

CARTREFI CONWY

creu cymunedau i fod yn falch ohonynt
creating communities to be proud of

Edited Highlights 2010 - 2011

Annual Activities Report



Content

Board of Management	4
Board Membership	4
Shareholder Policy	5
Vision and Values	5
Regulatory Body	6
Welsh Housing Quality Standards (WHQS)	7
Community Involvement	8
Partnership: A collective approach to achieving our objectives	8
Stock Details	11
Lettings	12
Voids	12
Rent Arrears	12
Summary of Financial Performance	13
Where the money comes from	14
Where the money goes	14

Contact Details

Head Office
Bryn Eirias
Heritage Gate
Abergele Road
Colwyn Bay
Conwy
LL29 8BY

Phone: 01492 805500 Fax: 01492 805555

For general enquiries, please e-mail
enquiries@cartreficonwy.org

Website: www.cartreficonwy.org

Foreword from the Chair of the Board



On behalf of the Board of Management of Cartrefi Conwy it is my privilege to present this Annual Activities Report which reports on the activities and financial results for the year 1st April 2010 – 31st March 2011.

In this year the good work previously reported in 2009/2010 in respect of the improvements

programme has continued to progress efficiently, on time and on budget.

The partnership between Crest Co-operative and G Purchase, highlighted in last year's report, has continued to develop and strengthen. The recycling scheme has not only been a success locally but nationally, demonstrating that best practice really does deliver results. This innovative scheme won the Sustainable Housing Award 2010 for Waste Initiative of the year. The scheme also won first place for Innovation in the Cylch Wales Recycling Awards. More significantly, it enhances our commitment to improving services and increasing opportunities for all our tenants.

Our Community Involvement Strategy which was reviewed and updated in 2009/2010 has provided increased focus for tenant engagement in 2010/2011.

Outstanding success in this area was born in October 2010 when we asked tenants to submit ideas for improving the physical environment of their communities. A key highlight for me this year, the pilot for the Participatory Budgeting scheme put decision making power in the hands of the tenants. The voting event on 15th March 2011 was a proud moment for many, when over 100 tenants attended to cast their votes for each of the 21 projects submitted. Although there was one overall winner, Ffordd Dyffryn School, we were able to support all 21 projects financially and awarded funds totalling over £36,000.

We have also looked at how we will continue to deliver our vision of 'creating communities to be proud of', developing the detail around our business plan to take us through to 2015.

The contribution of those tenants that volunteer to get involved in providing feedback to us to help improve our services and give so freely of their time in supporting fellow tenants and residents in their communities is greatly appreciated and deserves recognition.

I would also like to applaud the commitment and support shown by the volunteer Board members; it has been tremendous, for which I remain extremely grateful.

Finally, I would like to thank all our employees for their continued enthusiasm, support and commitment and the other organisations that we have been working with, all of which has contributed to a year of outstanding success.

Pam Lonie

Chief Executive's Summary



Throughout this year of operation Board members, Management and staff have continued to focus on the delivery of housing services and property improvements to ensure that the promises made on transfer of the housing stock from Conwy County Borough Council (CCBC) are achieved on time.

I am pleased to report that Cartrefi

Conwy is one of only a few associations making good progress and on target to achieving WHQS by December 2012. This supports the early decisions of the Board of Management and the Executive Management Team to engage Savills to assist in the overall procurement of our improvement programme.

Further evidence that best practice is delivering results is provided across the entire improvements programme but is highlighted in particular in the forward thinking and innovative works carried out on properties at Maes y Dre in Abergele and the retrofit insulation project at Rhos on Sea. These two projects have ensured tenants can stay in their homes and local communities for many years to come; demonstrating our commitment to the sustainability of local communities as well as properties.

Even though we are not yet in a position to start development of new properties this year saw us able to purchase our first property - a family home in Kinmel Bay and re-instate two family sized maisonettes back from office use in Llandudno. With the £30 million improvement programme going so well we can now start to drive forward our plans for the next phase in our development and ensure we can further add to the supply of affordable housing by working collaboratively with CCBC now and in the future.

Cartrefi Conwy's first ever Family Day held at Eirias Park on 18th August 2010 was an outstanding success. Over 700 tenants attended this free, fun filled and informative event, delivered through tremendous effort and collaboration between Cartrefi Conwy staff, partnering agencies and local businesses. Since then many positive outcomes have arisen and shows our Community Involvement Strategy is developing and progressing to the benefit of our tenants and their communities.

The move of the Llandudno area office in February 2011 to newly refurbished premises in Madoc Street from the Town Hall is already attracting more tenants to drop in for advice and enhancing the services we provide to communities in the surrounding areas.

Finally, this year saw the introduction of the new Welsh Government (WGov) Regulatory framework, which introduced a self assessment process linked to evidence of customer focussed delivery outcomes and a financial viability review. All registered social landlords with at least 250 units in management as at 31 March 2010 are subject to a regulatory financial review and issued with a financial viability judgement. The judgements fall into one of three categories: "pass"; "pass with closer regulatory monitoring"; or "fail": I am delighted to report that Cartrefi Conwy received a "pass" judgement which is awarded to an association or group that is adequately resourced to meet current and future business and financial commitments.

Andrew Bowden



Board of Management

Jonathan Cross	
Brian Horton	Vice Chair & Chair of Operations Committee
Chris Hughes	
Jennifer Hughes	Appointed April 2011
Ian Jenkins	
Christine Jones	
Mair Jones	
Douglas Leech	Chair of Development Committee & Chair of Remuneration Committee
Pamela Lonie	Chairperson
Robert Redhead	
Brian Roberts	Chair of Resources Committee
Clifton Robinson	
Ken Stevens	Resigned May 2011
Roy Thomas	Resigned May 2011
Jason Weyman	Chair of Audit & Risk Management Committee

Co-opted Member

Sylvia Lavender

In addition the following also served in the year ended 31 March 2011

David Chynoweth	Resigned September 2010
Eileen Jones	Resigned September 2010
Steven Moule	Resigned August 2010
Bob Squire	Resigned April 2010
Mike Warren	Resigned November 2010

Executive Management Team

Andrew Bowden	Chief Executive
Tony Deakin	Director of Finance
Gwynne Jones	Director of Operations

Company Secretary

Sandra Lee

Profiles of all current Board Members and the Executive Management Team can be found on our website, www.cartreficonwy.org

Board Membership

The Board is made up of volunteers who provide their time without remuneration (although out of pocket expenses are paid), and comprises of five members who are tenants of Cartrefi Conwy, five members who are nominated by Conwy County Borough Council and five Independent members (that is, neither tenants or council nominees).

The Board can also co-opt up to two members. Co-opted members cannot be Chairs or Vice-Chairs of committees or the Board. They may be brought onto the Board because of particular skills or experience they may have.

Board members have shown their commitment and support to the senior management team, contributing in the board room through constructive debate and decision making, as well as participation in other activities such as estate walkabouts, tenant events, learning and development sessions and relevant external conferences.

Election of Board Members

This year two of each of the Tenant and Independent Board members are subject to retirement by rotation and may put themselves forward for re-election at the annual general meeting in accordance with the rules of the association. Board members nominated by Conwy County Borough Council and co-optees are not subject to retirement by rotation.

All newly appointed board members are provided with a robust induction programme, helping them to settle in, understand their roles and responsibilities and become effective members of the Board of Management as quickly as possible.

The Company Secretary is anxious to ensure that there is a ready pool of potential candidates for board membership which is truly representative of the diversity within our communities across the county of Conwy and anyone interested in progressing this should contact the Governance team.

Board member obligations, skills, qualities and experience

Board Members are recruited for the skills, knowledge and expertise they can bring to the business. They are required to



act in the best interests of Cartrefi Conwy at all times. In particular our board members have skills in the following areas:

- business management
- finance
- legal
- residents' needs and concerns
- social housing management
- employee management
- community relations and needs
- development, building and maintenance of properties
- information technology

On appointment Board members sign up to a protocol agreement. Part of this outlines how they will maintain confidentiality and present a positive, professional and caring image when acting as ambassadors for the Association.

Qualities our board members possess include consistency in decision making, a commitment to the social housing sector and the principles of such work and consideration for equal opportunities. They constructively challenge proposals, and have good communication skills with the ability to communicate with persons of different backgrounds and experiences.

Board members are subject to an annual appraisal, which includes individual self assessment so that we and our stakeholders can be satisfied the highest standards of leadership and governance are met when taking into consideration the skills, knowledge and competencies of the Board as a whole.

Shareholder Policy

There are three classes of shareholder:

The Local Authority Shareholder (Conwy County Borough Council).

Tenant Shareholders (Tenants of Cartrefi Conwy)

Independent Shareholders (people that are not Tenants)

Applications must be submitted in writing, setting out the reason why the applicant wishes to become a shareholder. All applications received are considered by the Board and if approved, the individual is issued with a share certificate upon payment of £1 (one pound sterling) and their particulars entered in to the register of shareholders.

Any tenant can apply to become a shareholder and we hope that more of our tenants will take up this opportunity to have a stake in the ownership of Cartrefi Conwy. Application forms and further details can be requested from the Governance team.

Vision and Values

Our vision is to provide sustainable, affordable, quality homes and services for local communities actively encouraging the participation of everyone and respecting the needs of all.

Our first 5 year Business Plan, taking us through from 2010 to 2015 was developed in consultation with representatives from our major stakeholder groups to ensure that home improvements to the Welsh Housing Quality Standard are completed by December 2012 and that delivery of services in other areas of the business continues to reflect their needs.

Our plans build on the investment made to date in establishing the company by ensuring these foundations are maintained and enhanced. They support the development of our competitive advantage of resident involvement and achieving more with the resources we manage.

The lynchpin of our Business Plan comprises of three components:

- Investing in people
- Excellence and enterprising governance
- Financial strength and commercial acumen

The Business Plan includes objectives for delivery against each of these three components to ensure that everything we do is linked back to our Business Plan.

With the lynchpin in place, the Board can confidently make firm and focused strategic decisions based on three 'pledges' to Cartrefi Conwy's tenants for achievement during 2010 - 2015.

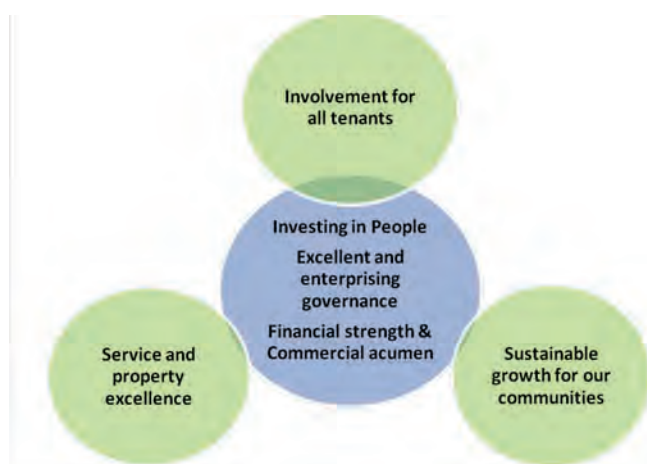
The three pledges are:

- Involvement for all tenants
- Service and property excellence
- Sustainable growth for our communities

A Board Champion has been nominated for each of the Pledges. Their role is to oversee delivery, liaising with the



executive management team and providing feedback to the Board. We will be further developing this role over the coming year. The lynchpin and pledges are graphically represented below.



Supporting our vision Cartrefi Conwy's values are:

- Treating people fairly with honesty and integrity
- Committed to and being positive about providing excellence standards of service
- Being an open and forward thinking organisation which provides the services that tenants need
- Listening to customers and consulting tenants on policy and service issues
- A culture of openness, honesty and accountability
- Creating an environment where its employees are valued and realise their full potential
- Advocate sustainability in all our business and service delivery arrangements
- Embracing the diversity of our communities

During this year we have worked with our colleagues to embed these values and ensure that through a programme of culture change and leadership and management development we have people with the right skills and attitude to deliver excellent services that meet customer needs now and in the future.

Regulatory Body

In September 2010 the Welsh Government's (WGov) Housing Regulation Directorate published a set of Delivery Outcomes for Registered Social Landlords. It is a requirement of the Welsh Government's (WGov) regulatory regime that we report our performance against these outcomes by way of self assessment to the regulation team.

Cartrefi Conwy's Board of Management is aware of, and has accepted their responsibility for the self assessment evidence base and is using the performance assessment process to support Cartrefi Conwy's ongoing development and to explain progress against our business plan objectives.

WGov has set out the Delivery Outcomes it expects all Registered Social Landlords in Wales to assess themselves against two broad areas:

- A) Governance and Finance – How we fund and manage our business to deliver outcomes for tenants and communities.
- B) Landlord services – how we deliver efficient and effective landlord services.

We believe that the performance assessment process will help us, our stakeholders and WGov to:

- make judgments about our current performance;
- understand the main sources of evidence on which these judgments are based;
- identify strengths and areas for improvement; and
- formulate action plans that support continuing improvements and raise the quality of our approach to meeting our objectives, which include; ensuring our properties meet the Welsh Housing Quality Standard, addressing local housing needs and creating communities to be proud of.

We have taken note of the views of the following key stakeholders in the formulation of our performance assessment and the performance standards which we report against:

- Board Members
- Employees



- Service users
- Strategic Partners
- The WGov Regulation Team

Our approach to regulatory self assessment is to use our Board and operational reporting and performance monitoring mechanisms as part of the evidence of progress and achievements against our strategic business and financial plans, linking these directly wherever possible to the WGov Delivery Outcomes. Where our plans and activities do not show a link to a WGov delivery outcome, we will provide relevant explanation.

In reviewing our performance we will consider the key elements of Cost, Quality, Satisfaction and Risk and in order to substantiate our performance assessment we will provide evidence in the following three key areas.

Financial viability and management

Service Delivery

Overall Corporate Governance

We have submitted our 2010/11 Performance Assessment to WGov and await their response.

WGov have reviewed our finances and issued their financial viability judgement. The judgements fall into one of three categories: “pass”; “pass with closer regulatory monitoring”; or “fail”: Cartrefi Conwy received a “pass” judgement which is awarded to an association or group that is adequately resourced to meet current and future business and financial commitments.

Welsh Housing Quality Standard (WHQS)

Integral to achieving Cartrefi Conwy’s key objective of “creating communities to be proud of” is to ensure our properties meet the WHQS by 2012. This year we have made significant progress and are well placed to achieve this deadline, unlike other Registered Social Landlords that have found it necessary to seek time extensions from the Welsh Government. At the end of March 2011 the following improvements had been completed as part of the improvement programme since we began in September 2008:



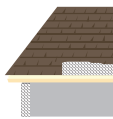
Kitchens fitted



Bathrooms refurbished



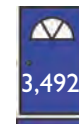
Properties rewired



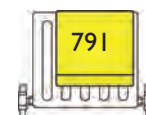
Roofs - 142
External Render - 60
Cavity wall and Loft Insulation - 733



Showers installed



Doors fitted



Heating Systems

Approximately £14.3 million has been spent on improvements so far.

The figures above show the total number of installations completed for the whole improvement programme. During the 2010/11 contract the following installations were completed:

- Kitchens – 831
- Bathrooms – 596
- Rewires – 451
- Shower over bath – 302
- Additional WC – 79
- Aids and Adaptations – 29
- Roofs – 142
- External wall insulation – 50

All contracts are progressing efficiently; on time and on budget. The levels of installations to date clearly show the progress in meeting the WHQS which we are confident we will complete by 2012.

On completion of works tenants are asked to complete an evaluation form to provide feedback on how the works were carried out and about the finished job. From this we know the percentage of respondents who are mostly or totally satisfied with the works carried out by each of our contractors:

- 98% G Purchase
- 98% PH Jones
- 98% Nationwide



Community Involvement – empowering our customers

Giving tenants the opportunity to influence the nature and quality of services is a key priority for Cartrefi Conwy. The work of the Community Involvement Team and commitment of other staff to run and attend events with tenants is integral to this, often working alongside other residents and agencies to ensure positive outcomes for all.

2010/11 delivered outstanding successes in this area. Over 700 tenants attended Cartrefi Conwy's first ever Family Day. The success of this free, fun filled and informative event was achieved through tremendous effort and collaboration between Cartrefi Conwy staff, partnering agencies and local businesses. Since then many positive outcomes have arisen including the training, development and assistance on fund sourcing to a group of young mums in Glanrafon enabling them to develop a much needed safe children's playground in their community.

In October 2010 we asked tenants to submit ideas for improving the physical environment of their communities. The response was terrific and following the flood of ideas, a working group of tenants, staff and the Wales Participatory Budgeting Unit was formed to examine the ideas and shape them into workable projects. Each project could receive up to £2,500 and 21 projects from across Conwy County went forward for the community voting process.

The voting event took place on 15 March 2011 and well over 100 tenants attended to cast their votes for each of the projects. In total almost £36,000 was allocated and many of these projects are now well on their way to becoming reality.

Our Community Involvement Strategy; which was reviewed and updated in 2009/10 has provided extra focus for tenant engagement in 2010/11. One of the recommendations within the strategy is to develop a group of tenants, representative of the whole tenant body, to operate at a strategic level.

During 2010/11 a tenant led working group was formed to look at progressing the changes required to the Tenants' Forum so that it becomes more interactive and representative of the diversity amongst our tenants and the wider community.

Partnership: A collective approach to achieving our objectives

Cartrefi Conwy recognises the strengths in a collaborative approach to achieving many of its objectives.

Our Contractors

The success stories of our relationship with Crest Co-operative through working with G Purchase Construction Ltd has gone from strength to strength, as evidenced in the year by a number of award nominations and wins:

- Wales Recycling Awards 2010 - Innovation Award Winners
- UK Sustainable Housing Awards 2010 - Waste Initiative Award Winners
- Achievement Wales 2010 - Shortlisted for Green Award & Community Award

But more importantly, in excess of 200 individuals have also benefitted so far from training and work placement opportunities provided through this collaborative partnership.

Partnerships & Community benefits

Conwy County Borough Council

The special relationship with Conwy County Borough Council (CCBC) has continued beyond transfer, helping to ensure that Cartrefi Conwy and the local authority work collaboratively to meet local housing needs and develop an effective and sustainable housing strategy for the residents of Conwy.

Regular attendance at the CCBC Communities Overview and Scrutiny Committee meetings has helped strengthen relationships, as councillors see and hear the difference being made to housing standards and the environment within the County.

Council nominated Board members have played an active role in these early





stages of the development of Cartrefi Conwy, contributing to decision making and the establishment of strategy and policies.

A good working relationship with officers at CCBC has been demonstrated through;

- Housing strategy formulation
- Our involvement in and support of the development of an Older Persons strategy for Conwy county borough
- Provision of grounds and tree maintenance services under Service Level Agreements
- The Legal Services Team; support provided under a Service Level Agreement in respect of legal transactions related to land and property and to the Cartrefi Conwy Anti-Social Behaviour unit in preparing and presenting cases for prosecution or injunctions.

North Wales Police and other agencies

Our designated Anti Social Behaviour (ASB) unit's working relationships with NW Police and other agencies have continued to gather strength and deliver positive results.

Where Anti Social Behaviour Injunctions (ASBIs) are breached action is taken by the team, sometimes involving court action. On two occasions this year prison sentences have been obtained following the breach of an ASBI. This has never been achieved before and demonstrates the success that results from the team working closely with colleagues and other tenants and residents.

10 multi-agency meetings involving North Wales Police, Crime agencies, Social Services and others were held during the year. The ASB team work closely with outside agencies; attending partnership meetings with agencies such as 'Prevent and Deter' who work with youths to improve behaviour, the ASB review group, POVA (protection of vulnerable adults) and MARAC (Multi-Agency Risk Assessment Conference).

The ASB team also work closely with local Police Community Support Officers and Community Beat Managers in tackling low level ASB.

The ASB unit has also been awarded the 'working towards the

Wales Housing Management Standard for Tackling ASB'. A portfolio of evidence is now being gathered with the expectation of being successful in obtaining the standard in 2011/12.

Deeside College & Liverpool University

Our partnership with Deeside College and Liverpool University has developed further and a Knowledge Transfer Partnership (KTP) is now underway. A Knowledge Transfer Partnership (KTP) places a graduate into a business, allowing them to run a project that is seen as core to the organisation's strategy.

It is essentially a partnership between a company and a Knowledge Base (University or Further Education College) who work together on a development project that is strategically important to the company's future. The partnership begins with agreeing the two year task to be undertaken.

- Our partnership with Deeside College in Connah's Quay began in January 2011. The successful KTP associate is a project manager, transferring knowledge to assist Cartrefi Conwy in developing an expertise in all aspects of the external environment. This includes a wide range of considerations from lighting, security, access, and parking issues to wildlife habitats, biodiversity, offsetting carbon consumption and generally improving our green spaces.
- Recruitment is currently taking place for a second KTP associate with the partnership being between ourselves and Liverpool University. The KTP associate will work alongside our Commercial Manager (Building Maintenance Unit) to help make the unit more effective and efficient by ensuring that the business processes and performance reporting within the unit support the successful implementation of Opti-Time, Mobile Working and establishment of the stores & material partnership with Jewson Ltd.

These partnerships will bring about added value benefits never before experienced by our tenants, which in turn will ensure this exemplar scheme will have a lasting legacy.



Llandrillo College

Working with the local college continues to be a fruitful partnership for all concerned.

- Plastering students from Llandrillo College have received on site work experience on the Rhos on Sea retrofit insulation and rendering scheme. They received training on this unique technology through British Gas at the Rockwool centre in South Wales; this was the first time that students have been trained at this site. In addition, the college lecturer received this modern method technology training and has incorporated this into the course curriculum.
- Pathways to Apprenticeship students have worked on the Maes y Dre site. This site involves the complete refurbishment of 30 family sized properties suffering from significant structural problems, which could not otherwise have been addressed while under the Conwy County Borough Council's ownership due to the high level of costs involved.
- PH Jones orchestrated a visit for 15 students from the College to the Ffordd Pandy flats in Old Colwyn, where they could see the newly installed system of solar communal heating units in action.
- The college undertook the task of decorating the first house that Cartrefi Conwy has purchased. They did a remarkable job on the family home in Kinmel Bay in short timescales and a family has now moved in.

North Wales Financial Inclusion Partnership

This partnership between six housing associations in North Wales continues to go from strength to strength. Regular meetings ensure that they are consistently moving forward with plans. As reported last year, there were plans for the creation of a DVD which would highlight the importance of sensible financial management by tenants. Since that time, the DVD has been created and the premiere took place in front of an Assembly Member and a number of other agencies that specialise in helping individuals that might be in financial difficulty.

The DVD was created through a creative collaboration with

TAPE Community Music and Film, who specialise in working with service users from all walks of life to create film or music as a form of therapy and skill building. Tenants from each partner housing association were involved in the making of the DVD, which, among other jobs, included; writing the storyline, filming, acting, creating the music, and editing the final product. Initially, the DVD will be given to new tenants, but it may be rolled out to other tenants in time.

With this success still fresh, the partnership is looking at another creative joint venture around the subject of Digital Inclusion. This project aims to promote and increase the numbers of tenants with access to digital mediums - ie internet, smart phones and so on.





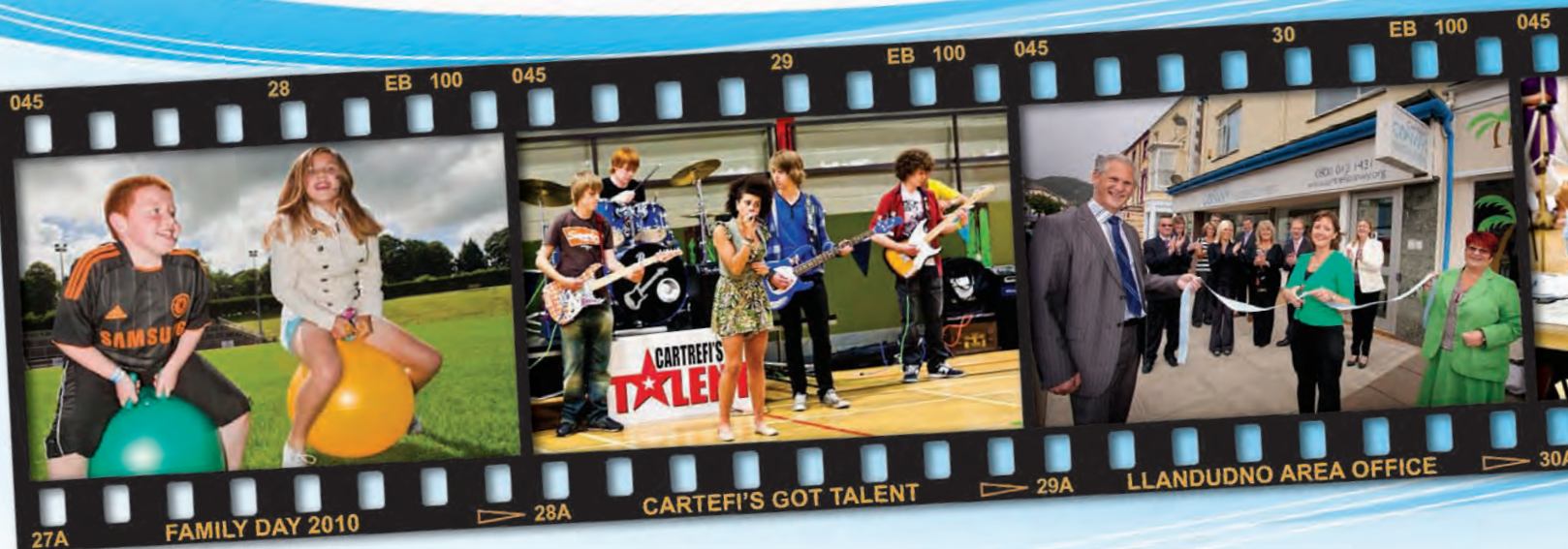
Stock details

As at the 31 March 2011 our Housing stock was 3,774 units made up as follows:

	General Needs	Sheltered Properties
1 bed - house/bungalow	47	287
1 bed - flats	345	463
2 bed - house/bungalow	399	176
2 bed - flats	436	139
3 bed - house/bungalow	1288	0
3 bed - flats	61	0
4+ bed - house/bungalow	69	0
4+ bed - flats	1	0
Bedsits	6	37
TOTAL	2656	1102
+ 16 Non self contained properties	3,774	

In addition we also have:

- 658 Garages for which a licence fee is paid.
- 158 Leaseholders, who have purchased their properties under the Right to Buy scheme, pay an annual service charge.
- 12 Non-dwelling properties comprising of units leased to Conwy County Borough Council and commercial units.



Performance

Lettings

	Housed from waiting list	Re-Housed priority need homeless	Transfers	Exchanges	Total
20010/11 (April - March)	310	42	15	23	390
2009/10 (April - March)	209	48	64	17	338
2008/09 (Oct - March)	107	31	36	11	185

Voids

The voids performance has improved during the year with vacant homes as a percentage of stock falling from 1.54% (58 Properties) as at 31st March 2010 to 1.40% as at 31st March 2011 (53 Properties).

Rent Arrears

Gross arrears as a percentage of rent and service charges receivable decreased from 2.67% as at 31st March 2010 to 2.41% as at 31st March 2011. Cartrefi Conwy is required to submit to Welsh Government showing the number of tenants in arrears by the number of weeks at 31/03/2011. The number of current tenants in arrears has fallen again this year which is seen as a positive step and credited to the resources put in place to manage income. The new Financial Inclusion Advisor post is seen as successful in terms of preventative work. Work has begun and will continue in 2011/12 on an Income Management Strategy, working in consultation with HQN. This strategy will provide the overarching framework for income and arrears management.



Summary of Financial Performance

Turnover has risen from £15.546m to £16.757m during the year with net rents increasing from £11.885m to £12.240m. This reflects the rent increase arising from the application of the rent guarantee in the Transfer agreement (i.e. the September 2009 RPI [-1.4%] plus or minus £3). Further Arbed grant funding of £200,000 was secured from Welsh Government to fund a domestic energy retrofit project (Solar Hot Water, External Wall insulation and Air Source Heat Pumps). In addition a grant of £622,000 was received from the local authority in relation to structural works at Maes y Dre as agreed in the Transfer Agreement.

An operating surplus of £2.020m is reported for the year compared to an operating surplus of £4.900m in 2009/10. This is due to the planned increase in Major Repairs expenditure (e.g. rewires, rendering, insulation upgrades, structural works at Elwy Road, Victor Wilde Drive and Maes y Dre, property conversions at Ffordd Las and legal and health & safety fees) during the year from (£931,000) to (£4.181m) to ensure compliance with health and safety legislation and to ensure that all of Cartrefi Conwy's housing stock meets the Welsh Housing Quality Standard (WHQS) by December 2012.

Exceptional items during the year included Organisational Development Review costs (£192,000), Pension Curtailment costs (£78,000) and Pension past gains £1.166m. The Organisational Development Review and Pension Curtailment costs relate to the costs of reorganisation aimed at enhancing customer service delivery and organisational performance. These are classed as exceptional items as they are outside the course of our normal business. In his budget statement on 22nd June 2010, the Chancellor announced that the Government would start to increase public service pensions in line with the consumer price index (CPI) rather than the retail price index (RPI). This has given rise to an exceptional item in the form of a past service gain which has been credited to operating costs.

Receipts from two Right to Buy sales amounted to £169,000

There was an increase in total fixed assets (net of depreciation) of £7.620m during the year. This was primarily a result of the capitalised Improvement Works programme that the Association is undertaking (e.g. kitchens, bathrooms, heating systems, external and communal doors and roofing) to ensure that its housing stock meets the WHQS by December 2012. Other additions during the year relate to the implementation of the Xbrace Opti-time maintenance works scheduling system and the Chris21 human resources system plus the Head Office furniture and ICT costs.

One property (28 Argoed) was purchased during the year using receipts generated from RTB sales.



Where the money comes from

MONEY IN	2010 - 11 £000's		2009 - 10 £000's
	£12,274	Rents and Service Charges	£11,919
	£604	Supporting People Grant	£582
	£2,600	Welsh Assembly Government Grant	£2,600
	£918	Other Grants	£300
	£169	Sale of Housing Properties	£152
	£3,500	Loans from private lenders	£2,000
	£9	Interest Received	£27
	£361	Other Income	£365

Where the money goes

MONEY OUT	2010 - 11 £000's		2009 - 10 £000's
	£4,193	Housing Management	£3,483
	£941	Services	£913
	£8,285	Property Improvements	£4,102
	£5,357	Maintenance - Routine and Cyclical	£4,837
	£4,310	Planned Maintenance and Major Repairs	£1,035
	£347	Purchases of other fixed assets	£233
	£515	Interest Paid	£376
	£333	Other Costs	£475

For a full copy of the Association's Annual Report and Financial Statements for 2010-2011, please contact the Head Office or visit our website: www.cartreficonwy.org