benefits are expected. On disposal, the difference between the net disposal proceeds and the carrying amount is recognised in profit or loss.

# (j) Government grants

Government grants, including non-monetary grants are recognised when there is reasonable assurance that the company will comply with the conditions attaching to them and the grants will be received. The company recognises grants on the accrual model and measures grants at the fair value of the asset received or receivable. Where a grant becomes repayable it is recognised as a liability when the repayment meets the definition of a liability.

The company classifies grants either as a grant relating to revenue or a grant relating to assets.

# (i) Revenue grants

Grants relating to revenue are recognised in the profit and loss account on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. A grant that becomes receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the company with no future related costs is recognised in the profit and loss account in the period in which it becomes receivable.

#### (ii) Capital grants

Grants relating to capital projects including communal facilities are recognised in the profit and loss account on a systematic basis over the expected useful life of the asset.

#### (k) Borrowing costs

All borrowing costs are recognised in profit or loss in the period in which they are incurred.

#### (I) Leased assets

#### (i) Finance leases

Finance leases transfer substantially all the risks and rewards incidental to ownership to the lessee.

At the commencement of the finance lease term the company recognises its right of use and obligation under a finance lease as an asset and a liability at the amount equal to the fair value of the leased asset, or if lower, at the present value of the minimum lease payments calculated using the interest rate implicit in the lease. Where the implicit rate cannot be determined the company's incremental borrowing rate is used. Incremental and directly attributable costs incurred in negotiating and arranging a finance lease are included in the cost of the asset.

Assets under finance leases are depreciated over the estimated useful life of the asset. Assets are assessed for impairment at the end of each financial year.

The minimum lease payments are apportioned between the outstanding liability and finance charges, using the effective interest method, to produce a constant periodic rate of interest on the remaining balance of the liability.

## (ii) Operating leased assets

Operating leases do not transfer substantially all the risks and rewards of ownership to the lessee. Payments under operating leases are recognised in the profit and loss account on a straight-line basis over the period of the lease.

#### (m) Impairment of non-financial assets

At the end of each financial year non-financial assets not carried at fair value are assessed to determine whether there is an indication that the asset (or asset's cash-generating unit) may be impaired. If there is such an indication the recoverable amount of the asset (or asset's cash-generating unit) is estimated.

The recoverable amount of the asset (or cash-generating unit) is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from continuing use of the asset (or cash-generating unit) and from its ultimate disposal. In measuring value in use pre-tax and interest cash flows are discounted using a pre-tax discount rate that represents the current risk-free market rate and the risks specific to the asset for which the future cash flow estimates have not been adjusted.

If the recoverable amount of the asset (or cash-generating unit) is less than the carrying amount of the asset (or cash-generating unit) the carrying amount is reduced to its recoverable amount. An impairment loss is recognised in profit or loss, unless the asset has been revalued. If the asset has been revalued the impairment loss is recognised in other comprehensive income to the extent of the revaluation gains accumulated in equity in respect of that asset. Thereafter any excess is recognised in profit or loss.

If an impairment loss reverses (the reasons for the impairment loss have ceased to apply), the carrying amount of the asset (or asset's cash-generating unit) is increased to the revised estimate of its recoverable amount, but only to the extent that the revised carrying amount does not exceed the carrying amount that would have been determined (net of depreciation) had no impairment loss been recognised in prior financial years. A reversal of an impairment loss is recognised in the profit and loss account, unless the asset is carried at a revalued amount.

#### (n) Investments

Investments are stated at cost less provision if necessary for any permanent diminution in value.

#### (o) Cash and cash equivalents

Cash at bank and in hand includes cash in hand, cash held in bank current accounts, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less. Bank overdrafts are shown within borrowings in current liabilities. Cash at bank and in hand are initially measured at transaction price and subsequently measured at amortised cost.

Bank deposits which have original maturities of more than three months are presented as current asset investments.

#### (p) Provisions and contingencies

#### (i) Provisions

Provisions are liabilities of uncertain timing or amount.

Provisions are recognised when the company has a present legal or constructive obligation as a result of past events; it is probable that an outflow of resources will be required to settle the obligation; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the best estimate of the amount required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. Provisions are reviewed at the end of each financial year and adjusted to reflect the current best estimate of the amount required to settle the obligation. The unwinding of the discount is recognised as a finance cost in profit or loss, presented as part of 'interest payable and similar charges' in the financial year in which it arises.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole.

#### In particular:

- a) Restructuring provisions are recognised when the company has a legal or constructive obligation at the end of the financial year to carry out the restructuring. The company has a constructive obligation to carry out a restructuring when there is a detailed, formal plan for the restructuring and the company has raised a valid expectation in those affected by either starting to implement the plan or announcing its main features to those affected; and
- b) Provision is not made for future operating losses.

## (ii) Contingencies

Contingent liabilities, arising as a result of past events, are not recognised as a liability because it is not probable that the company will be required to transfer economic benefits in settlement of the obligation or the amount cannot be reliably measured at the end of the financial year. Possible but uncertain obligations are not recognised as liabilities but are contingent liabilities. Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

# (q) Financial instruments

The company has chosen to apply the provisions of Sections 11 and 12 of FRS 102 to account for all of its financial instruments.

#### (i) Financial assets

Basic financial assets, including trade and other debtors, cash and cash equivalents, short-term deposits and investments in corporate bonds, are initially recognised at transaction price (including transaction costs), unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction the resulting financial asset is initially measured at the present value of the future receipts discounted at a market rate of interest for a similar debt instrument.

Trade and other debtors, cash and cash equivalents, investments in corporate bonds and financial assets from arrangements which constitute financing transactions are subsequently measured at amortised cost using the effective interest method.

### (p) Financial instruments - continued

### (i) Financial assets - continued

At the end of each financial year financial assets measured at amortised cost are assessed for objective evidence of impairment. If there is objective evidence that a financial asset measured at amortised cost is impaired an impairment loss is recognised in profit or loss. The impairment loss is the difference between the financial asset's carrying amount and the present value of the financial asset's estimated cash inflows discounted at the asset's original effective interest rate.

If, in a subsequent financial year, the amount of an impairment loss decreases and the decrease can be objectively related to an event occurring after the impairment was recognised the previously recognised impairment loss is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been had the impairment loss not previously been recognised. The impairment reversal is recognised in profit or loss.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price.

Such financial assets are subsequently measured at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are subsequently measured at cost less impairment.

Financial assets are derecognised when (a) the contractual rights to the cash flows from the asset expire or are settled, or (b) substantially all the risks and rewards of ownership of the financial asset are transferred to another party or (c) control of the financial asset has been transferred to another party who has the practical ability to unilaterally sell the financial asset to an unrelated third party without imposing additional restrictions.

# (ii) Financial liabilities

Basic financial liabilities, including trade and other creditors, bank loans, loans from fellow group companies and preference shares, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction the resulting financial liability is initially measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Trade and other creditors, bank loans, loans from fellow group companies, preference shares and financial liability from arrangements which constitute financing transactions are subsequently carried at amortised cost, using the effective interest method.

Fees paid on the establishment of loan facilities are recognised as transaction costs of the loan to the extent that it is probable that some or all of the facility will be drawn down. In this case, the fee is deferred until the drawdown occurs. To the extent there is no evidence that it is probable that some or all of the facility will be drawn down, the fee is treated as a prepayment for liquidity services and amortised over the period of the facility to which it relates.

Preference shares, which result in fixed returns to the holder or are mandatorily redeemable on a specific date, are classified as financial liabilities. The dividends on these preference shares are recognised in profit or loss within 'interest payable and similar charges'.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Trade creditors are classified as due within one year if payment is due within one year or less. If not, they are presented as falling due after more than one year. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Financial liabilities are derecognised when the liability is extinguished, that is when the contractual obligation is discharged, cancelled or expires.

# (iii) Offsetting

Financial assets and liabilities are offset and the net amounts presented in the financial statements when there is an 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.

### (r) Exceptional items

The company has adopted a profit and loss account format that seeks to highlight significant items. Such items include assets and liabilities taken over by the company from other housing associations or other entities. Judgement is used by the directors in assessing the particular items which by virtue of their scale and nature should be disclosed in the profit and loss account and notes as exceptional items.

# 4 Critical accounting judgements and estimation uncertainty

Estimates and judgements made in the process of preparing the entity financial statements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The directors make estimates and assumptions concerning the future in the process of preparing the entity financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

### (i) Major components of social housing buildings

Major components of social housing buildings are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life. The company has made a number of assumptions in determining the cost of each major component, which are set out below.

COMPONENT	COST AS %	USEFUL ECONOMIC LIVES
Bathroom	2%	30 years
Boundaries	3%	20 years
Windows/doors	6%	25 years
Electrics	2%	30 years
Heating	2%	20 years
Kitchen	1%	20 years
Roof	6%	50 years
Structure	78%	75 years

### (ii) Useful economic lives of tangible assets

The annual depreciation on tangible fixed assets and amortisation of capital grants are sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reviewed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 14 for the carrying amount of the tangible fixed assets, and note 3(h) for the useful economic lives for each class of tangible fixed assets.

### (iii) Impairment of debtors

The directors make an assessment at the end of each financial year of whether there is objective evidence that a trade or other debtor is impaired. When assessing impairment of trade and other debtors, the directors consider factors including the age profile of outstanding debt, recent correspondence and historical experience of cash collections from the debtor. See note 15 for the net carrying amount of the debtors.

# 5 Turnover

Analysis of Turnover by Category

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
Rental income	17,300,074	10,471,363
Payment and availability income	1,845,954	509,730
Maintenance grant	1,758,984	1,209,240
Sundry income	1,066,634	753,119
Grant income	1,869,699	-
	23,841,345	12,943,452
Analysis of turnover by geographical market:		
Republic of Ireland	23,841,345	12,943,452
6 Other operating income		
	18 months ended 31 December 2017	Year ended 30 June 2016
	€	€
Amortisation of capital funding		
Mortgage amortisation CLSS	12,823,378	8,557,402
Mortgage amortisation adjustment on redemption of CLSS	(82,614)	-
Mortgage amortisation CAS	7,677,261	5,091,396
Amortisation of capital grants	1,043,037	654,024
	21,461,062	14,302,822
Depreciation of capital expenditure		
Depreciation - social housing	(12,035,952)	(7,849,106)
Amortisation of capital funding (net)	9,425,110	6,453,716

# 7 Operating profit

The operating profit for the financial period is stated after charging or (crediting):-

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
(a) Depreciation - Charity assets	233,191	171,388
(b) Amortisation of intangible fixed assets	327,896	238,312
(c) Loss on disposal of fixed assets	271,897	396,382
(d) Impairment charge - trade debtors	185,350	125,171
(e) Operating lease expense	407,503	25,162

# 8 Interest payable and similar charges

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
Interest on CALF loans	106,903	40,791
Interest on HFA loans	615,088	84,670
	721,991	125,461

# 9 Exceptional item

During the period ended 31 December 2017, the company took over the activities and certain assets and liabilities of Athlone & District Housing Association Company Limited by Guarantee and Sonas Ballina for no consideration.

In the prior year, the company took over the activities and certain assets and liabilities of East Wall Housing Association Limited, for no consideration.

The assets and liabilities arising from the transactions were as follows

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
Tangible fixed assets	1,464,000	12,654
Debtors	-	42,508
Investments	-	575,172
Cash and bank balances	100,000	130,054
Creditors and accruals	(782,463)	(34,435)
	781,537	725,953
	781,537	725,953

# 10 Employees and directors

# (i) Employees

The average number of persons employed by the company during the financial period was:

	18 months ended 31 December 2017	Year ended 30 June 2016
	Number	Number
Management	15	16
Operational	100	83
	115	99
Staff costs comprise:	2017	2016
	€	€
Wages and salaries	6,554,423	3,569,616
Social insurance costs	679,018	373,793
Other retirement benefit costs (note 23)	175,295	103,332
	7,408,736	4,046,741

Of the total staff costs €474,630 (2016: €276,114) has been capitalised into tangible fixed assets and €6,801,639 (2016: €3,770,627) has been treated as an expense in the profit and loss account.

# (ii) Directors

	18 months ended 31 December 2017	Year ended 30 June 2016
Emoluments		21,759
Contributions to retirement benefit schemes:		
- Defined contribution		1,123

# (iii) Key management compensation

Key management includes the directors, CEO and members of the senior management team who report directly to the CEO, which at the balance sheet date comprised of 11 persons (2016:9). The compensation paid or payable to key management for employee services is shown below and includes employers contribution to social insurance and pension scheme:

	18 months ended	Year ended
	31 December 2017	30 June 2016
Total key management compensation	1,316,592	673,543

# 11 Taxation

No liability to corporation tax arises as the company has been granted charitable tax exemption by the Revenue Commissioners.

# 12 Work in progress

In accordance with the accounting policy for Capital Expenditure on Building Programmes the cost of uncertified work at the balance sheet date is not regarded as a liability of the company. The fixed asset and corresponding mortgage liability is recognised in the accounts at the time that the work is certified.

# 13 Intangible assets

	Software
	€
Cost	
At 1 July 2015	2,462,763
Additions	69,143
Disposals	
At 30 June 2016	2,531,906
At 1 July 2016	2,531,906
Additions	112,772
Disposals	
At 31 December 2017	2,644,678
Amortisation	
At 1 July 2015	1,902,456
Charge for the financial year	238,312
On disposals	
At 30 June 2016	2,140,768
At 1 July 2016	2,140,768
Charge for the financial period	327,896
On disposals	
At 31 December 2017	2,468,664
Net book value	
At 30 June 2015	560,307
At 30 June 2016	391,138
At 31 December 2017	176,014

# 14 Tangible fixed assets

	Social housing land and buildings	Other land and buildings	Fittings and equipment	Computers	Motor vehicles	Total
	€	€	€	€	€	€
Cost						
At 1 July 2015	458,819,602	525,765	1,343,412	1,978,190	32,867	462,699,836
Additions	16,461,359	-	25,518	17,438	-	16,504,315
Disposals	(1,574,703)	-	-	-	(4,650)	(1,579,353)
Projects written off	(404,667)	-	-	-	-	(404,667)
Transfer (a)		<u> </u>	31,638			31,638
At 30 June 2016	473,301,591	525,765	1,400,568	1,995,628	28,217	477,251,769
At 1 July 2016	473,301,591	525,765	1,400,568	1,995,628	28,217	477,251,769
Additions	19,421,623	-	91,460	38,517	-	19,551,600
Disposals	(1,646,906)	-	-	-	-	(1,646,906)
Projects written off	(299,221)	-	-	-	-	(299,221)
Transfer (a)	1,464,000	-	-	-	-	1,464,000
At 31 December 2017	492,241,087	525,765	1,492,028	2,034,145	28,217	496,321,242
Accumulated depreciation						
At 1 July 2015	86,471,878	138,782	1,165,053	1,787,492	11,879	89,575,084
Charge for the financial year	7,849,106	17,508	68,787	78,675	6,418	8,020,494
On disposal	(1,181,160)	-	-	-	(1,811)	(1,182,971)
Transfer (a)	-	-	18,984	-	-	18,984
At 30 June 2016	93,139,824	156,290	1,252,824	1,866,167	16,486	96,431,591
At 1 July 2016	93,139,824	156,290	1,252,824	1,866,167	16,486	96,431,591
Charge for the financial period	12,035,952	26,262	93,467	104,998	8,464	12,269,143
Impairment	162,968	-	-	-	-	162,968
On disposal	(1,375,009)	_	-	_	-	(1,375,009)
At 31 December 2017	103,963,735	182,552	1,346,291	1,971,165	24,950	107,488,693
Net book value						
	770 7 :	762.22	4-0	10 0 00 -	22.22	777.0
At 30 June 2015	372,347,724 _	386,983	178,359	190,698	20,988	373,124,752
At 30 June 2016	380,161,767	369,475	147,744	129,461	11,731	380,820,178
At 31 December 2017	388,277,352	343,213	145,737	62,980	3,267	388,832,549

<sup>(</sup>a) Represents the fair value of assets transferred into the company during the period (note 9).

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	31 December 2017	30 June 2016
	€	€
Amounts falling due within one year:		
Trade debtors	4,782,801	3,723,755
Prepayments and accrued income	4,936,166	4,599,418
	9,718,967	8,323,173
16 Investments		
	31 December 2017	30 June 2016
	€	€
Investment funds (i)	3,500,000	4,000,000
Deposits	9,885,167	9,578,904
	13,385,167	13,578,904

(i) All investment funds are fixed for a period. These investments are capital guaranteed if held to maturity, which is the intention of the directors.

# 17 Creditors - amounts falling due within one year

	31 December 2017	30 June 2016
	€	€
HFA loans (note 18 (ii) and (iii))	579,000	495,722
Trade creditors	812,745	477,359
Accruals	4,432,876	2,593,026
PAYE and social insurance	144,128	91,410
Value added tax	151,617	213,977
Relevant contractors tax	23,548	16,120
	6,143,914	3,887,614

Trade creditors at 31 December 2017 and 30 June 2016 include amounts owing to suppliers who include reservation of title conditions in their conditions of sale. Due to legal interpretation involved it was not practical to quantify same.

Trade and other creditors are payable at various dates in accordance with the suppliers usual and customary credit terms.

Tax and social insurance are repayable at various dates over the coming months in accordance with the applicable statutory provisions.

# 18 Creditors - amounts falling due after more than one year

	31 December 2017	
	€	€
CALF loans (i)	5,977,292	3,355,760
HFA loans (ii) and (iii)	19,915,574	10,212,246
Capital grants (note 19)	22,693,424	23,485,706
Mortgages (note 20)	237,268,121	254,237,645
	285,854,411	291,291,357

- (i) CALF loans represent loans received under the Capital Advance Leasing Facility scheme. The CALF loans are unsecured and are subject to simple interest at a rate of 2% per annum. The capital advance and interest is repayable on demand in the absence of a payment and availability agreement for the properties for which the capital advance was provided, however notwithstanding the demand nature of the loan the capital and all other amounts outstanding are to be repaid after more than 5 years. The company has payment and availability agreements in place relating to the above loans. Cumulative accrued interest included within the balance above amounts to €160,183 (2016: €53,280).
- (ii) HFA loans represent loans received from the Housing Finance Agency. The loans were received for financing Sustainable Energy Authority of Ireland (SEAI) approved energy efficiency upgrades and for the purchase of housing units. The SEAI related loan is secured by a charge over bank deposits. The housing unit loans are secured by a fixed charge over the housing units and assignment of the related payment and availability agreements. The repayment schedule of the loans is set out in (iii) below. Interest on the loans was charged and paid on December 2017 and hence there is no accrued interest within the above balance at year end.

### (iii) HFA Loans

	31 December 2017	30 June 2016
	€	€
Not later than one year	579,000	495,722
Later than one year and not later than five years	2,540,000	2,149,027
Later than five years	17,375,574	8,063,219
	20,494,574	10,707,968

# 19 Government grants toward capital projects

· · · · · · · · · · · · · · · · · · ·	31 December 2017	30 June 2016
	€	€
Received and receivable		
At 1 July	31,405,052	30,068,265
Additions during period/year	250,755	1,336,787
At 31 December / 30 June	31,655,807	31,405,052
Amortisation		
At 1 July	7,919,346	7,265,322
Amortised to profit and loss account	1,043,037	654,024
At 31 December / 30 June	8,962,383	7,919,346
Net book value at 31 December / 30 June	22,693,424	23,485,706

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	31 December 2017	30 June 2016
	€	€
(a) Capital Assistance Scheme ('CAS')		
Received and receivable		
At 1 July	167,049,523	161,639,077
Reclassification from CLSS	-	2,999,223
Received during period/year	2,909,542	2,411,223
Transfers	782,463	
At 31 December / 30 June	170,741,528	167,049,523
Amortisation		
At 1 July	66,481,373	61,389,977
Amortised to profit and loss account	7,677,261	5,091,396
At 31 December / 30 June	74,158,634	66,481,373
Net book value at 31 December / 30 June	96,582,894	100,568,150
(b) Capital Loan & Subsidy Scheme ('CLSS')		
Received and receivable		
At 1 July	260,895,287	264,464,632
Reclassification to CAS	-	(2,999,223)
Received/adjustments during year	-	(570,122)
Redemption	(357,534)	
At 31 December / 30 June	260,537,753	260,895,287
Amortisation		
At 1 July	107,225,792	98,668,390
Amortised to profit and loss account	12,823,378	8,557,402
Redemption	(196,644)	<u>-</u>
At 31 December / 30 June	119,852,526	107,225,792
Net book value at 31 December / 30 June	140,685,227	153,669,495
Total net book value at 31 December / 30 June	237,268,121	254,237,645

The mortgages are secured by fixed charges over the company's land and buildings.

### 21 Reserves

A description of each reserve is outlined below:

### Absorbed deficit

Absorbed deficit represents accumulated comprehensive income for the financial period and prior financial years, less amounts transferred to mortgage amortisation reserve.

# Mortgage amortisation reserve

The amount transferred to the Mortgage Amortisation Reserve Fund is based on the amortisation of the capital advances, over the life of the mortgage. The Local Authorities from whom the mortgages were received are not in a position to provide confirmation of the year-end balance and the company is therefore relying on the information given by the Department of the Environment and Local Government in establishing the amortisation policy.

# 22 Note to the statement of cash flows

	8 months ended 11 December 2017	Year ended 30 June 2016
	€	€
Profit for the financial year	12,047,703	9,671,292
Tax on profit on ordinary activities	-	-
Interest receivable and similar income	(140,310)	(384,164)
Interest payable and similar charges	721,991	125,461
Exceptional item	(781,537)	(725,953)
Operating profit	11,847,847	8,686,636
Depreciation of tangible fixed assets	12,269,143	8,020,494
Amortisation of intangible fixed assets	327,896	238,312
Amortisation of capital grants	(1,043,037)	(654,024)
Amortisation of mortgages	(20,500,639)	(13,648,798)
Project assets written off	299,221	404,667
Loss on disposal of tangible fixed assets	271,897	396,382
Amortisation of mortgages adjustment on redemption of CLSS	82,614	-
Working capital movements:		
- (Increase) in debtors	(1,395,794)	(511,562)
- Increase/(decrease) in creditors	2,335,990	(1,180,180)
Cash flow from operating activities	4,495,138	1,751,927

# 23 Retirement benefit costs and similar obligations

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to €175,295 (2016: €103,332). Accrued costs at year end amounted to €Nil (2016: €Nil).

# 24 Contingent liabilities

The company has received grants which may become repayable if certain circumstances set out in the agreements occur. The directors are of the opinion that these contingencies will not result in any material loss for the company.

# 25 Bank security

The company's bankers hold a letter of lien, in the amount of €750,000 in relation to its overdraft facility (2016: €750,000). No element of the facility had been drawn down at year end.

# 26 Financial instruments

The company has the following financial instruments:

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
Financial assets at fair value through profit or loss		
Financial assets that are debt instruments measured at amortise	ed cost	
- Trade debtors	4,782,801	3,723,755
- Investment in short-term deposits	13,385,167	13,578,904
	18,167,968	17,302,659
Cash at bank and in hand	514,878	647,125
Financial assets that are equity instruments measured		
at cost less impairment		
Financial liabilities measured at fair value through profit or loss		
- Derivative financial instruments		-
Financial liabilities measured at amortised cost		
- Trade creditors	812,745	477,359
- Accruals	4,432,876	2,593,026
- CALF loans	5,977,292	3,355,760
- HFA loans	20,494,574	10,707,968
- Mortgages	237,268,121	254,237,645
	268,985,608	271,371,758

# 27 Operating lease commitments

Future minimum lease payments under non-cancellable operating leases at the end of the financial year were:

	18 months ended	Year ended
	31 December 2017	30 June 2016
	€	€
Payments due:		
Not later than one year	317,724	208,164
Later than one year and not later than five years	1,270,896	832,656
Later than five years	4,571,632	3,253,421
	6,160,252	4,294,241

# 28 Grants

Grant income in the profit and loss account for the period arises from the following bodies:-

Name of Agency	Type of Funding, Grant programm	Ŭ.	Use of grant	18 months ended 31 December 2017	Year ended 30 June 2016
				€	€
Local Authorities	Maintenance	Annual	Maintenance of property		
	grants			1,758,984	1,209,240
Dublin Regional					
Homeless Executive	S.10 funding	Annual	Delivery of Services	1,295,342	-
Limerick City Council	S.10 funding	Annual	Delivery of Services	301,041	-
Health Service Executive	S.39 funding	Annual	Delivery of Services	267,200	-
Other	Miscellaneous	Monthly	Delivery of Services	6,116	_
Total				1,869,699	-

# 29 Approval of financial statements

The financial statements were approved by the directors on 12 June 2018.





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