



2013

ANNUAL REPORT

HAIL's vision is a society where people, primarily those with mental health difficulties, can achieve and sustain independent living in the community having secure, quality, affordable accommodation with appropriate support services



HAIL

Housing Association for Integrated Living

MISSION

HAIL's mission is to provide housing and individually tailored services to support people, primarily those with mental health difficulties, to integrate and live independent lives in the community.

VALUES

HOUSING – EQUALITY OF OPPORTUNITY

HAIL believes that housing is a social good not just a market commodity. HAIL also believes housing should be available to everyone, particularly those with mental health difficulties and that everyone has the right to a secure and affordable home.

SERVICES – QUALITY

HAIL believes its housing and support service should be delivered according to best practice.

SERVICES – OUTCOMES AND SUSTAINABILITY

HAIL works to sustain self-reliance through a programme of agreed achievable personalised goals.

MENTAL HEALTH – RECOVERY

HAIL believes that people with mental health difficulties have the right to live full lives with support and housing as a platform for recovery.

INTEGRATION – RESPECT AND RESPONSIBILITY

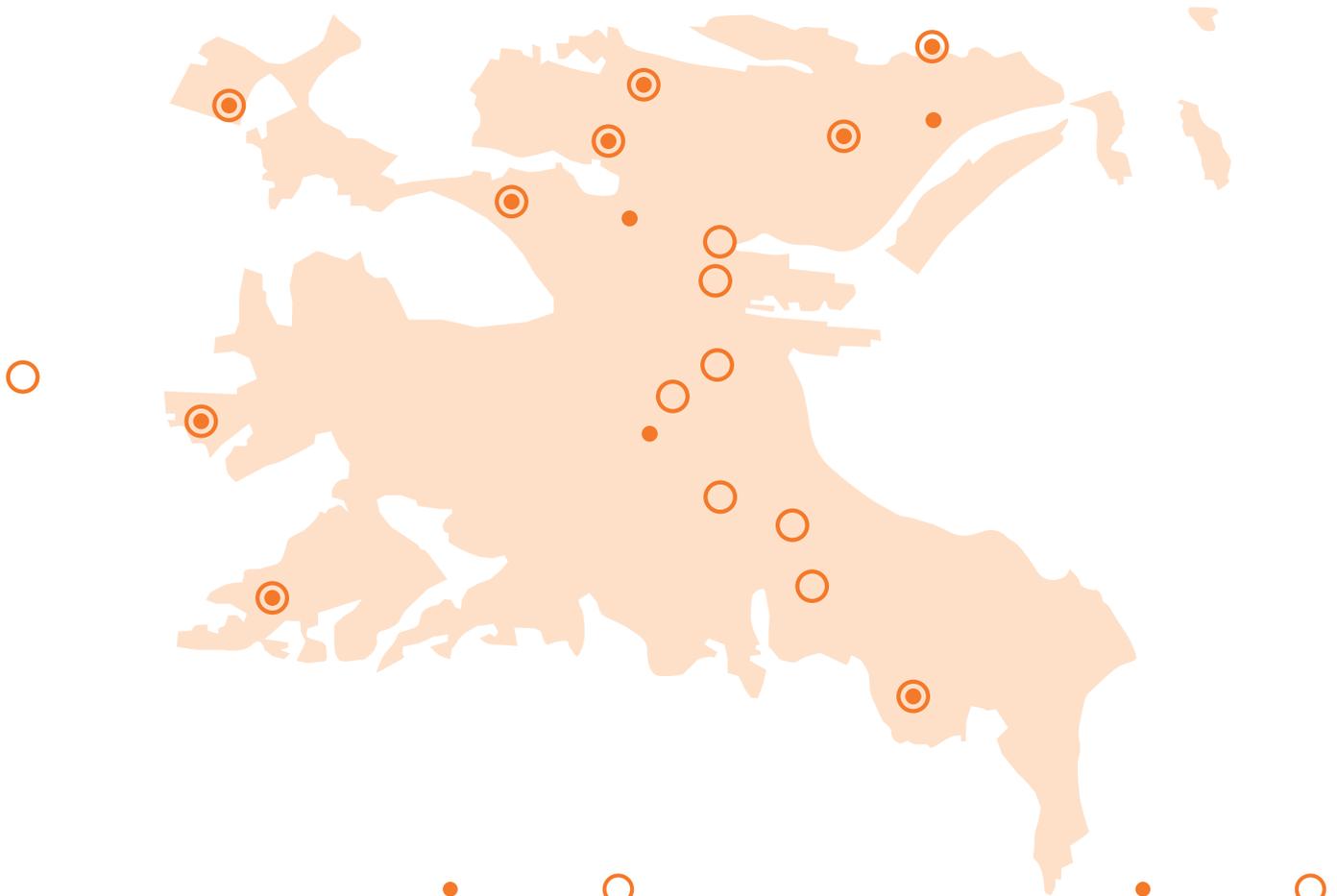
HAIL recognises the value of a professional, comprehensive and individually tailored support service that respects and empowers individuals achieve independence and integration in their community.

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Where we operate

● 68 General Needs Housing Units ○ 164 Supported Housing Units



	●	○	●	○
BALDOYLE	-	5		
BALGRIFFIN	2	13		
BALLYMUN	20	24		
BLANCHARDSTOWN	12	9		
CABRA	1	-		
CASTLEKNOCK	-	3		
CITY CENTRE NORTH	-	21		
CITY CENTRE SOUTH	-	10		
CLONDALKIN	11	14		
DRIMNAGH	1	-		
DUNDRUM	-	2		
FINGLAS	1	4		
INCHICORE	-	2		
KILDARE (CELBRIDGE)	-	5		
PERRYSTOWN	-	1		
PHIBSBORO	-	4		
RAHENY	10	17		
STEPASIDE	5	7		
TALLAGHT	5	19		
TERENURE	-	4		



Chairman's Address

'HAIL faces the future with confidence'

Welcome to the HAIL Annual Report for 2013. I am pleased to report that we have performed very well on all housing and support to tenant indicators. HAIL remains a highly appropriate option for people needing permanent accommodation with support.

We were extremely pleased to win two awards at the Irish Council for Social Housing annual conference last September. The housing, support and integration of our tenants at Avondale Court, Blanchardstown, Dublin won the National Housing Award in the Community and Disability Integration category. Dr Sylvia Finlay, a board member and founder member of HAIL, received Highly Commended Award in the National Housing Board Member of the Year Award.

Our 2012 Annual Report was short listed during the year for Published Accounts Awards run by the Chartered Accountants Ireland. The Published Accounts Awards, sponsored by the Irish Stock Exchange, reward companies for the excellence of their financial reporting. Twenty seven public companies, private companies and charities were shortlisted. HAIL was very pleased to be one of the five charities to be short-listed. The nomination of HAIL for this award recognised HAIL's commitment to transparency and good governance.

The charitable sector as a whole received media attention following governance and transparency issues in high profile charities in the health and disability sectors. Governance and transparency issues have been high on HAIL's agenda for many years. We have followed the Code of Practice for Good Governance for Charitable Organisations and comply with the Statements of Recommended Practice (SORP) for Charities where appropriate. We have signed up to comply with the Voluntary Regulation Code for Approved Housing Bodies issued by the Department of Environment, Community and Local Government.

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AWARDS

We were extremely pleased to win two awards at the Irish Council for Social Housing annual conference last September

The need for rental voluntary housing provision is growing, at a time when capital funding for such housing is reducing. House building has declined to fewer than 10,000 units annually over the past three years compared to 94,000 houses and apartments built

in 2006. The need and demand for homes in all major urban areas will not be met by current or expected supply. However HAIL will continue to source new initiatives for the delivery of housing for those with mental health difficulties. Discussions with NAMA for the leasing of empty properties suitable to the needs of our target group will continue in 2014. We will continue to use the capital advance leasing facility and private finance to acquire more homes. HAIL will also work with local authorities in the management of homes that include tenancies for those with mental health difficulties.

Catherine Bourke and Maeve Turner are resigning from the Board at the conclusion of the AGM. I wish to thank Catherine and Maeve for their contribution to the deliberations of the Board and their commitment and service on the Support Services Sub Committee. I would also like to thank my colleagues on the Board for their diligence and for the professional support they give to the HAIL.

I wish to thank our management team and every member of staff, under the leadership of Patricia Cleary our Executive Director, for their contribution to the achievements and successes of 2013. We have a wonderful team of committed professionals who passionately believe in our vision, mission and values.

HAIL faces the future with confidence. HAIL has a committed team of professionals, the ambition and the financial resources to support its tenants integrate in the community and to acquire new homes for those with mental health difficulties.

Éanna McHugh Chairman



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ONE BEDROOM APARTMENTS

HAIL's successful projects in 2013 include the acquisition of 11 one bed apartments in the Fingal area of Dublin and in the Dublin City County area



Executive Director's Report

'we have continued to build on our excellent reputation'

3 YEARS FURTHER FUNDING

Our Doras project...accessed and supported into housing, 20 people coming out of HSE residential services. The success of this project has resulted in HAIL receiving funding for a further 3 years...

I am very pleased to be reporting to you on the growth HAIL has achieved during the past year and the progress we have made in our goal of integration for our tenants and clients. We have sustained our steady progress and we have continued to build on our excellent reputation as a voluntary housing and support provider.

HAIL's successful projects in 2013 include the acquisition of 11 one bed apartments in the Fingal area of Dublin and in the Dublin City County area, providing much needed accommodation for people with mental health difficulties previously living in homeless and/or mental health hostels. Our Doras project, funded by the Genio Trust, in partnership with St. Brendan's Mental Health Rehabilitation Service found, accessed and supported into housing, 20 people coming out of HSE residential services. The success of this project has resulted in HAIL receiving funding for a further 3 years to allow us continue this valuable work. Our regional visiting specialist service prevented 80 households from entering homelessness.

HAIL's in-house support service continues to work with HAIL tenants, helping them to maintain their tenancies and integrate into the wider communities in which they live.

HAIL continues to work in partnership with other housing and support providers, ensuring our tenants and clients receive a service tailored to their needs. We will continue to build on

these partnerships that are genuine and rewarding for all stakeholders involved and we acknowledge the real value in working with other agencies with complimentary skills and services.

We will play our part in ensuring that the services provided are appropriate and necessary responses. We will continue to develop our growing reputation and our aim is for HAIL to be the partner of choice, when social housing and mental health support services are to be provided.

I would like to acknowledge the support of our funders, the HSE, the Dublin Region Homeless Executive, the Genio Trust, the local authorities and the Department of the Environment, Community and Local Government for ensuring we can continue to do this valuable work.

My thanks also to the staff in HAIL, our volunteers and the voluntary board members for their work. I would like to commend their expertise, their flexibility and their tireless commitment to ensuring the Association continues to meet the needs of our tenants and our clients with the provision of not only good quality affordable housing but also support to enable them to live independently in their accommodation of choice in the community.

Patricia Cleary Executive Director

Housing Support Service

2013 was a busy year for the support services in HAIL. HAIL has developed its services beyond the founding mission of supporting our own tenants to develop secure housing platforms to underpin their recovery. We have branched out to providing our expertise and core skills to help people with enduring mental health difficulties;-

- sustain their tenancies and recovery regardless of the type of tenure they have;
- prevent them becoming homeless,
- support them and statutory local mental services to build and sustain bridges especially in times of crisis,
- move from homelessness into housing with dedicated personal support as needed

- move from congregated institutional mental health settings into ordinary housing in ordinary communities of their own choosing

These developments are evident in the work of the Regional Specialist (Mental Health) Visiting Support Service and the achievements of Doras, Connections and Sa Bhaile projects.

HAIL's Tenant Support Service is supplied to 66% of our tenants and is a classic example of a housing led / Housing First service. 68 tenants have a medium to high level of support need and this work is shared between 2 support workers. Our Liaison Support worker has a case load of 98 tenants with a low level of support need. The aim of the Liaison support service is to ensure that our tenants' support needs are reviewed on a regular basis and

HAIL TENANTS 2013

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HIGH-MED SUPPORT SERVICE

HAIL Support worker – Joan Bissett

HAIL Support worker – David Kavanagh

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LOW SUPPORT SERVICE

HAIL Liaison Support worker – Karolyn Ward

SUPPORT SERVICES SUB COMMITTEE

Services Manager – Seán Megahey

REGIONAL SPECIALISED VISITING

PL – Sandra Fox

DCC – Sorcha Griffith

SDCC and DLR – John Church

FINGAL CC – Joanne Lambe

GENIO

Doras – Louise Byrne

Connections – Áine Chawke

Sa Bhaile – Neil Brady

that they have access to a higher level of support service if and when they need it. This could be as a result of an episode of mental ill health or a combination of other factors. The team uses the Outcome Star in consultation with our tenants to measure how they are progressing in their tenancy and in their recovery.

This honours the principle that our tenant owns his/her recovery. A useful way of looking at the issues confronted by service users is to see the portrayal of issues which support workers assist tenants to deal with according to the overall number of contacts made with them over the year 2013.

Issues worked on per contact over 2013	%
Drug and Alcohol Misuse	5
Emotional and Mental Health	26
Managing Money	7
Managing Tenancy and Accommodation	19
Meaningful Use of Time	4
Motivation and Taking Responsibility	6
Offending	1
Physical Health	6
Self Care and Living Skills	10
Social Networks and Relationships	17



Gerry

"HAIL gave me back my independence"

After spending some time in St Brendan's hospital, Gerry moved to a high support hostel in Glasnevin, where he remained for 10 years. When Gerry's good friend moved on from the hostel, Gerry recalls becoming very determined to follow in his footsteps.

"I felt trapped. I had to be in at a certain hour. Staff were there 24 hours a day, I had limited independence. I didn't have my own space, there were 3 of us in one bedroom and there was no privacy or space to keep my belongings. My living skills were being taken away. I couldn't cook for myself; I couldn't choose my own food or even clean up after myself!"

Gerry was then linked into the HAIL Genio Doras Project and as a result, he moved on to a low support hostel to begin his preparation for independent living.

"It was much better (in the low support hostel). There were no staff all day and I could come and go and enjoyed the company of the others living there. I had more freedom there and I had my own room. It was the best place to prepare to move out on my own, however, I didn't feel well there. I couldn't rest. I needed my own place. I was on the Homeless List for 20 years and I was told I probably wouldn't to get my own place until I was 55 years old".

When a vacancy arose for a one bedroom apartment within HAIL, Gerry was referred through the HAIL Genio Support Worker. Gerry moved into his apartment in Phibsboro in 2013.

"When the apartment in HAIL came up I jumped at it. When I moved in there was already some furniture and appliances here. My Support Worker supported me to go to the CWO and get a move in grant to buy all my bits and pieces. I find the apartment great. I like being here, spending time here. It is so quiet but I have everything I need on my doorstep".

Gerry has commended the support service and housing management service offered by HAIL in the past year;

"There was water leaking into my bedroom from an upstairs apartment. I called the HAIL emergency number and I have to say the service was great. HAIL is so efficient. The leak was found and fixed straight away. HAIL couldn't have been better. My Support Worker has also been very good to me. She has helped me a lot and I know she is there for me. HAIL is great!"

Lorraine was living in her family home in Coolock and was on the Housing List with Dublin City Council for years. Lorraine desperately needed her own place to help aid her recovery. She spoke with the nurses and doctors in her Local Community Mental Health Team about wanting her own space and her own home.

“You need your own space and independence when you have a mental illness”.

Lorraine was referred to HAIL through her Mental Health Social Worker and was delighted to be offered a 2 bedroom apartment. Lorraine’s daughter comes and stays with her on a regular basis. Lorraine also cherishes having her own apartment and her own space.

“It gives me a great sense of security. I don’t know what I would have done without my own place. I was very unwell and needed to spend time in hospital. I want others in my situation to realise that they can seek help, to not be frightened and go into hospital to recover if they need to and your HAIL apartment will be still there for you when you come home. I used to be embarrassed about my mental health difficulties due to the stigma surrounding mental health but that’s all changed now”.

Lorraine feels that the HAIL support service has helped to aid her recovery;

“Having my Support Worker there, knowing he is there if I need him has helped a lot. I can ring him or he will ring me to see how I am doing. HAIL has been great to me. My Support Worker has been great to me. I want to take care of my HAIL apartment, do it up and make it my home”.

Lorraine’s nurse in the Coolock mental health clinic has also helped her through difficult times and Lorraine highly praises the support that she has received from her. Lorraine is currently working on a mindfulness course with her nurse.

Lorraine

“Having my Support Worker there, knowing he is there if I need him has helped a lot”



Andrew

*“At last I had my own room,
my own bath”*

Andrew was living in private rented accommodation in Clondalkin, Dublin for a number of years. The property was in very poor condition, with regular burst pipes, flooding and cramped and unhealthy living conditions. The landlord was not very cooperative and often the problems would go untreated for long periods of time.

Andrew first heard about HAIL through his involvement with Phoenix Clubhouse in Clondalkin as there were a number of members of the Clubhouse already living in HAIL accommodation. HAIL staff had also regularly visited the Clubhouse to give presentations on the HAIL service.

When a vacancy arose, Andrew’s Local Community Mental Health Team sent a referral to HAIL on his behalf. Andrew was delighted to be offered the apartment through HAIL and recalls the first time he went to view it;

“It was such a lovely place, in a lovely area. At last I had my own room, my own bath and the previous owners had left some white goods and furniture behind which helped to save me some money which was great. It was quiet, clean and homely”.

Andrew moved into his new apartment in April 2013. When speaking about his move to HAIL, Andrew recalls the support that he received from his Support Worker throughout the year;

“The support was great, I seen my Support Worker regularly and she helped me to move in and get settled. She also helped me to find a course that I wanted to do”.

Andrew is now settled into his home and is hoping to do another course soon, with help from his Support Worker.

“It is great to have your own place, to be able to do as you want and not having to deal with difficult landlords in the private rented sector”.



Orla was diagnosed with Schizophrenia at the age of 17 years. Orla believes that stresses in relationships during her childhood may have contributed to her mental illness. After running away from home, Orla spent a number of months in St Brendan's hospital and was on a lot of medication during that period of her life. On leaving St. Brendan's, Orla went to work in a workshop in Bray, but recalls this as a very difficult time in her life. Orla moved to a hostel on the Cabra Road where she was extremely unhappy and fearful as it was an all male hostel and she felt very alone and threatened.

Around the same time, Orla joined the Basin Club, run by Schizophrenia Ireland, now known as SHINE. It was through her connections with the Basin Club that Orla was put into contact with HAIL.

Orla moved in to her HAIL home in Dublin 1, which she shares with 4 other ladies. The accommodation was initially a transitional home, offering support to a small group of ladies to prepare for independent living. However, the house is now a long term permanent home to its residents.

"I was very happy to meet other nice people. It was nice to have others there, to stop the loneliness of being on your own".

Orla speaks very highly of the support which she received within HAIL.

"My Support Worker is a very good, kind person. She has helped me out with managing my bills, dealing with letters that come for me. She has looked after my needs and it is great to know there is someone there for you. I am well cared for".

On HAIL, Orla says;

"I have met exceptionally nice, kind people in HAIL. We all deserve to be treated nicely and I have been treated so well by HAIL."

In the near future, Orla hopes to move on to live in her own home.



Orla

"I have met exceptionally nice, kind people in HAIL"



James

“Once you have your own place, your own front door, everything starts to make sense”

As a young adult, James became homeless and spent 4 years living in homeless hostel accommodation in Dublin City Centre.

“I was not doing very well at all in the hostel; my mental illness was becoming really bad”.

There were up to 250 residents in the hostel and all facilities were shared. James left the hostel and moved into private rented accommodation in Clondalkin but recalls this as a particularly challenging time of his life;

“I developed a drinking problem as I was bored; I was confined to one room. I had no living room and spent all my time in my bedroom. I was really down”.

James eventually left due to high rent and the inability to secure suitable private rented accommodation and returned to the homeless hostel.

Around that time, James linked in with Phoenix Clubhouse in Clondalkin. The Clubhouse supported James in finding appropriate accommodation. James first heard about HAIL when a staff member called to give a talk to the Clubhouse members on the organisation. When a vacancy arose in our HAIL development in Clondalkin, James was referred and attended an interview.

James was thrilled to be offered the apartment;

“I was unbelievably happy! Everyone was delighted for me. Once you have your own place, your own front door, everything starts to make sense”.

James has made great strides in his recovery and personal life since becoming a tenant of HAIL;

“I linked in with a counselling service which was a great support to me. I took up meditation and gave up drinking and smoking. I went back to singing and sang in front of 500 people in Liberty Hall for Social Inclusion week. I also took up singing lessons”.

James has also begun focusing on his education and career with the ongoing support of the HAIL Support Service. James has completed a Fetac Level 5 course in Addiction Studies through the Learning Curve at DCU. James is currently completing the EPIC programme, run by Business in The Community and is planning on taking up a full time Social Studies course in September;

“My HAIL Support Worker has given me a lot of support. He linked me in with the Addiction Studies course and EPIC which helps you to prepare for work. The people are lovely, it is multicultural and the course is very practical”.

On HAIL, James says;

“It is a great community here. The neighbours are really pleasant people. I can practice my music in my own space. The staff are lovely, unbelievably helpful people. My Support Worker is great and I get on really well with him. He is there for me if I need to talk”.



HAIL Genio Projects

The Genio Trust's Supporting Recovery grants are provided to assist with the reconfiguration of services to support and facilitate individuals to return to, or stay, in their local communities, to be supported to live a full life and to have valued roles within their community.

DORAS PROJECT

The Doras project was launched in November 2011 and concluded in December 2013. During that time, 20 individuals moved out of homeless hostel accommodation. 10 people moved from high support hostel accommodation, 2 from medium support hostels and 8 from low support accommodation.

The Doras project operated in partnership with a number of key associates:

- The Local Authority allocations department of Dublin City Council and Fingal County Council supported the Doras project in relation to registration, housing assessment, consideration of special needs and housing welfare.
- Approved Housing Bodies also provided much needed accommodation to the project participants.

- Community Welfare Officers strengthened the work of the project through the provision of rent allowance, furniture and white goods for clients moving from homeless accommodation into independent living.
- The project would not have been such a success had it not been for the complete, honest, referrals and commitment of ongoing support from the Rehabilitation and Community Mental Health Team and the multi disciplinary team members.

An important part of the Doras project was to ensure community integration amongst participants. **In 2013**, of the 7 individuals that moved into independent accommodation, 4 people are attending training courses and 2 people are working as volunteers in the community. All participants are aware of local services in their new area.

There were a number of barriers which arose for consideration throughout the lifespan of the Doras project. 3 participants declined housing offers as they or the families were not entirely comfortable with the move, particularly due to no onsite psychiatric supports. 1 participant needed a housing transfer due

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PEOPLE HOUSED BY DORAS HOUSING BODIES

The Doras project was launched in November 2011
and concluded in December 2013

DORAS HOUSING BODIES

Dublin City Council	8
HAIL	5
Circle Housing	1
Dublin Simon Community	1
Fingal County Council	1
NABCO	1
Peter Mc Verry Trust	1
Private rented	1

to neighbour issues, which were caused by stigmatisation. There was some lack of motivation from participants, perhaps due to institutionalisation.

Further challenges were identified in the evaluation of the Doras project. These include; cuts in payments / services and rising rents. High demand for housing stock will also pose a problem for housing related projects. Clients with past forensic history have and will, into the future cause estate management problems when clients are seeking local authority or other forms of social housing.

SA BHAILE

The aim of this project was to enhance independence and quality of life for six individuals living in Community Mental Health Rehabilitation Team hostel accommodation in Coolock, North Dublin by providing them with the opportunity to live independently with appropriate supports in place.

HAIL Housing Association and the National Learning Network partnered with the Community Rehabilitation team in the undertaking, A Sa Bhaile Support Worker was employed by HAIL to support the 6 individuals to find and move to independent accommodation in the community. The National Learning Network's staff supported each individual with a tailored vocational and educational package. The individual's had been in mental health hostels for considerable periods of time and while articulating a desire to move on, they had become quite institutionalized, despondent about ever finding their own places and were losing confidence in their own ability to survive outside the institutions. There were also concerns expressed by some participant's family members. The individual and his/her family member's involvement in decisions at all levels became crucially important.

A major influence on the individuals and their family supports was the experience of one of the participants in the Doras project. His honest sharing of his experience, both highs and lows encouraged people to take the risk and helped sustain their motivation to change.

The project encountered a major stumbling block in the lack of suitable housing in suitable locations to match the choices of the individuals on this project. As of the end of 2013, five of the six participants are now living in their own accommodation, managing their tenancies and progressing with their independence within the community.

CONNECTIONS

- A Connections project worker was employed in November 2012 (initially on a part-time basis) to work intensively with five individuals to facilitate them in achieving goals regarding community integration. They had been attending a day service within an inpatient setting.
- Individual plans were developed regarding the achievement of personal goals in collaboration with the Rehabilitation multidisciplinary team. The Connections project worker spent much time developing relationships with the individuals to help them identify interests, activities; groups they would like to get involved in that would be of interest to them. She utilised the training and support methods provided by GENIO to "discover" the personal interests and positive skills of the individuals.
- The Connections project worker sourced community opportunities available within the local area and provided graded opportunities for the individuals to engage in chosen, personally meaningful activities and further development of coping skills and confidence for each individual; The important aspect of this work was that the goals were personal and the "doing" was the participants own work. The project worker was the supporter and encouraged the participant to develop their confidence.
- Individuals were supported to develop balanced routines which enhanced both their mental health and quality of life and enabled them to journey outside of the mental health service. This had the dual benefit of improving social inclusion and increasing community integration.
- The Connections project worker worked closely with all members of the Rehabilitation team and key Multi-disciplinary team workers. The Rehabilitation team continues to support the individuals' as needed.

In March 2013, the post was increased to 5 days a week. With this extra time, the project worker was in a position to take new referrals. Four referrals came from the Doras project (Genio independent living project with the Rehabilitation team) and one from the Rehabilitation team. The aim was to further develop and enhance the community integration and supports of these individuals. The post ended in August 2013 and it is hoped that an extension of support funding can be used to continue the work and build on the discoveries of the individuals' desire and capacity for living independently outside mainstream mental health accommodation.

Fergal

*"I can do whatever I want
in my own space"*

Fergal was on the Homeless List for many years. In 2001, after spending a year in St Brendan's Hospital, Fergal was transferred to Weir Home, a men's homeless hostel, where he remained for over ten years. Fergal had his own bedroom but had to share all other facilities in the hostel, including the bathroom, kitchen, dining area, laundry etc. Fergal recalls how he longed to move on from the hostel;

"I thought I can't stay here forever. I couldn't make any friends, there was no social structure. There was nobody in my age group; they were all older men who I couldn't relate to".

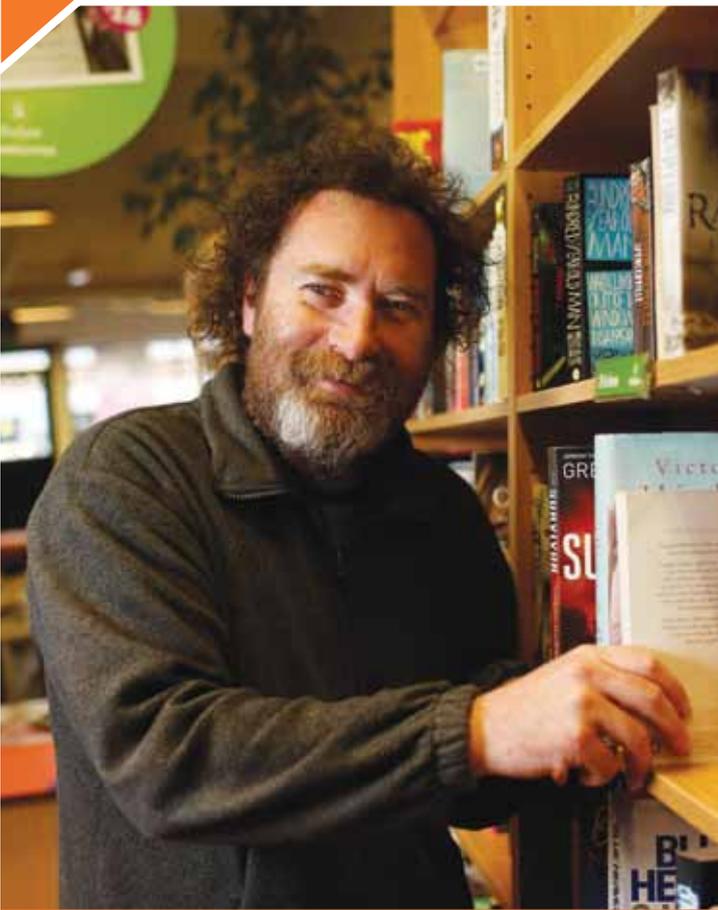
Fergal was then referred to the HAIL Genio Doras project and within less than 3 months, he had his own studio apartment in Dublin 8.

"I love it, its grand for me. I can do whatever I want in my own space. In the hostel you would have to wait for your meals, you couldn't eat whenever you wanted to. I could never move back to the hostel".

Fergal recalls the move to his new property and highlights the support he received from the HAIL Genio Support Worker;

"She is a great support. Any problems, I just give her a call and it will be sorted within the day. She showed me the benefits I was entitled to when I first moved in. She has been very supportive and I must say very efficient! I used to see my Support Worker every week, now I see her less often".

Fergal is now settled into his home and works as a volunteer in the Oxfam Home shop on Francis Street, 2½ days per week. He also volunteers in the Heritage Garden 1 day per week on Morehampton Road in Donnybrook.





Sandra Fox Project Leader

HAIL Regional Mental Health Housing Support Team

By December 2013, the Regional Mental Health Housing Support Team had worked with over 95 individuals. 57 new clients were referred to the service in 2013 all with diagnosed mental ill health. The clients resided in a mixture of Local Authority, Private Rented and Voluntary Housing Body tenancies. During 2013 the team developed the service in direct response to each referral they received, which included, providing advice, contact details and a sign posting service for external agencies and family members onwards to other services more suited to their clients / family members specific support needs.

As a new service, the team have built on HAIL's strong links with statutory housing and mental health services. The team utilise a conceptual framework, the "Personal Recovery Framework", thus enabling them to support their clients in developing a positive identity, framing their diagnosis, self managing their illness and developing valued social roles.

"Valuing each person as an individual and measuring success with them means that our clients can have a meaningful life despite mental ill health".

The HAIL Regional Mental Health Housing Support service have both a proactive health promotion component and a Homeless prevention role.

"HAIL has been a God send to us. We are learning to stand back and allow Jane to live without us

telling her what to do and let her do and make her own decisions. This has all happened since HAIL came into our lives. Jane now has a voice and someone other than us her parents to open up to".

The team were very fortunate to have had the support of and shared learning experiences with DCU Student Psychiatric Nurses and Trinity OT Students who were on professional placements with them throughout 2013.

In mid 2013, the team conducted a Support Needs Audit in relation to approx. 70 clients, some of whom were closed cases and others who remained active at the time. The purpose of this audit was to help inform and shape the development of the service in response to their client groups needs and to influence and advocate as regards future services for them.

"I feel that the support service provided by HAIL is very much required in the area of mental health. Many of the clients I work with have few coping skills and require support from key workers in order to remain living safely within their community. The support offered by HAIL is vital at preventing people slipping into the cycle of homelessness which causes problems for both the individuals and services".

The 10 most prominent support needs related to the mental health of the client group audited were as follows:

Accepting Personal Responsibility for Actions / Outcomes	57	Vulnerability (Financial, Sexual, Emotional)	47
Difficulties with Personal Motivation	56	Anxiety	46
Isolation and Loneliness	50	Learning or Reusing Coping Mechanisms	45
Lowered Self Esteem	50	Managing Symptoms of their Mental Illness	43
Planning (their day / time / choices etc.)	50	Relationship Difficulties	43

The 5 primary support needs related to their housing support needs were as follows:

Establishing a tenancy (setting up a home, furniture, utilities, refuse, etc...) | Acquiring entitled benefits | Feeling safe in their home / community | Budgeting | Managing arrears and bills



Housing Management

2013 was an award winning year for HALL with our Avondale Court Development winning a Community Housing Award at the *Irish Council for Social Housing's Biennial National Social Housing Conference* held in September in Wexford. We were the category winner for "Housing for People with Disabilities" More detail on page 21.

We increased our housing stock with the purchase of 11 x 1 bedroom properties under CAS (Capital Assistance Scheme) and Private Finance in Fingal, South Dublin and Dublin County Council Areas.

MAINTENANCE

Our Housing Management Team continues to provide a quality housing management service to our tenants ensuring high standards of accommodation are maintained, tenants' repairs are responded to within timeframes and targets are met. All our maintenance calls are centralised through our Head Office in Dame St and logged on our computerised system.

2013 saw the extensions of the back gardens in Woodhazel Close, Ballymun as part of the Ballymun Regeneration Programme following the demolition of Coultrey flats. On completion of this work we carried

554 MAINTENANCE CALLS FROM TENANTS 2013

21

EMERGENCY REPAIRS

24 hour response target

186

URGENT REPAIRS

1 week response target

261

MEDIUM TERM REPAIRS

1 month response target

86

LONG TERM REPAIRS

% COMPLETED ON TIME			
2013			
EMERGENCY REPAIRS	URGENT REPAIRS	MEDIUM TERM REPAIRS	LONG TERM REPAIRS
100	97	100	100
2012			
100	91	93	96
2011			
100	100	99.5	100

out external painting of our Woodhazel Development in Ballymun as part of our cyclical maintenance programme. This has added aesthetically to the area and tenant feedback has been overwhelmingly positive. The cleaning of gutters took place at our Woodhazel Development as part of our cyclical maintenance programme.

We also carried out external painting of our houses in Oatfield Crescent and Edgewood Lawns. All properties had their boilers serviced and new boilers were installed in 3 of our properties.

Under Health and Safety legislation our maintenance operative carried out an annual inspection of smoke alarms, carbon monoxide alarms and fire blankets in all our properties. Fire drills were carried out twice during the year in our properties that have communal areas.

As part of our planned maintenance programme we installed a new bathroom suite in our shared house in Dundrum, gutters were replaced in our house in Meadow Drive.

ADDED VALUE SERVICES

HAIL are delighted to welcome our new Housing Administrative Assistant, Marcela Roskova to our team. Marcela took up the role in May 2013. The overall aim of the role is to work with colleagues in the provision of an efficient, effective and accessible administrative service to HAIL, its tenants, service users and other stakeholders. Marcela is also responsible for ensuring that the housing and support services are adequately resourced by providing administrative assistance and support to the Executive Director, Services Manager and Administrator.

HAIL's maintenance operative continues to offer a valuable service to the Associations tenants. This service offers tenants additional help with small repairs consequently improving tenancy sustainability and tenant satisfaction. Our maintenance operative carried out approximately 235 maintenance repairs in 2013.

HAIL received a total of 554 maintenance calls from tenants during 2013. We continue to meet our target response times. See table opposite.

We would like to take this opportunity thank our contractors for their loyal and dedicated service to HAIL in 2013.

VOIDS AND LETTINGS

Void turnaround was an average of 5 weeks which performs really well against HAPM results of 9 weeks.

Following our review of the internal transfer application process, two existing tenants successfully applied to transfer to new HAIL properties that would better accommodate their changing household needs. We had 14 new tenancies in 2013 including the 2 internal transfers. All our new tenants participated in a pre-tenancy course which is an essential part of our Housing Management programme.

RENT

We continue to perform exceptionally well in managing our rent. The end-of-year arrears level was .86% which is well within our 1% target.

We carried out our annual Christmas Rent draw for tenants who had a clear rent account at the end of the year.

PERFORMANCE

HAIL continues to participate in HAPM - the Housing Association Performance Management standardised tool - developed by the Irish Council for Social Housing. We continue to perform strongly against HAPM overall sector results. These performance indicators are used to monitor our service delivery and to identify and implement any improvements. See table below.

HAIL is committed to ensuring that we provide good quality affordable homes to our tenants.

	HAPM Sector Results 2013	HAIL Results 2013
Rent Collected as % of Rent Receivable	98.9%	101.4%
Average Time Taken to Re- Let Unit	9.4	5.8
Average Length of a Void	11.7 weeks	6 weeks
Emergency Repairs Completed in Target Timescale	90%	100%
Urgent Repairs Completed in Target Timescale	89%	96.6%
Routine Repairs Completed in Target Timescale	92%	96.2%



554

MAINTENANCE CALLS

HAIL received a total of 554 maintenance calls from tenants during 2013. We continue to meet our target response times

Awards

'2013 was an award winning year for HAIL'

ICSH COMMUNITY HOUSING AWARD

2013 was an award winning year for HAIL when we won the Irish Council for Social Housing Community Award in the category of Housing for People with Disabilities. This prestigious award was presented by the Minister for Housing, Jan O'Sullivan, for our Avondale Court Development in Blanchardstown.

The judging process included an extensive and detailed application, site visit and presentation to an expert judging panel. The four key areas the judges were looking at Context, Usability, Management and Sustainability.

Avondale Court scored highly in all areas with excellent access to public transport, services, amenities and a number of mental health specific supports. Tenant involvement, satisfaction and HAIL's management of the units were key to the success of the entry.

Sustainability measures such as solar panels, high efficiency condensing gas boilers, windows with high thermal performance and Passivent – energy efficient ventilation systems have lead to very high BER ratings with a majority being A+ rated.

The judging panel highlighted in particular ***"the excellent support services and strategy for integration of residents into the local community, being a very***



effective solution which delivered a cohesive internal community while linking successfully with the external neighbouring community".

ICSH BOARD MEMBER OF THE YEAR AWARD

Dr Sylvia Finley, HAIL Board Member received Highly Commended in the National Housing Board Member of the Year Award. Sylvia is a founding member of HAIL and has played an active part in it throughout the 28 years since.

PUBLISHED ACCOUNT AWARDS

HAIL were delighted to be short-listed for the Chartered Accountants of Ireland Leinster Society, Published Account Awards 2013, in the Not for Profit / Charities category. The Awards, sponsored by the Irish Stock Exchange, reward companies for excellence in financial reporting in Ireland and this year's shortlist included a total of 27 public and private companies, including not-for-profit organisations and charities. The winners were announced at a luncheon in the Shelbourne Hotel on Thursday, 28 November, 2013. There was huge competition and as a first time entrant, HAIL were very pleased to be one of the 5 non-profit / charities to be short-listed.

Community Development

3

ACTIVITIES

In 2013 we celebrated Neighbours Day with our partners Cluid and Sonas Housing Associations in Belarmine, Stepside



NEIGHBOURS DAY

One of HAIL's, now annual events, is the celebration of Neighbours Day which took place in May, 2013. This international event is celebrated around the world by millions of people – 1400 partner cities, housing organisations and associations participate in over 36 countries with 16 million participants! In 2013 we celebrated Neighbours Day with our partners Cluid and Sonas Housing Associations in Belarmine, Stepside. The day was a huge success with a large number of tenants from all three housing bodies participating in the celebrations.

SEE CHANGE GREEN RIBBON CAMPAIGN

In 2013, HAIL were delighted to become an official partner of the See Change campaign. Established in 2010, See Change is Ireland's national stigma reduction programme, working to change minds and attitudes about mental health problems and end stigma. See Change work in partnership with over 90 organisations to create a community driven social movement to reduce the stigma and discrimination associated with mental health problems.

During the month of May 2013, See Change and their partner organisations, including HAIL, carried out a month long national green ribbon campaign to get people talking openly about mental health problems in May 2013. People are asked to wear the green ribbon and support a movement to spark a national conversation about mental health throughout Ireland.

HAIL, in partnership with Suaimhneas Clubhouse organised a Sports Day event in Parnell's GAA club in Coolock. There was a great turnout on the day of both HAIL tenants and friends and members of Suaimhneas.

HAIL have also organised a number of outings for tenants throughout the year, including a day trip to the Titanic Exhibition in Belfast, a number of theatre trips and Christmas gatherings. HAIL plans to continue to develop and expand its support of community development with our tenants, our partners and the communities in which we operate.

2013

REPORTS AND FINANCIAL STATEMENTS

for the year ended 31 December 2013
Registered Number 109465



Financial Report 2013

'HAIL has continued to secure additional funding'

1

PRIMARY GOAL

Our primary goal is to ensure that we continue to meet the housing and support needs of people in the greater Dublin Area

The Association's financial position at the end of 2013 remains strong. We continue to manage our finances in a prudent manner. We achieved this by setting rents at levels that are affordable to our tenants, providing a quality service and controlling our costs.

The Association will continue to invest in housing through its development and refurbishment programme. The outlook for new build continues to be uncertain and we can expect future additions increasingly to be leased or where acquired to be predominantly funded through private finance.

In the financial year under review the income exceeded expenditure by €257k compared with an excess of €393k in 2012. Total income for the year amounted to €2,197k compared to €2,089k in the previous year. This increase is driven in the main from increases in the grant funding from the Genio Trust. This continued funding is a strong vote of confidence in reputation and the capabilities of HAIL in this area of specialist services provision. Rental income for the year amounted to €684k compared to €694k in the previous year, a decrease of 1.5%.

This increased funding has enabled HAIL to establish and invest in our Regional Mental Health Visiting Support Service. The total expenditure for the year amounted to €1,939k, an increase of €243k over 2012 with salary costs amounting to €742k. A total of €108k was spent on repairs and maintenance to our properties with an additional contribution of €131k to the building maintenance sinking fund. The depreciation charge on our properties amounted to €609k.

The surplus for the year under review is €257k with accumulated unallocated funds in the Association of €538k at the end of 2013. The Association now has €2.4 million in a Development Fund Reserve and €1.4m in a Building Maintenance Fund Reserve at the end of 2012, an aggregate increase of €451k from the previous year.

The economic context that the Association is operating in continues to be difficult. This directly impacts the financing of social housing and there is an expectation that the level of publicly available funds will continue to contract. However we are satisfied that HAIL has continued to secure additional funding by broadening its services, by adding to its existing expertise and by capitalising on its reputation for excellence.

We will continue to apply our financial resources, including leveraging our Development Fund Reserve, as productively as possible and to work in close co-operation with all of our partners. Our primary goal is to ensure that we continue to meet the housing and support needs of people in the greater Dublin Area.

With a strong financial base and the support of our Board and committed staff we are confident the Association can continue to deliver housing and support services that are of the highest possible quality to meet the needs of the groups we serve.

Michael Hoey Finance Director
June 2014

Directors, Bankers and Professional Advisors

DIRECTORS

Mr Éanna McHugh (Chairman)
Mr Kenneth Carroll (Vice Chairman)
Mr Michael Hoey (Finance Director)
Ms Catherine Bourke
Mr Con Buckley
Dr Sylvia Finley
Mr Vincent Keenan (Co-opted 18 February 2013)
Mr Seosamh M O'Ruairc
Ms Nicola Palmer
Ms Clare Tuohy
Ms Maeve Turner

SECRETARY AND REGISTERED OFFICE

Mrs Patricia Cleary
Shamrock Chambers, 59/61 Dame Street, Dublin 2

BANKERS

Bank of Ireland
39 St. Stephens Green, Dublin 2

Investec Bank PLC
The Harcourt Building, Dublin 2

Allied Irish Bank
7/12 Dame Street, Dublin

Ulster Bank
Danesfort Park, Stranmills Road, Belfast, BT9 5UB

AUDITORS

Clifford Desmond & Associates
Chartered Accountants & Registered Auditors
32 Lower Leeson Street, Dublin 2

SOLICITORS

Ryans Solicitors
56 Harrington Street, Dublin 8

Directors' Report

The Directors have pleasure in submitting their report together with the audited financial statements of The Housing Association for Integrated Living Limited (HAIL) for the year ended 31 December 2013.

LEGAL STATUS

HAIL is a company limited by guarantee, not having a share capital, incorporated in Ireland on 5 September 1985 under the Companies Acts 1963 to 2013, registered number 109465.

HAIL has been granted charitable status, for taxation purposes, by the Revenue Commissioners, charity number CHY 6796. All income is applied solely towards the promotion of the charitable objectives of HAIL.

The reporting requirements of the Companies (Amendment) Act 1986, relating to the financial statements do not apply to HAIL, as it is a company limited by guarantee and does not trade for the acquisition of gain by its members.

PRINCIPAL ACTIVITIES

HAIL provides housing and individually tailored services to support individuals, primarily those with mental health difficulties, to integrate and live independent lives in the community. The activities of HAIL are charitable.

RESULTS FOR THE YEAR AND REVIEW OF OPERATIONS

The financial activities for the year set out on page 31 are considered satisfactory by the Board. There was a surplus for the year of €257,058. The Directors expect that the present level of activity will be sustained for the foreseeable future.

During the year HAIL increased its housing stock by eleven properties providing much needed accommodation for families and individuals with a range of housing and support needs.

HAIL received additional funding from The Genio Trust during the year. The Genio Trust was established in 2010 providing private and Government investment to fund social innovation that is cost effective and sustainable. HAIL's partnership with mental health services in Dublin has attracted grants for two three year initiatives from 2014 – 2016 inclusive from the Genio Trust. The grant HAIL received allowed for the recruitment of three additional staff members. HAIL's experience of housing, community integration,

tenancy sustainment, supporting people with mental health difficulties, partnership working with mental health services and housing agencies will be fully utilized and expanded to achieve recovery goals for people needing support to establish themselves in independent living in the community. This is in keeping with the recovery ethos of 'Vision for Change', the national policy on mental health.

The financial statements have been prepared in accordance with the Accounting Policies set out on page 34.

STRATEGIC PLAN 2012-2014 – HOUSING A PLATFORM FOR RECOVERY

HAIL launched a three year Strategic Plan for 2012-14 in early 2012.

The strategic goals set were:

- 1 To acquire additional housing in the greater Dublin area primarily for people with mental health difficulties and to ensure the housing stock is maintained in accordance with best practice.
- 2 To provide a personalised support service to people with mental health difficulties to manage their tenancy and live independently in the community.
- 3 To influence policy makers in the area of housing and mental health.
- 4 To ensure the organisation is governed and managed in accordance with best practice.

This plan will be reviewed and updated by the Board during the current financial year. The Board is aware that the delivery of strategic goals for 2015-2017 will be challenging, but they are determined to meet the housing and support needs of people with mental health difficulties. In the current economic climate there is an increasing demand for our services.

CORPORATE GOVERNANCE

The Board is committed to maintaining the highest standard of Corporate Governance and they believe that this is a key element in ensuring the proper operation of HAIL's activities. The Board has agreed to comply with the Voluntary Regulation Code for Approval Housing Bodies issued by the Department of the Environment, Community and Local Government in 2013. The Board is responsible for providing leadership, setting strategy and exercising control over HAIL. The Board accepts it needs to work

Directors' Report

Continued

effectively, behave with integrity and be transparent and accountable. It comprises of 11 non-executive directors. The directors bring to Board deliberations their significant business and decision-making skills achieved in their respective fields together with a broad range of experience and views.

There is a clear division of responsibility at HAIL with the Board retaining control of major decisions under a formal schedule of matters reserved to the Board for decision. The Executive Director is responsible for implementing strategy and policy decisions within the authorities delegated to her by the Board.

HAIL has a comprehensive process for reporting management information to the Board to allow decisions to be made. The Board meets regularly and as required. It met five times during 2013. The Board, management and staff meet annually for a day. This gives the Board an opportunity to meet all staff to familiarise themselves with the day to day work of HAIL and to see the progress made by staff in delivering the purpose and objectives of HAIL.

On appointment, directors receive briefing sessions and comprehensive briefing documents. These documents are designed to familiarise newly appointed directors with HAIL's operations, management and governance structures. Directors are appointed for an initial period of 3 years.

There are five sub-committees of the Board:

1 The Nominations Sub-Committee

This committee assists the Board in ensuring that the composition of the Board and its Committees have the appropriate skills, knowledge and experience. It supports the Chairman in monitoring performance of the Board as a whole and of individual directors. It recommends the appointment of new directors when vacancies arise and assists directors to understand their responsibilities and the expectations of them. During 2013 the committee met once.

2 Properties Sub-Committee

This primary function of this committee is to support the Executive Director in all matters relating to HAIL's property portfolio. The committee considers the cost and cash flow implications of proposed acquisitions of properties and advises the Board on appropriate levels of reserve funding to adequately maintain properties. During 2013 the committee met three times.

3 Support Services Sub-Committee

This committee has responsibility to ensure the development and implementation of best practice in the on-going work of support to HAIL tenants and service users. It receives regular reports on the work of the various support services delivered to HAIL's tenants and targeted individuals. The committee evaluates service developments and funding arrangements in relation to mental health and social housing needs and considers developments and strategic changes in support delivery arrangements and makes recommendations to the Board. During 2013 this committee met four times.

4 Finance Sub-Committee

This committee reviews and monitors all aspects of HAIL's financial performance and controls. It provides an independent review of annual budgets, management accounts, annual financial statements and reports and liaise with HAIL's auditors. It makes recommendations to the Board as appropriate. During 2013 the committee met five times.

5 Risk Sub-Committee

A Risk Sub Committee was established during the year. Its terms of reference include a formal identification, assessment and classification of all major risks effecting HAIL. A risk register will be prepared to manage, monitor and minimise the risks identified. The risk register will be reviewed and approved by the Board in 2014 and annually thereafter.

INTERNAL CONTROLS

The directors acknowledge their overall responsibility for HAIL's systems of internal control and for reviewing its effectiveness. They have delegated responsibility for the implementation of this system to Executive Management. This system includes financial controls, which enable to board to meet it's responsibilities for the integrity and accuracy of HAIL's accounting records.

UPKEEP OF HOUSING PROPERTIES

HAIL's policy is to maintain its housing properties to a very high standard. The cost of day-to-day repairs and cyclical maintenance are charged annually to the Statement of Financial Activities.

HAIL also has in place a long-term planned property reinvestment programme to ensure HAIL can provide quality accommodation for its tenants through the life cycle of its

Directors' Report

Continued

existing housing stock. In order to provide for the cost of this property reinvestment programme, which is not grant assisted, we have a designated Building Maintenance Reserve. This reserve has been built up over many years. In future years 15% to 20% of rental income will be set aside to this reserve for the long term planned property reinvestment programme.

BUDGET CONTROL

A detailed budget was prepared for 2013 in line with the strategic plan. The budget was reviewed by the Finance Sub-committee and approved by the Board. The actual results were compared against the budget during the year to ensure alignment with the strategic plan, tight budgetary control and value for money.

PENSIONS

HAIL operates a defined contribution pension scheme which employees are eligible to join. HAIL matches staff contribution up to a maximum of 5% of salary. The assets of the scheme are managed by Aviva and held separately from HAIL. HAIL is compliant with all requirements under pension legislation.

MANAGEMENT AND STAFF

We acknowledge with appreciation the committed work of our staff and volunteers. Our continuing success and achievement is due to their professionalism, dedication and commitment to our mission.

ENVIRONMENT

HAIL has a proactive approach to assisting all personnel to conduct our business in a manner that protects the environment of our tenants, staff and the community. HAIL is compliant with relevant environmental legislation.

POLITICAL CONTRIBUTIONS

There was no political contribution during the year. Consequently no disclosures are required under the Electoral Act in 1997.

DIVIDENDS AND RETENTION

HAIL is precluded by its Memorandum of Association from paying dividends either as part of normal operations or on a distribution of its assets in the event of a winding-up.

POST BALANCE SHEET EVENTS

There were no significant events effecting HAIL since the year end.

DIRECTORS

The current directors and those that held office during the year are set out on page 25.

In accordance with the articles of association one third of the directors are required to retire annually by rotation and if eligible may offer themselves for re-election. The following directors retired from the Board and, being eligible offer themselves for re-election as follows:

Mr Seosamh M O'Ruairc
Dr Sylvia Finlay
Mr Kenneth Carroll

The following are retiring at the 2014 Annual General Meeting;
Ms Catherine Bourke
Ms Maeve Turner

TRANSACTIONS INVOLVING DIRECTORS

There were no directors fees or consultancy payments paid to any director during the year.

There were no contracts in relation to the affairs of HAIL in which the directors had any interest, as defined in the Companies Acts, at any time during the year ended 31 December 2013.

BOOKS AND ACCOUNTING RECORDS

The measures taken by the directors to secure compliance with the requirements of Section 202 of the Companies Act 1990, regarding HAIL's obligation to keep proper books of account, include the use of systems and procedures appropriate to HAIL's circumstances and the employment of competent and reliable persons. These books and accounting records are maintained at Shamrock Chambers, 59/61 Dame Street, Dublin 2.

HEALTH AND SAFETY AT WORK

It is the policy of HAIL to ensure the health and welfare of employees by maintaining a safe place and system of work. This policy is based on the requirements of employment legislation, including the Safety, Health and Welfare at Work Act 2005. A Health and Safety Risk Register has been drawn up and is reviewed annually.

Directors' Report

Continued

AUDITORS

The Auditors, Clifford Desmond & Associates, Chartered Accountants have indicated their willingness to continue in office in accordance with Section 160 (2) of the Companies Act, 1963.

STATEMENT OF DIRECTORS RESPONSIBILITIES

We are responsible for the preparation of HAIL's Annual Report and the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Accounting Standards Board and published by Chartered Accountants Ireland.

Irish Company Law requires the directors to prepare Financial Statements for each financial period which give a true and fair view of the state of affairs of HAIL and of the profit or loss for that year. In preparing the financial statements, the directors are required to:

- 1 select suitable accounting policies and then apply them consistently;
- 2 make judgments and estimates that are reasonable and prudent;
- 3 prepare the financial statements on the going concern basis unless it is inappropriate to assume HAIL will continue in business.

The directors confirm they have complied with the above requirements in preparing the Financial Statements.

The directors are responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of HAIL and to enable them to ensure that the financial statements are prepared in accordance with accounting standards generally accepted in Ireland and comply with the Irish Companies Acts, 1963 to 2013. They are also responsible for safeguarding the assets of HAIL and hence for taking reasonable steps for prevention and detection of fraud and other irregularities.

Where Financial Statements are to be published on the web, the directors are responsible for the maintenance and integrity of the corporate and financial information included on HAIL's website.

In so far as the directors are aware all relevant audit information has been made available to HAIL's auditors. The directors have taken all the steps necessary to make themselves aware of any information relevant to the audit and to ensure that HAIL's auditors are aware of that information.

On behalf of the board

Éanna McHugh

Director

Michael Hoey

Director

7 April 2014

Independent Report of the Auditors

We have audited the financial statements on pages 31 to 40 which have been prepared under the historical cost convention and the accounting policies set out on page 34.

RESPECTIVE RESPONSIBILITIES OF DIRECTORS AND AUDITORS

As described in the statement of directors' responsibilities HAIL's directors are responsible for the preparation of the financial statements in accordance with applicable law and Irish Accounting Standards published Chartered Accountants Ireland.

Our responsibility, as independent auditors, is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (ISAs) issued by the Auditing Practices Board applicable in Ireland and the United Kingdom. This report, including the opinion, has been prepared for and only for, HAIL's members as a body in accordance with section 193 of the Companies Act, 1990 and for no other purpose. We do not, in giving this opinion, 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.

We report to you our opinion as to whether the financial statements give a true and fair view and in accordance with Generally Accepted Accounting Practice in Ireland and Irish Statute comprising the companies Acts, 1963 to 2013. We state whether we have obtained all the information and explanations we consider necessary for the purposes of an audit and whether the financial statements are in agreement with the books of account. We also report to you our opinion as to;

- Whether HAIL has kept proper books of account
- Whether the directors report is consistent with the financial statements and

We also report to you, if in our opinion, any information specified by law regarding director's remuneration and transactions is not disclosed and where practicable, includes such information in our report. We read the directors report and consider the implications for our report if we become aware of any apparent misstatements within it.

BASIS OF OPINION

We conducted our audit in accordance with International Standards on Auditing (ISAs) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements and of whether the accounting policies are appropriate to HAIL's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

In our opinion the financial statements give a true and fair view in accordance with Generally Accepted Accounting Practice in Ireland of the state of HAIL's affairs as at the 31 December 2013 and of its surplus and cash flows for the year then ended and have been properly prepared in accordance with the Companies Acts 1963 to 2013. We have obtained all the information and explanations we considered necessary for the purposes of our audit. In our opinion proper books of account have been kept by HAIL. The financial statements are in agreement with the books of account. In our opinion the information given in the directors' report on pages 26 to 29 is consistent with the financial statements.

Clifford Desmond & Associates

Chartered Accountants Registered Auditors
32 Lower Leeson Street, Dublin 2

Auditors Number AI 3001157

7 April 2014

Statement of Financial Activities

For the year ended 31 December 2013

	Note	Restricted Funds €	Unrestricted Funds €	2013 Total €	2012 Total €
Incoming Resources					
Rental Income		-	684,016	684,016	693,843
Payment and Availability Income		-	38,910	38,910	-
Amortisation of Mortgage Loans and Funding	1	-	550,391	550,391	560,736
Revenue Based Grants	1	767,011	-	767,011	719,589
Management and Maintenance Allowance		63,033	-	63,033	49,956
Bank Interest		-	81,887	81,887	52,957
Other Income		-	11,289	11,289	11,870
Total Incoming Resources		830,044	1,366,493	2,196,537	2,088,951
Resources expended					
Charitable Activities					
Housing Management Services	2	177,288	1,107,149	1,284,437	1,040,634
Support Services	2	646,756	2,286	649,042	649,401
Governance Costs	3	6,000	-	6,000	6,000
Total Resources Expended		830,044	1,109,435	1,939,479	1,696,035
Net Incoming Resources		-	257,058	257,058	392,916

HAIL had no gains or losses in the financial year, or the preceding financial year, other than those dealt with in the statement of financial activities above and therefore no separate statement of total recognised gains and losses has been presented. The accompanying notes are an integral part of these financial statements. The results above are from continuing operations.

On behalf of the board

Éanna McHugh
Director

Michael Hoey
Director

Balance Sheet

For the year ended 31 December 2013

	Note	2013 Total €	2012 Total €
Fixed Assets			
Tangible Assets	8	24,785,046	24,331,936
		24,785,046	24,331,936
Current Assets			
Sundry Debtors		64,796	36,610
Cash at Bank		4,127,991	3,605,182
Financial - Prize Bonds		20,000	20,000
		4,212,787	3,661,792
Current Liabilities			
Creditors and Accruals	9	258,447	249,224
		3,954,340	3,412,568
Net Current Assets		3,954,340	3,412,568
Total Assets Less Current Liabilities		28,739,386	27,744,504
Long Term Liabilities Capital Loans			
Capital Assistance Scheme Loans	10	11,779,814	11,285,718
Capital Loan and Subsidy Scheme Loans	10	11,472,124	11,762,312
Capital Advance Leasing Facility	11	165,819	98,086
Fixed Term Loans	12	352,440	-
		23,770,197	23,146,116
Net Assets		4,969,189	4,598,388
Reserves			
Development Fund Reserve	5	2,400,000	2,000,000
Building Maintenance Reserve	6	1,441,679	1,390,637
Unrestricted Accumulated Funds	7	538,373	723,115
Capital Reserve	13	589,137	484,636
		4,969,189	4,598,388

The accompanying notes are an integral part of these financial statements.

On behalf of the board

Éanna McHugh
Director

Michael Hoey
Director

Cash Flow Statement

For the year ended 31 December 2013

	2013 €	2012 €		
Net Cash Flows from Operating Activities				
Cash inflow from operations	265,854	455,382		
Returns on investment and servicing of finance	81,887	52,957		
Capital expenditure and financial investment	(1,062,105)	(363,000)		
<hr/>				
Cash outflow before financing	(714,364)	145,339		
Financing	1,237,173	98,086		
<hr/>				
Increase in Cash in the Year	522,809	243,425		
Reconciliation of Net Cash Flow to Movement in Net Debt				
Increase in cash in year	522,809	243,425		
Cash outflow from debt financing	(1,237,173)	(98,086)		
<hr/>				
Change in net debt resulting from cash flows	(714,364)	145,339		
Amortisation of debt financing	550,391	560,736		
Movement in Reserves	62,701	314,835		
<hr/>				
Movement in Net Debt in year	(101,272)	1,020,910		
Net debt at the beginning of the year	(19,540,934)	(20,561,844)		
<hr/>				
Net Debt at the End of the Year	(19,642,206)	(19,540,934)		
Reconciliation of net income and resources to net cash flow from operating activities				
Net income and resources for year	257,058	392,916		
Depreciation	608,995	579,655		
Amortisation of capital assistance mortgage loans	(550,391)	(560,736)		
Decrease / (Increase) in sundry debtors	(28,186)	27,952		
Increase / (Decrease) in creditors and accruals	9,223	68,552		
Deposit interest	(81,887)	(52,957)		
Increase in Building Maintenance Reserve	51,042	-		
<hr/>				
Net Cash Inflow from Activities	265,854	455,382		
<hr/>				
	At	Cash	Other non	At
	1 Jan 2013	Flow	Cash Changes	31 Dec 2013
<hr/>				
Analysis of Net Debt				
Cash at bank	3,605,182	522,809	-	4,127,991
Debt due after 1 year	(23,146,116)	(1,237,173)	613,092	(23,770,197)
<hr/>				
Total	(19,540,934)	(714,364)	613,092	(19,642,206)

Accounting Policies

ACCOUNTING CONVENTION

The financial statements are prepared under the historical cost convention and in accordance with generally accepted accounting principles and Irish Statute comprising the Companies Act 1963 to 2013. It is also to conform to the accounting concepts set out in the Statements of Accounting Practice and Financial Reporting Statements promulgated by Chartered Accountants Ireland and although not obliged to comply with the Statements of Recommended Practice (SORP)- Accounting and Reporting for Charities 2005 we have implemented many of their recommendations where applicable.

INCOME

Income consists of rental income, grants, allowances, donations and bank interest. These are included in the financial statements on the basis of amounts received and receivable. Genio Trust income is recorded as deferred income initially and shown as income in the Statement of Financial Activities as expenses are incurred.

TANGIBLE FIXED ASSETS AND DEPRECIATION

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Freehold Property	-	2%	Straight Line
Furniture and Fittings	-	20%	Straight Line
Computer Equipment	-	33.33%	Straight Line
Motor Vehicles	-	20%	Straight Line

CAPITAL ASSISTANCE SCHEME LOANS AND CAPITAL LOAN AND SUBSIDY SCHEME LOANS

Capital Assistance Scheme Loans and Capital Loan and Subsidy Scheme Loans are received from the Department of the Environment, Community and Local Government through the local authority where the properties are being built or acquired. These loans are treated as deferred credits and are amortised to income over the expected useful lives of the asset to which they relate.

PENSIONS

Pension benefits for employees are met by payments to a defined contribution pension fund. Contributions are charged to the profit and loss account in the year which they fall due.

RESTRICTED FUNDS

Restricted funds represent income received that can only be used for the particular purposes specified by the donor. Such purposes are within the overall aims of HAIL.

UNRESTRICTED FUNDS

Unrestricted funds represent income that can be expended at the discretion of the Board in the furtherance of the objects of HAIL.

Notes to the Financial Statements

	Restricted Funds €	Unrestricted Funds €	2013 Total €	2012 Total €
1 Amortisation				
Capital Assistance Scheme Loan	-	260,203	260,203	268,692
Capital Loan and Subsidy Scheme Loan	-	290,188	290,188	290,189
Capital Grant Funding	-	-	-	635
National Lottery Funding	-	-	-	1,220
	-	550,391	550,391	560,736
Revenue Based Grants				
HSE: Mid Leinster Area Health Board	171,238	-	171,238	176,534
Dublin Region Homeless Executive:				
– Local Authority	230,907	-	230,907	230,907
– HSE Dublin North Central	210,468	-	210,468	221,536
Genio Trust Doras	58,240	-	58,240	83,420
Genio Trust Sa Bhaile	56,354	-	56,354	3,488
Genio Trust Connections	33,417	-	33,417	3,704
Genio Trust Slan Abhaile	5,884	-	5,884	-
Genio Trust NFIS	503	-	503	-
	767,011	-	767,011	719,589
2 Housing and Support Services				
Housing Management Services				
Salary Costs	114,255	117,991	232,246	107,523
Housing Management Related costs	63,033	94,169	157,202	109,094
Depreciation	-	608,995	608,995	579,655
Repairs and Maintenance of Property	-	108,024	108,024	201,470
Sinking Fund / Building Maintenance Reserve	-	131,142	131,142	-
Sundry	-	1,382	1,382	3,713
Insurance	-	37,577	37,577	36,829
Legal and Professional fees	-	7,869	7,869	2,350
	177,288	1,107,149	1,284,437	1,040,634
Support Services				
Support Related Costs	137,420	-	137,420	124,791
Salary Costs	509,336	-	509,336	519,283
Sundry	-	1,452	1,452	5,264
Insurance	-	58	58	63
Legal and Professional Fees	-	776	776	-
	646,756	2,286	649,042	649,401

Notes to the Financial Statements

Continued

	Restricted Funds €	Unrestricted Funds €	2013 Total €	2012 Total €
3 Governance Costs				
Audit fee	6,000	-	6,000	6,000
	6,000	-	6,000	6,000
			2013 €	2012 €

4 Salaries				
The average number of persons employed by HAIL during the year was 13 (2012:10).				
Salaries			629,453	529,825
Employers PRSI			70,667	65,660
Pensions			41,462	31,321
			741,582	626,806

	2013 €	2012 €
The number of employees with remuneration for the year falling within the rate bands:		
€70,001 – €80,000	0	0
€80,001 – €90,000	1	1

Remuneration includes salary, pension and other benefits but excludes employer PRSI contributions. The remuneration of the Executive Director is noted in the €80,001 – €90,000 band.

	2013 €	2012 €
5 Development Fund Reserve		
HAIL has a Development Fund Reserve. This Reserve is to finance the purchase of additional properties and to meet any deficit in funding on the housing expansion programme.		
Balance at 1 January	2,000,000	2,000,000
Transfer from Unrestricted Accumulated Funds	400,000	-
Balance at 31 December	2,400,000	2,000,000

Notes to the Financial Statements

Continued

	2013 €	2012 €		
6 Building Maintenance Reserve				
HALL has a Building Maintenance Reserve. This Reserve is to meet a long term planned property reinvestment programme.				
Balance at 1 January	1,390,637	1,390,637		
Transfer from Sinking Fund	51,042	-		
Balance at 31 December	1,441,679	1,390,637		
Sinking Fund				
Amount Allocated to Sinking Fund	131,142	-		
Amount Expended	(80,100)	-		
Balance at 31 December	51,042	-		
7 Unrestricted Accumulated Funds				
Balance at 1 January	723,115	500,000		
Surplus from Statement of Financial Activities	257,058	392,916		
Transfer to Development Fund Reserve	(400,000)	-		
Transfer from Capital Assistance Scheme-Amortisation	(41,800)	(169,801)		
Balance at 31 December	538,373	723,115		
8 Fixed Assets	Freehold Properties €	Furniture and Equipment €	Motor Vehicles €	Total €
Cost				
At 1 January 2013	29,175,177	6,090	14,500	29,195,767
Addition	1,062,105	-	-	1,062,105
At 31 December 2013	30,237,282	6,090	14,500	30,257,872
Accumulated Depreciation				
At 1 January 2013	4,861,404	1,219	1,208	4,863,831
Depreciation for year	604,746	1,349	2,900	608,995
At 31 December 2013	5,466,150	2,568	4,108	5,472,826
Net Book Value				
At 31 December 2012	24,313,773	4,871	13,292	24,331,936
At 31 December 2013	24,771,132	3,522	10,392	24,785,046

Notes to the Financial Statements

Continued

	2013 €	2012 €
9 Creditors and Accruals (due within one year)		
Deferred income	178,892	198,433
PAYE / PRSI / USC	17,527	12,372
Sundry accruals	62,028	38,419
Total creditors and accruals	258,447	249,224

10 Capital Assistance Scheme Loans

Loans are advanced by local authorities and the Department of the Environment, Community and Local Government under the Capital Assistance Scheme (CAS) and the Capital Loan and Subsidy Scheme (CLSS). These loans are subject to the terms and conditions of individual mortgage deeds in respect of each property. Loans are advanced for a period of twenty to thirty years. These loans are not repayable provide HAIL complies with the specific terms and conditions set out in the loan agreements with the local authorities. The local authorities have legal charges registered against the properties financed by these loans.

When the twenty or thirty year period of the loan expires and the terms of loan agreements have been complied with, the local authority will release the legal charge of the property and HAIL becomes the legal owner of the property. HAIL is then obliged to ensure the property continues to be properly maintained and the property is let to meet social housing needs at reasonable rents.

Details of loans acquired under CAS

	2013 €	2012 €
Gross		
At 1 January	13,010,142	13,434,645
Additional Loans	817,000	-
Transferred to Capital Reserves	(104,501)	(424,503)
At 31 December	13,722,641	13,010,142
Amortisation		
At 1 January	1,724,424	1,625,533
Credited to Statement of Financial Activities	260,203	268,692
Transferred to Unrestricted Accumulated Funds	(41,800)	(169,801)
At 31 December	1,942,827	1,724,424
Net Book Value		
At 31 December	11,779,814	11,285,718

Notes to the Financial Statements

Continued

The legal charge of loans with amounting to €104,501 (2012: €424,503) have been released by the local authorities during the year. This amount has been transferred to Capital Reserves as the loans are no longer repayable and the properties on which the loans were charged are legally owned by HAIL. The amount of the loans amortised to income over the period of the loan €41,800 (2012: €169,801) has been charged back to the Unrestricted Accumulated Funds Reserve.

	2013	2012
Capital Loan and Subsidy Scheme Loans	€	€
Gross		
At 1 January and 31 December	14,509,419	14,509,419
Amortisation		
At 1 January	2,747,107	2,456,918
Credited to Statement of Financial Activities	290,188	290,189
At 31 December	3,037,295	2,747,107
Net Book Value		
At 31 December	11,472,124	11,762,312

11 Capital Advance Leasing Facility

Capital Advance payments of up to 30% of the acquisition of properties are available from the Department of the Environment, Community and Local Government under the Capital Advance Leasing Facility (CALF). The capital advance is repayable at the end of the approved period of the advance usually a twenty five years period. Interest is payable on the principal amount only at 2% per annum.

Details of the Capital Advance Leasing Facility are:	2013	2012
	€	€
Balance at 1 January	98,086	-
CALF loan received	64,890	98,086
Interest Accrued	2,843	-
Balance at 31 December	165,819	98,086

Notes to the Financial Statements

Continued

12 Fixed Term Loans

The amounts outstanding on fixed term loans are secured by a fixed charge on the properties that were purchased with the fixed term loans.

	2013 €	2012 €
13 Capital Reserve		
Balance at 1 January	484,636	-
Transfer from Capital Assistance Scheme Loan	104,501	424,503
Transfer from Capital Grant Funding	-	20,529
Transfer from National Lottery Funding	-	39,604
At 31 December	589,137	484,636

The legal charge of loans with amounting to €104,501 (2012: €424,503) have been released by the local authorities during the year. This amount has been transferred to Capital Reserves as the loans are no longer repayable and the properties on which the loans were charged are legally owned by HAIL. The prior year figures are restated accordingly.

14 Capital Commitments and Contingent Liabilities

At 31 December 2013, HAIL had capital commitments on three properties with the acquisition being completed in 2014 for a value of €285,000 (2012: €196,000).

There were no contingent liabilities outstanding at 31 December 2013. (2012- nil).

15 Taxation

The company has been granted charitable status by the Revenue Commissioners.

16 Related Party Transactions

There were no related party transactions during the year or in the previous year.

17 Approval of Financial Statements

The financial statements were approved by the board of directors on 7 April 2014.

Acknowledgements

THANK YOU TO ALL THOSE WHO CONTRIBUTED TO THE PUBLICATION OF THIS REPORT

The Board and Staff of HAIL

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Member of the Irish Council for Social Housing



**Irish Council
for Social Housing**

HAIL's mission is to provide housing and individually tailored services to support people, primarily those with mental health difficulties, to integrate and live independent lives in the community



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