



# Annual Report 08/09





FAR LEFT: Clanmil Ireland homes at Claddagh Park, Dundalk.

LEFT: Former Manager of Republic of Ireland football team, Steve Staunton with children at the Holy Family Creche at Claddagh Park.

## Chair's Review

The past year has been a particularly quiet one in terms of the development of new social housing in Ireland and it has been necessary to revise Clanmil Ireland's Strategic Plan to reflect the national and global recession.

The economic outlook in Ireland remains uncertain. However, we are continuing to maintain a presence at meetings and forums organised by the Irish Council for Social Housing and the Department of Environment, Heritage and Local Government. It is important, in preparation for an economic upturn,

that we continue to maximise the opportunity to interface with those in local and national government so that we are close to green shoots, whenever they appear.

On a more positive note, in August Clanmil Ireland introduced a Customer Charter for tenants. The launch of the charter, which sets out the minimum standards that our tenants can expect from us, was celebrated with a "fun day" for tenants at our Claddagh Park development in Dundalk.

I would like to thank sincerely our Chief

Executive and her staff at Clanmil Ireland for their continued professionalism and dedication throughout the year, and also our Business Development Manager for her commitment to maintaining Clanmil Ireland's presence in the social housing sector during this difficult time.

I look forward to Clanmil Ireland providing more quality, affordable homes for those in housing need when the social housing sector regains momentum.

**John O'Brien**  
Chairman



Jim Byrne, Dundalk Town Council, at the launch of the new Customer Charter with Clannmil Ireland Chair, John O'Brien and Chief Executive, Clare McCarty.

## Chief Executive's Report

The launch of the Customer Charter in August was a highlight for both staff and tenants. We chose to celebrate the culmination of a lot of hard work in agreeing standards for the Charter with a fun day at Claddagh Park, Dundalk. We had bouncy castles, face painting, snacks and drinks – and the

weather was kind! The Charter sets out our commitment as landlords to our tenants. It also sets out what we hope tenants will do for us, as landlords, for our property and for each other and the community in which they live. We are delighted that the Charter was well received by tenants, and look forward to

delivering on these commitments.

During the year, we also sought to reinforce our partnership working with Holy Family, who provide the creche facilities, and Cheshire Ireland, who provide support for our tenants at Claddagh Park. We look forward to continuing to develop these valuable

partnerships in the years ahead.

Despite a general lack of activity in the social housing sector, our Business Development Manager continues to make great efforts to secure development projects for Clanmil Ireland. In a very difficult economic environment, the expertise and

enthusiasm of our directors and the dedication of our staff will ensure our commitment to meeting the increasing, urgent housing need will continue to be fulfilled.

We are still hopeful that funding will be achieved for our project in South Dublin. We are actively pursuing innovative

funding mechanisms and looking at other approaches such as leasing arrangements, the Rental Accommodation Scheme and estate management services, to best manage the housing need.

  
**Clare McCarty**

## Performance Information

### Rent Arrears at 31 March 2009

Rent and other charges to be collected	€200,733
Arrears	€36,584
Arrears as % of rent due	18%
Void losses	€644
Voids as a percentage of gross total charges	0.3%

### Housing Stock at 31 March 2009

Family Housing	64
Supported	4
Older Person	6
<b>Total</b>	<b>74</b>

### Response Maintenance

Category	Works orders raised	Works orders completed within timescale	Percentage
Immediate 4 hours	38	36	95%
Emergency 24 hours	43	40	93%
Urgent 4 working days	90	85	94%
Routine 28 working days	35	32	91%

### Lettings

New Lettings	0
Re-Lets	4
<b>Total of Lettings</b>	<b>4</b>

# Accounts

## Income and Expenditure Account

for the year ended 31 March 2009

	2009	2008
	€	€
Income	590,317	595,920
Operating expenses	(259,673)	(129,794)
<b>Operating surplus</b>	<b>330,644</b>	<b>466,126</b>
Interest receivable and similar income	599	259
Interest payable and similar charges	(6,382)	(3,034)
<b>Surplus on ordinary activities for the year</b>	<b>324,861</b>	<b>463,351</b>

## Balance Sheet

as at 31 March 2009

	2009	2008
	€	€
<b>Fixed assets</b>		
Housing properties	11,332,799	11,187,858
Other tangible fixed assets	9,359	11,243
	<b>11,342,158</b>	<b>11,199,101</b>
<b>Current assets</b>		
Debtors	491,944	90,805
Cash at bank and in hand	861	84,190
	<b>492,805</b>	<b>174,995</b>
Creditors: amounts falling due within one year	(380,175)	(292,554)
<b>Net current assets/(liabilities)</b>	<b>112,630</b>	<b>(117,559)</b>
<b>Total assets less current liabilities</b>	<b>11,454,788</b>	<b>11,081,542</b>
Creditors: amounts falling due after more than one year	(9,794,302)	(9,745,917)
<b>Net assets</b>	<b>1,660,486</b>	<b>1,335,625</b>
<b>Capital and reserves</b>		
Reserves	176,989	212,788
Mortgage amortisation reserve	1,483,497	1,122,837
	<b>1,660,486</b>	<b>1,335,625</b>

Extract from audited financial statements which were approved by the Board of Directors on 23rd June 2009. A full set of audited financial statements may be downloaded from the Association's website – [www.clanmilireland.ie](http://www.clanmilireland.ie)

## Board Members



Chair  
John O'Brien  
Brig Gen Retd



Vice Chair  
Deiric Ó Braonáin  
LL.B (Hons) MSc (Mgmt)  
P.S.P - P.C



Ken McKnight  
BSc CEng MIEI MICE MIMgt



Jim Browne  
BA DipM MCIM



David N Caird  
FCII DPA



Geraldine Rice BSc  
MBE MBIC Sc



Stratton Sharpe  
CEng



Peter Stapleton  
FSCS FRICS FIAVI



Joan Baird  
MSc FCIH



Fr Paddy McGrath OP

## Management Team



LEFT - RIGHT:

Finance Director, Jonathan Boggs, BA (Hons) FCA, IPSM;

Director of Housing, Colette Moore, BA (Hons) MCIH MIoD;

Director of Corporate Services, Karen Gilmore, BA (Hons) MCIPD

Chief Executive, Clare McCarty, BA MCIH MRICS;

Director of Property Services, Carol McTaggart, Adv Dip MCIH MCM

### Secretary & Registered Office

C I McCarty BA  
MCIH MRICS  
25/28 North Wall Quay  
Dublin 1

### Solicitors

A&L Goodbody  
International Financial  
Services Centre  
Northwall Quay  
Dublin 1

### Business Address

69 Claddagh Park  
Tom Bellew Avenue  
Dundalk  
Co Louth

### Principal Bankers

Allied Irish Banks  
Dundalk  
Co Louth

### Registered Auditors

PricewaterhouseCoopers  
Chartered Accountants  
and Registered Auditor  
PO Box No 7  
Bank Place  
Limerick

