

ANNUAL REPORT

TWO THOUSAND
TWENTY ONE



CUSTOMERS

GROWTH

PROFILE

ORGANISATION

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An Roinn Tithíochta,
Rialtais Áitiúil agus Oidhreacht
Department of Housing,
Local Government and Heritage



Feidhmeannacht um Dhaoiné ar Easpa
Didine Réigiún Bhaile Átha Cliath
Dublin Region Homeless Executive



Irish Council
for Social Housing

Our Mission

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

Our Vision

HAIL's vision is to be the provider of choice for housing and support, for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

Our Values

- Equality of access to good quality housing.
- Empowerment of people with mental health difficulties to achieve independent and integrated living.
- Relationships built on respect and trust with our tenants, clients, partners and staff.
- Outstanding services with innovation, passion and integrity.
- Highest standards of organisational governance.

ABOUT HAIL

Housing Association for Integrated Living (HAIL) is a registered charity in Ireland, and is a company limited by guarantee. It was founded in 1985 as a not-for-profit, Approved Housing Body (AHB).

HAIL is governed by an independent Board of Directors who volunteer their expertise, services and time to ensure the highest quality standards of governance. The Board delegates HAIL's day-to-day operations to the Chief Executive and provides strategic direction, leadership, financial and risk management. Its commitment to governance is reflected in the emphasis on transparency, accountability, effectiveness and value for money in all aspects of HAIL's work.

HAIL provides exceptional quality social and affordable rented accommodation for people registered on local authority waiting lists, primarily those with mental health difficulties while supporting them to live in their homes.

WHAT WE DO AND HOW WE WORK

Property and Estate Management

HAIL owns and manages over 420 tenancies mainly in the Greater Dublin area. Our Housing Management Team ensures that the highest standards of accommodation are maintained and our tenants are provided with secure tenancies.

The team is responsible for:

- Repair and maintenance of our properties
- Rent and arrears collection
- Dealing with Anti-Social Behaviour and tenancy issues
- Tenant engagement
- Lettings to our new properties and working in partnership with management companies and other Approved Housing Bodies (AHBs) to manage the areas our tenants live in.

Mental Health Support Services

Our team of community based Mental Health Tenancy Sustainment staff provide a wide range of individually tailored services, to support people with mental health difficulties in their own homes to manage their recovery and to integrate and live independent lives in the community.

This service includes but is not limited to:

- Assisting new tenants with moving into their homes
- Explaining tenancy conditions
- Money and budget management
- Developing living skills to manage their home
- Setting mental health recovery goals
- Linking into community resources such as opportunities for further education or hobbies
- Managing mental health crises and relapse
- Arranging training and employment opportunities.

In addition to supporting our own tenants, we provide services to clients living with mental health difficulties who do not live in HAIL owned properties.

These services include:

- A **Regional Visiting Support Service**, provided in partnership with the HSE and Dublin Regional Homelessness Executive (DRHE). This service supports people with mental health difficulties who are living in Local Authority or private rented accommodation, who are at high risk of losing their tenancies and also require help with social integration.

A **Prison In-reach Courts Liaison Service (PICLS)**, which provides an in-reach accommodation sourcing service to adult males with mental health difficulties who are on remand in Cloverhill Prison. This project is run in partnership with the Central Mental Hospital and the Department of Justice and Equality.

A **Slán Abhaile** project provided in partnership with the HSE Dublin North City rehab teams. This project works with people with severe and enduring mental health difficulties who are currently living in HSE congregated housing or homeless accommodation but who are more suited to independent living.

Mental Health Tenancy Sustainment Services

provided in partnership with the HSE and both Wicklow County Council and Louth County Council providing visiting support to people with mental health difficulties in homelessness or in danger of losing their homes.

HAIL also has a team of 20 **Peer Support Volunteers**, who are tenants or clients with lived experience of mental health difficulties or homelessness. They complement our support services, offering one-to-one social, emotional and practical supports to our tenants and clients.

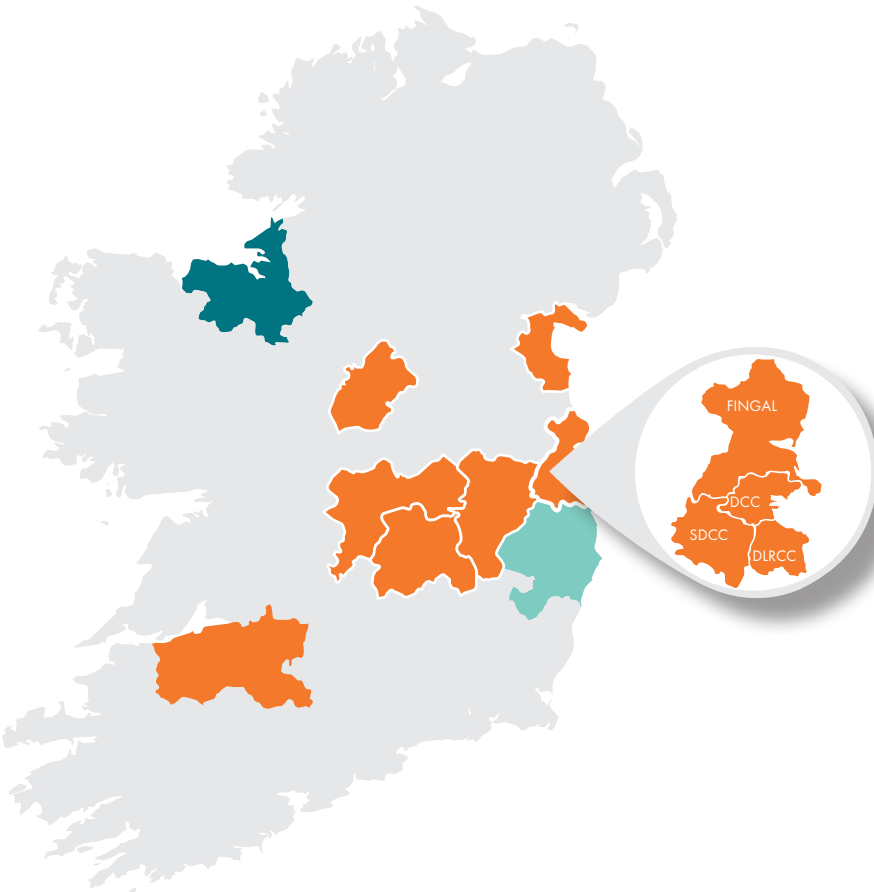
In 2021, we worked with 586 tenants and clients through our combined support services.

Growth and development

In 2021, we delivered 19 new homes for HAIL tenants and legally contracted a further 11. We continue to remain committed in our ambitions to grow the organisation both in terms of expanding our services and providing much needed new housing. Having extended our Strategic Plan by one year to 2023 we now plan to increase our housing stock by 17% by the end of 2023, aiming to deliver over 70 homes over the next two years.

HAIL continues to pursue opportunities for partnership and collaboration with other organisations in order to deliver services to those that need them. We will continue to work in partnership with other Approved Housing Bodies, Local Authorities, the Department of Housing, Local Government & Heritage (DHLGH), the Dublin Regional Homelessness Executive (DRHE) and the Health Service Executive (HSE) to deliver on this ambitious programme.

WHERE WE WORK



HAIL PROVIDES REGIONAL VISITING SUPPORT SERVICE

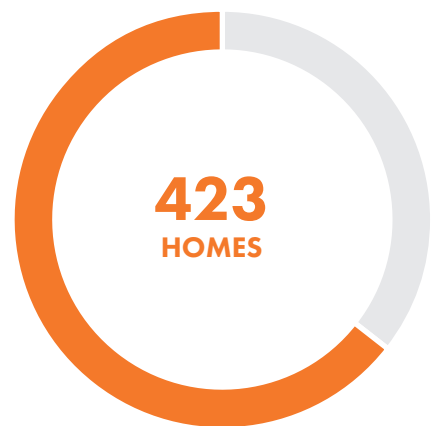
HAIL COMMENCED SUPPORT SERVICES (2021)

NUMBER OF HAIL HOMES PER LOCAL AUTHORITY

DCC	205
DLRCC	50
SDCC	65
Fingal	61
Laois	12
Longford	10
Kildare	8
Limerick	6
Offaly	5
Louth	1

32% (134)
General needs tenants

68% (289)
Supported tenants



03

CHAIR AND CEO STATEMENT



We are delighted to present our Annual Report for 2021.

In what was another very busy and productive year for HAIL, we remained faithful to our mission to ensure a safe and secure home for our tenants, helping them to live independently and become part of the community.

We provided mental health tenancy sustainment support services to over 586 people across all of our projects. These included supporting 256 tenants in their HAIL home and 330 clients referred to us from other organisations.

We are very proud that 2021 was a year of continued growth for HAIL. We delivered 19 new homes and signed contracts for 11 others. We expanded into Louth and Limerick by purchasing our first properties there and look forward to working with all our new partners in these Local Authority areas.

2021 saw five more properties transferred under the National Mental Health Transfer Project in partnership with the HSE, the Housing Agency and Local Authorities. Three of these new properties were in Longford with six new HAIL tenancies and two more in Limerick, with a further six new tenancies. HAIL now supports 27 tenancies in 13 properties under this project covering Laois, Offaly, Longford and Limerick.

We started our first mental health tenancy sustainment project in Sligo, funded by the Housing Finance Agency. This is a partnership between HAIL, Sligo County Council and the HSE where we are working with clients who are inpatients at the acute unit, ready for discharge but who have issues with their housing.

We were absolutely delighted that our Peer Support Volunteers won a much coveted ICSH award for all the work they do in the field of community integration. We now have 20 Peer Support Volunteers who are actively providing much needed one-to-one support to our tenants and clients. Our Peers also delivered 419 group sessions and social groups in 2021. We hope to build on and expand this innovative model into all our current areas of operation.

2021 was still a year of restrictions and constant movement within those restrictions. We continued to work hard to ensure that our tenants and clients received a full range of services and support from us. In this environment we grew our staff base by 11% to 41 staff in total. We also welcomed two new experienced Directors to our Board.

Despite the pandemic continuing through the year, HALL continued to invest in its properties with a total investment of €578,570, and we now look after 423 tenants in our homes. We launched our first Tenant Engagement Strategy to ensure that all our tenants have a say in how we manage their homes.

Achieving our key objectives in 2021 would not have been possible without the continued collaboration and partnership work with the HSE, the Housing Agency, the Department of Housing, Local Government and Heritage (DHLGH), other Approved Housing Bodies, lending institutions and Local Authorities.

In the coming year, our focus will be on the following key areas:

The continued implementation of our Strategic Plan 2020-2023

Delivering under the new National Housing Strategy for Disabled People and Housing for All and continuing to place ourselves as an essential partner to deliver on the targets within both

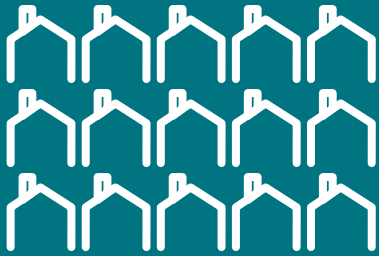
Positive engagement with our funders to secure increased, multi-annual financial support for the ongoing provision of our essential support services

Working with the Approved Housing Bodies Regulatory Authority (AHBRA)

We would like to thank our voluntary Board of Directors for their continuing leadership and their commitment to the highest standards of corporate governance.

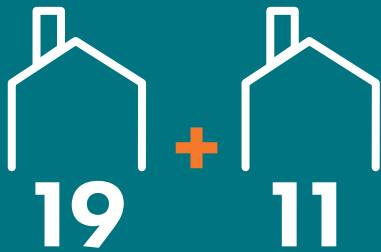
Finally, we would like to thank our dedicated staff, who continue to work in a challenging and constantly changing environment, for all their commitment to HALL, to the people we work with and their ongoing contribution to everything that we do.

OVERVIEW OF



423

homes owned and managed



19

new homes for HAIL tenants

11

further contracted

5

more properties transferred under the National Mental Health Transfer Project in partnership with the HSE, the Housing Agency and Local Authorities

8

Plan to increase our housing stock by

17%

by the end of 2023

aiming to deliver over

70

homes over the next 2 years



586

tenants & clients supported to live independently and integrate into their community



Expanded into Louth and Limerick



Our first mental health tenancy sustainment project in Sligo, funded by the Housing Finance Agency



Peer Support Volunteers won the ICSH award for community integration

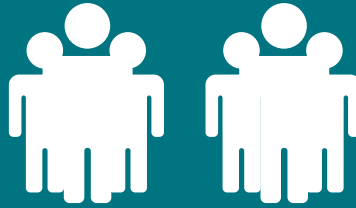
2021

04



20

Peer Support Volunteers



419

group sessions and social groups



11%

Grew our staff base by 11% to 41 staff



Investment of
€578,570
in our homes



Launched our first Tenant Engagement Strategy



69
properties allocated to new tenants

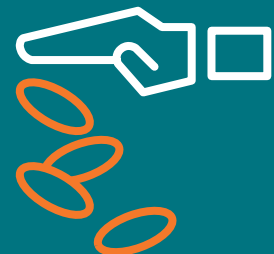
Maintenance Performance 2021:

1636
works orders raised

96%
of works orders were completed on time



96.3%
rent collected



3.3%
rent arrears



CUSTOMERS

Continue to provide high quality homes for all our tenants.

Continue to provide specialist tenancy sustainment service to our tenants and clients with mental health issues, enabling mental health recovery and integration into the community.

Ensure current property standards are continuously improved.

Ensure current high-quality specialist support and housing services are maintained.

Listen to and involve our tenants and clients in the delivery, management and improvement of our services.

Provide services that meet the changing needs of our tenant profile.

Continue to develop effective partnerships with other organisations to provide best outcomes for our tenants and clients.

4.1 STRATEGIC

SOME OF WHAT WE DID IN 2021: WE

- updated procedures and guidance for staff, contractors and HALL tenants throughout the changing pandemic environment
- adapted our housing and mental health support services in line with Government guidance to ensure we delivered our much needed services for our tenants and clients
- reviewed and updated our Asset Management Strategy
- inspected 65% of our properties
- had 1636 work order requests with 96% responded to on time
- carried out repairs and maintenance to the value of €351k and a planned maintenance programme to the value of €227k
- continued to ensure our Tenants' Forum met virtually
- completed repairs specific surveys and a Tenant Satisfaction Survey, setting up an action plan to deliver improvements in our services following feedback
- approved our new Tenant Engagement Strategy
- established estate clinics
- introduced a new phone system to ensure best service to our customers
- worked in partnership with the HSE and DRHE ensuring our face-to-face services to vulnerable tenants continued
- supported a total of 256 tenants through our In-house team
- supported a total of 98 clients through our Regional Team, 30 of whom moved out of homelessness as a result
- started a process of refining and improving our support services data collection in order to best measure impact and value for money.



GROWTH

Expand our model of housing and mental health tenancy sustainment services.

- Grow our housing stock by 55% by 2022.
- Grow our niche specialist support services.
- Develop further strategic partnerships to deliver on our growth plans.
- Explore new ways of meeting the changing needs of clients and new tenants.
- Embed and continue to develop our Peer Support Volunteer programme.

PRIORITIES

SOME OF WHAT WE DID IN 2021: WE

- extended our Strategic Plan by one year to 2023
- reviewed our growth targets. Our new target was set to increase our stock by 17% by 2023, a target for delivery of approx. 70 units in the lifetime of the extended plan
- provided 19 new homes for HAIL tenants and signed contracts for 11 units, bringing our total homes to 423
- expanded our services under the National Mental Health Transfer Project where we now support 27 tenants in Limerick, the Midlands and CHO7 (South Dublin, Kildare and West Wicklow)
- secured longer term funding for a full-time Peer Co-ordinator
- recruited and trained an additional nine Peer Support Volunteers, bringing our total number of Peer Support Volunteers up to 20
- delivered 419 group sessions and social groups through our Peer Support Programme and extended the Peer Support Volunteer Programme service to external clients for the first time. 135 individuals availed of one-to-one support
- extended our Peer Support activities to provide online support and activity at evenings and weekends during pandemic
- initiated an internal review of the Peer Project, for completion in 2022
- were awarded funding for two additional posts (In-house and Regional) by the HSE due to increasing demand for our services, to commence in 2022



PROFILE

Be the recognised leading expert provider of housing with mental health tenancy sustainment services in Ireland.

Actively demonstrate the impact of our work.

Enhance our profile in both the housing and mental health sectors.

Be part of the policy for influencing and informing best practice through user-led experience and professional evidence.

Be the lead voice for the housing needs of people with mental health difficulties.

Be the trusted partner in jointly providing 'homes and support services'.

SOME OF WHAT WE DID IN 2021: WE

- took part in key sector-wide working groups including the National Housing Strategy for Disabled People Housing Subgroup, and four Irish Council for Social Housing's (ICSH) Committees
- delivered on our communications strategy priorities including the distribution of our Annual Report to key partners, pre-budget submissions, regular updates via social media on our services and tenant newsletters
- demonstrated the impact of our services and statistics in new, easy-to-read formats
- continued our membership of the Homeless Network, highlighting HAIL's prevention-based services for the homeless sector
- raised the profile of HAIL and our services in Co. Wicklow
- continued to ensure the centrality of the service user voice by supporting our Peer Support Volunteers to actively participate in our internal structures and also to strengthen their input at HSE and Sláintecare meetings
- worked in partnership with key advocacy groups in both housing and mental health sectors to advocate on behalf of our tenants and clients
- Successfully had our HAIL Head of Housing and Property voted as a member of the ICSH Council
- were actively involved feeding back on local area plans, the new Housing Strategy for Disabled People and Housing for All
- won a prestigious Community Integration Award from the ICSH in recognition of our work with the Peer Support Project
- were awarded EU INTRAS funding for a transnational innovative theatre project involving a number of organisations across three countries
- held regular meetings with Local Authorities
- represented people with mental health difficulties on eight local authority Disability Steering Groups



ORGANISATION

Continue to be an exceptionally well governed and managed organisation.

- Have motivated, engaged and professional staff.
- Be an employer of choice.
- Strive to achieve best practice in Human Resources Management.
- Have a diverse workforce and Board.
- Maintain our robust governance structures and systems.
- Achieve ongoing regulatory compliance in governance and risk management.
- Consider environmental sustainability in our decision-making process.
- Have effective governance structures that allow us to deliver our Strategic Plan in a transparent and accountable manner.
- Maintain current excellent financial standards and controls.
- Secure adequate resources to be effective, efficient and financially stable.
- Demonstrate value for money in our services.
- Explore alternative funding sources to achieve our strategic aims of growth and service improvement.

SOME OF WHAT WE DID IN 2021: WE

- continued with our training programme for our staff and Peer Volunteers
- held staff events online including quarterly staff meetings, regular team meetings, social events, and staff and board events
- sourced €164k in new funding for our support services
- continued robust financial monitoring throughout 2021 to ensure the impact of Covid-19 was managed
- reduced rent arrears to 3% of the annual rent roll
- recruited two new directors to the Board with skills in the area of finance, healthcare and homelessness
- reviewed our risk appetite statement and completed an internal audit on our Risk Management Structure providing substantial assurance to the Board
- created four new key staff roles within the organisation to support our growth programme which is 11% staff growth. We now have 41 staff in total
- carried out three value for money audits
- continued with our ongoing internal review of HAIL's Policies and Procedures
- approved a new Education Assistance Policy to aid further education for staff
- introduced a flexitime policy, giving staff more flexibility on their work hours

05

HOUSING

14

During 2021, HAIL continued to invest in its properties with a total investment of €578,570 in its assets, despite the pandemic continuing throughout the year. HAIL continued to ensure that all 1,636 repair requests from our tenants were responded to, with 96% of these requests responded to on time and with a €2,083 maintenance spend per unit in 2021; this signifies HAIL's best practice approach and highlights HAIL's commitment to our tenants.

In terms of HAIL's Asset Management Strategy, all elements of the Strategy continued throughout 2021, even with the limitations within the pandemic. All necessary, planned and cyclical maintenance was carried out, which reflects HAIL's €578,570 maintenance spend in 2021. Furthermore, HAIL's investment projections over the next 30-years of €36.8 million, highlight the commitment HAIL has to both its asset portfolio and its tenants alike.

Allocations and Lettings 2021

Out of the 69 properties which HAIL allocated throughout 2021, 39 of these units were new properties to HAIL, with 36 % of these new properties being transferred over to HAIL via HSE Stock Transfers.

This is an important project, with a joint agency approach by the HSE and the Housing Agency; where the HSE transfers properties to HAIL so that the properties can get vital maintenance carried out as well as the tenants within these properties transferring to being HAIL tenants. While HAIL was part of the pilot scheme in the midlands area and our tenants are flourishing with their revamped properties, HAIL has also progressed to Limerick as well as Kildare, SDCC and DCC, strengthening our portfolio and partnership working with both the local authorities and HSE.

HAIL also had 30 properties re-let through 2021 (where tenants left our properties) and invested €134,113 into these properties to bring them up to HAIL's letting standards. All of HAIL's new tenants were nominated through the local authority and are settling in well into their new surroundings.

Tenant Engagement Strategy 2022 - 2024

HAIL launched our first Tenant Engagement Strategy in 2021. This strategy has been shaped to ensure that HAIL's tenants are at the heart of what we do and highlights the important roles which they play currently and into the future.

The strategy details the structures we have in place and are planning to put in place. It highlights the opportunities for tenants to engage with HAIL to ensure that we deliver the highest quality service to our tenants and clients, an important part of our overall strategic objectives.

For our tenants we aim for an improved quality of life, with outcomes such as:

Improved tenant satisfaction and wellbeing

Increased tenant participation; inclusive of participation in work and education

Improved health and community relationships

Decreased isolation within our tenant cohort

Improved information for our tenants about their community

Overall increase in inclusiveness within HAIL and our tenants' surrounding neighbourhood.

For HAIL as an organisation there will also be an improved performance, resulting in:

Decreased level of complaints

Increased level of tenancy sustainment

Reduced rent arrears

Reduced anti-social behaviour

Improved level of support and level of early interventions for our tenants, this ultimately results in overall decreased business costs.

We look forward to the Tenant Engagement Strategy evolving over the next three years and with a great start in 2022, HAIL will ensure that tenant participation is at the heart of what we do.

Tenants Forum

HAIL established our Tenants Forum in 2019 to encourage tenant participation and feedback in all our areas of operation.

Our Tenants Forum will now be involved in the management and delivery of our Tenant Engagement Strategy. Throughout 2021 our membership grew with monthly zoom and hybrid meetings, as well as project meetings in between. Our members are very proud of the development of the forum and look forward to a year with less restrictions in order to expand on their already established activities.

Our Maintenance Operative

All of HAIL's tenants know our maintenance operative, Daragh, who in 2021 reached 10 years of service with HAIL! Daragh completes maintenance in our tenants houses and works closely with HAIL's housing and technical officers.

Daragh has drawn many compliments from our tenants, including:



"HAIL tenant commended everyone for looking after him and understanding him even though he was extremely unwell at the time. He especially wanted to thank Daragh for looking after him and just having general chats with him, he can't thank Daragh enough for his kindness."

"HAIL tenant wanted to thank all at HAIL for helping him with his property but especially wanted to highlight how Daragh always goes above and beyond in his job, he takes the time to chat and it can make all the difference to someone's day and it has made a difference to him on many an occasion, he said Daragh is extremely kind and always generous with his time."

"HAIL tenant rang to sing Daraghs' praises as he is 'the best ever maintenance man'".

KEY HOUSING STATISTICS 2021

2021 Maintenance Spends:



- €227,127 planned maintenance
- €167,306 response repairs
- €134,115 void maintenance
- €50,021 cyclical maintenance

Maintenance Performance 2021:

96%
of works orders were
completed on time

1,636
works orders raised in
2021



Total Income
Rent Roll of
€2,136,877



Rent Arrears
are 3.3% of
the rent roll

69 properties to
allocate in 2021

16

Approved our first Tenant
Engagement Strategy

Tenant's Forum continued
to meet and engage with
our services



423 tenancies (units)
and 392 properties at
year end 2021





Housing Growth and Development

It was widely acknowledged that the Irish housing market was thrown into a state of flux with the reintroduction of lock down measures in quarter one 2021, which continued well into quarter two. However, with the gradual reopening of the economy the market faced unprecedented pent-up purchaser-led demand for the remainder of the year. With a lack of availability and increasing prices for off-the-shelf properties, it had an impact on our growth programme. However, HAIL managed to deliver 19 new homes for tenants in 2021 which comprised of six homes in Dublin and our first acquisition in Louth, all of which was funded under CAS.

Six further units were secured via the HSE stock transfers in Longford with another six in Limerick.

Contracts were also exchanged on a further eleven units, via the HSE stock transfer made up of eight in Kildare and three in Limerick.

So, what's new at HAIL?

As growing our homes is a key strategic objective for HAIL we have refocused the business to delivering newly built stock. To assist us achieve this we recruited our New Business Development Lead, Marcus Bell, who brings a wealth of knowledge and experience. Our main focus will be increasing the number of new homes for our future tenants in our main strategic areas.

Our new target for our Strategic Plan 2020-2023 is to increase our stock by 17% by 2023, a target for delivery of approximately 70 units in the lifetime of the extended plan.

As part of our development strategy to deliver new housing, HAIL continues to engage and build relationships with property developers, builders, estate agents and landowners. Furthermore, HAIL is working closely with various local authorities, other Approved Housing Bodies, the Housing Agency, the Department of Housing Local Government and Heritage (DHLGH) and the Health Service Executive (HSE) to widen our reach and promote our unique services.

Our Development Officer, Clár Johnston, works closely with HAIL's Housing and Support Teams to identify suitable homes for our clients and has principally targeted off the shelf acquisitions in Dublin and the midlands region.

While the team will continue to acquire off the shelf properties, the renewed direction as mentioned above, will be to pursue newly built schemes. To do this they will continue to pursue opportunities for partnership and collaboration with other organisations.

If you have a potential opportunity for HAIL or know of one, please do get in touch by contacting the development team on development@hail.ie

When John was referred, he had recently been evicted from a HSE hostel for excessive cocaine and alcohol use. John had been homeless since 2013 when he was asked to leave the family home, had a history of homelessness and multiple psychiatric hospital admissions and had led a very chaotic lifestyle. HAIL staff started engaging with him when he was living in a homeless hostel sharing a room with five other people. As is the case with many of HAIL's clients, John was struggling to cope in the hostel and his drug use had seriously escalated due to the widespread availability of drugs in the hostel and he had built up debts with different dealers in the city centre. His HAIL worker started to meet him on St Stephen's Green and developed a trusting relationship with him over several months and worked closely with the mental health team to support him to stabilise his mental health and reduce his drug and alcohol intake. John then left the hostel as he could no longer manage the chaotic environment and ended up sofa surfing with different friends. This period of insecurity came to an end after two months when he was offered a DCC flat and HAIL supported him to get a grant to furnish his

JOHN COMMENTED

“Moving has meant the world to me, it’s a relief to be out of the hostel I was in, it wasn’t a nice place”

JOHN PERSONAL STORY

TENANT STORIES

apartment, set up a standing order to pay his rent and establish a domestic routine. Fortunately, his flat is well away from Dublin City and other previous haunts, and he has managed to abstain from cocaine for over three months now and has significantly reduced his drinking. His elderly parents have been very supportive during the move and they are very reassured to see him establish himself in a flat of his own. The increased confidence he has gained from having his own place has led to re-establishing some old friendships and one friend has laid his new flooring for free, while another has offered John some work in his scaffolding firm. At the time of writing John is in his second week of work which is having a major impact on his self-esteem and financial independence. “Moving has meant the world to me, it’s a relief to be out of the hostel I was in, it wasn’t a nice place,” John commented. “I feel more relaxed in myself now and I wouldn’t be working now if I wasn’t in my own place.”

“I feel more relaxed in myself now and I wouldn’t be working now if I wasn’t in my own place.”

06

MENTAL HEALTH SUPPORT SERVICES

20

Our team of community based Mental Health Tenancy Sustainment staff provide a wide range of individually tailored services to support people with mental health difficulties in their own homes. These services include, but are not limited to:

Assisting new tenants with moving into their homes

Explaining tenancy conditions

Linking into community resources such as education, employment, training and social opportunities

Managing mental health crises and relapse

Money and budget management

Developing skills to manage their home

Setting mental health recovery goals

In addition to supporting our own tenants, we provide services to others living with mental health difficulties who do not live in HAIL properties. These services include:

A **Regional Visiting Support Service**, funded in partnership with the HSE and the Dublin Regional Homeless Executive. This service supports people with mental health difficulties who are living in Local Authority or private rented accommodation, who are at high risk of losing their tenancies.

A **Prison In-reach Courts Liaison Service (PICLS)**, which provides help sourcing accommodation for men and women with mental health difficulties who are on remand in Cloverhill Prison and/or serving sentences in Mountjoy Prison and Dóchas Women's Prison. This project is run in partnership with the Central Mental Hospital and the Department of Justice and Equality.

The **Slán Abhaile** project is provided in partnership with the HSE's Dublin North City Rehab Teams. This project supports people with severe and enduring mental health difficulties who are currently living in HSE congregated housing, homeless accommodation or are in insecure accommodation, or in the family home but who are more suited to independent living.



Our **partnerships** with the HSE, Local Authorities (Wicklow County Council, Louth County Council and Sligo County Council) and the Housing Finance Agency provide visiting support to those with mental health difficulties who are homeless or in danger of losing their homes.

The **National Mental Health Transfer Project**.

This nationwide project, established under the National Housing Strategy for People with a Disability involves the transfer of both HSE and Local Authority owned properties and tenancies to HAIL. HAIL is currently working across three Community Health Organisations (CHO7, CHO8 and CHO3) and 2021 saw a further twelve new tenants transfer to HAIL.

Our **Peer Support Project** has a team of 20 Peer Support Volunteers, either tenants or clients, with lived experience of mental health difficulties or homelessness. They complement our Support Services, offering one-to-one social, emotional and practical support to our tenants and clients. A full time Peer Support Coordinator is funded by the HSE.

COVID-19

As 2021 continued to present new challenges with regards to service delivery, our staff, peer volunteers and managers worked closely with our partnership agencies to continue to deliver safe and high-quality services to our tenants and client group. Where possible, we continued to prioritise face-to-face visits, as well as using technology in innovative and flexible ways to maintain contact and provide social, emotional and practical support.

In-house Support Service (Mental Health Tenancy Sustainment Support for HAIL's tenants)

HAIL believes that one of the cornerstones of effective recovery is stable accommodation. Our In-house support model operates across the four Dublin local authorities and Kildare, and is firmly focused on preventing homelessness, reducing unnecessary and protracted hospitalisations and harnessing our tenants' resilience, to aid their mental health recovery goals. HAIL's key strength is offering life-long tenancies in the community where tenants have the opportunity to create their own home and integrate into the community while progressing their own recovery goals. HAIL's In-house support approach

looks at the importance of tenancy sustainment coupled with an overarching support approach based on positive mental health and recovery.

Our In-house service is based on a partnership approach between the local authorities, HSE Mental Health services, our Mental Health Tenancy Sustainment Service and our internal Housing Services. The service primarily works with people with an identified, enduring mental health diagnosis. Referrals, once approved by the local authority, come directly from rehabilitation and community-based mental health services. HAIL provides a flexible, client centred approach to ensure the risk to a tenancy and the reduction of hospital admissions can be kept to the forefront of our service delivery. Our In-house service also works directly with community-based services, such as clubhouses, recovery colleges, employment programmes and educational services to ensure opportunity is something that is always built into our focus on independent living.

The main areas of support include:

Developing independent living skills

Managing practical tenancy issues including those directly related to mental health difficulties such as hoarding and patterns of anti-social behaviour

Development of mental health recovery goals in conjunction with the clinical team

Budgeting and money management

Community integration and support around isolation and loneliness.

In 2021 we provided support to 256 of our own HAIL tenants.

Diagnostic profile of In-house tenants:

As referrals for In-house come through community mental health and rehab teams (following approval from the local authority), each nomination will have a mental health diagnosis. At present, the two most common presenting diagnoses are bipolar disorder and schizophrenia. It is evident over the past 12-18 months that substance misuse is also an escalating issue amongst our tenants. This can range from low level misuse, which the tenant still considers an issue, to high level misuse that impacts on mental health stability and sustainment of the tenancy.

Our **Client Engagement Service (CES)**

engages with tenants who are settled in their tenancy, integrated into their community and not requiring a formal or intense level of support. The CES maintains an active relationship with community mental health teams so as to ensure that if an intervention is ever required, the clinical team are fully aware of who is the point of support for the tenant in the community. The result of developing such a service is that since 2019, 98% of people who are referred to HAIL's Inhouse model sustain their tenancies.

Regional Visiting Support Services (Mental Health Tenancy Sustainment Support to non- HAIL Tenants)

2021 was a busy year for the HAIL Regional Visiting Support Service. Throughout this year we supported 99 clients to maintain their tenancies and to integrate into their community. Most clients were referred for HAIL support by their Community Mental Health Team or their local authority. The most common mental health diagnoses at referral were schizophrenia, depression and personality disorder. During the year we assisted 30 clients to move out of homelessness into their own tenancy, the vast majority of such moves were into private rented accommodation. We also supported 19 clients with dual diagnosis, a mental health diagnosis and active substance misuse, to maintain their tenancy.

National Forensic Mental Health Service

In 2021 HAIL continued its partnership with the National Forensic Mental Health Service (NFMHS), supporting patients to further integrate into the community, and progress their mental health recovery in independent living. This unique project identifies that stable accommodation with a wraparound support model is the foundation to ongoing mental health recovery. The project has three unique aims:

1. To support patients of the NFMHS to transition into a lower support model of housing as a specific part of their recovery care plan.
2. To support patients of the NFMHS to develop the skills they will require to live independently and to integrate back into their community.
3. To support patients of the NFMHS to obtain permanent housing in the community and to support them in establishing and maintaining this.

Since January 2016, HAIL have supported clients of this project to transition into permanent homes of their own like any other HAIL tenant. As a result of the partnership approach with the rehab and recovery team, 100% of tenants who have transitioned from the lower support model to independent living have successfully maintained their tenancy.

In 2021 we supported 9 people through this project.

Slán Abhaile

Our Slán Abhaile project is a collaboration with the HSE's Mental Health Rehabilitation Teams in Dublin North City. The project traditionally supported clients with mental health difficulties currently living in HSE congregated housing, homeless accommodation or those who are long-stay residents in acute hospitals. In 2021, the Project expanded its remit to commence work with 13 additional Community Mental Health Teams across Dublin North City. This expanded the range of clients that the Project works with to include people with autism, those suffering from marital breakdown and people with less severe mental health problems such as anxiety and depression. It has also involved trying to secure private rented accommodation for clients under the HAP scheme which has been very challenging due to the ongoing shortage of properties caused by the housing crisis.

In 2021 we:

Worked with 57 clients

Received 34 referrals

Moved nine people into their own accommodation. Three into HAIL properties, two into DCC properties, and four into private rented accommodation.

The Project's tenancy sustainment record remains strong, with no tenants relinquishing their accommodation during 2021.

I was initially drawn to the HAIL Peer Support Programme as I have personally experienced both homelessness and mental health difficulties throughout my life. Now, having a number of years of recovery, I felt it was time to give back, to put my lived experience to good use and help others.

The Peer Support Programme in HAIL allowed me to work with Peers in both one-to-one and group settings. Together we worked on moving towards a more positive and hopeful outlook on life, thus increasing our chances of continued and sustained recovery. Building trust and providing that safe space for people to share where they're at (without judgement) and any challenges they may be facing is hugely important.

Additionally, this allows for others to share their own experiences and what tools or coping mechanisms they may have used to get through it. Again, it builds that sense of feeling accepted and being part of something. They know "I'm not alone in this" and are given hope in that "if they can get through it then maybe I can" or rather "we can get through it together".

THEY KNOW

"I'm not alone in this"

AND ARE GIVEN HOPE IN THAT

"if they can get through it then maybe I can"

STEPHEN SCALLY PERSONAL STORY

TENANT STORIES

I feel that I learn as much from co-facilitating the groups as the rest of the Peers do. I've learned so much from listening to others' experiences and certainly feel that my own recovery has grown and strengthened as a result. Listening and sharing with others feels like fuelling my engine. It gives me the motivation and encouragement I need to carry on through life and recovery.

My Peers also say that they've experienced similar and find peer support is very beneficial towards all areas in their lives.

I firmly believe that any mental illness can be much better managed, thus improving overall quality of life, if those experiencing the condition are informed of the appropriate resources, educated about the causes and symptoms, assisted with their social needs, and supported holistically throughout their recovery. I hope that my role in the Peer Support Service, my work with the team in HAIL and my engagement in coproduction of service, policies and training makes a positive impact and goes some way to integrating the voices of lived experience in how HAIL works. If we all play one small part, just imagine the huge difference we could make!

OR RATHER

"we can get through it together".

PICLS

HAIL's Prison In-reach Courts Liaison Service (PICLS) has worked for many years with prisoners on remand in Dublin's Cloverhill Prison and in 2021 we expanded this service to work with sentenced prisoners in Mountjoy Prison and Dóchas Women's Prison. A new Prison In-Reach Housing Support Worker commenced working in both prisons in September 2021 as part of a multidisciplinary mental health team. The role in Mountjoy/Dóchas is similar to the long-standing Cloverhill post in sourcing accommodation for prisoners on release, but the former post works with sentenced prisoners who have engaged over a longer period prior to release.

PICLS provides a much needed service assisting men, and now women, with mental health difficulties to find accommodation. The project aims to ensure that no person is released from prison without temporary accommodation in place or access to appropriate support.

PICLS clients are among the most vulnerable in society and will commonly suffer from severe and enduring mental health problems. They may also have long-standing substance addiction problems, and a history of homelessness.

In 2021 we:

Received 66 referrals

52 of whom were diagnosed with a major mental illness

57 had a significant substance misuse issue

30 of the 66 clients were placed into appropriate accommodation over the year

The remaining clients were either sentenced, diverted to psychiatric hospital or returned to the family home

Almost all clients were in prison for minor offences with the most common being public order related offences, theft and criminal damage

The project's tenancy sustainment record remains strong, with no tenants relinquishing their accommodation during 2021.

Wicklow

June 2021 marked one year of a very successful partnership with Wicklow County Council and the HSE. Throughout 2021 we supported 30 clients providing mental health focused tenancy sustainment in Wicklow to clients residing in Local Authority, private rented and AHB accommodation. During 2021 we assisted 15 clients to move into and sustain their new tenancy. The most common mental health diagnoses for our clients in Wicklow was schizophrenia, bipolar disorder and personality disorder. The most common support needs for our clients here were mental health recovery, resettlement, budgeting and assistance with employment and education.

Sligo

The Sligo Project commenced in April 2021. This project is funded by the Housing Finance Agency and is a partnership between HAIL, Sligo County Council and the HSE. The remit is to work with clients who are inpatients at the acute unit who are ready for discharge but have housing issues. We have worked with eight clients in Sligo in 2021 and assisted three clients to resettle into a new tenancy. The availability of housing, both private rented and more secure tenancies, is a significant issue. The availability and cost of private rented accommodation and the accessibility of housing stock for secure tenancies has been impacted by excessive demand. Schizophrenia and treatment-resistant depression are the main mental health diagnosis for clients in Sligo and their main support needs are resettlement and sourcing suitable accommodation.

Louth

Our Louth project is a joint project with Drogheda Homeless Aid and is funded by Louth County Council. The clients in Louth are complex and have high support needs. In 2021, HAIL worked with seven clients in Louth with the main issues being sourcing accommodation, sustaining tenancy, mental health recovery and advocacy.

National Mental Health Transfer Project

This nationwide project involves the transfer of HSE or local authority-owned low-to-medium supported accommodation to HAIL, the refurbishment and upgrading of the properties and the provision of secure independent tenancies to the residents.

2021 saw five more properties transferred under the project; three of these were in Longford with six new HAIL tenancies and two more in Limerick with a further six new tenancies.

HAIL now supports 27 Transfer Project tenancies in 13 properties covering counties Laois, Offaly, Longford and Limerick.

2021 also saw pre-tenancy support provided to 31 clients under the project; 18 in Dublin South, Kildare and 13 in Limerick, in preparation for 14 new properties expected to transfer into HAIL's ownership next year.

Peer Support

Our Peer Support Volunteers (PSVs) are trained by HAIL to provide one-to-one and group peer support based on their own lived experience of mental health difficulties. Our PSVs meet our clients and tenants on an equal basis by listening and working together to support their recovery process.

The service is open to HAIL tenants, clients and those referred by Mental Health Teams. 47% of those engaging in peer support are HAIL tenants, 25% are Regional clients, 19% are Slán Abhaile clients and 9% are external clients.

HAIL PSVs connect directly to complement the work of other staff, to support the client's recovery, to support clients to maintain their tenancy and independence and to support community integration. Our Peer Support Volunteer Team grew to 20 PSVs in 2021, with four students completing their placement with HAIL on the Certificate in Peer Support in Mental Health and four new students joining the team in September.

Following feedback from our Peers, we adopted a flexible approach to support during COVID-19 restrictions in 2021. The service adapted to provide support by phone, text and online, significantly increasing the scale of support delivered.

HAIL Peer Support have developed a framework of support both in person and remote; online, by phone or text. In 2021, our 20 PSVs engaged with three or four

individuals on a one-to-one basis at least once a week. In 2021 over 70 clients or tenants engaged in one-to-one peer support. Key themes arose around isolation and a lack of purpose, impacting recovery for peer clients.

Over 135 client/tenants engaged in the peer community through our group supports. These groups were co-produced with staff, were Peer led and were delivered both online and in-person. One third were delivered in person outdoors and two thirds were delivered online. This blended approach made the community accessible to as many clients as possible. This participation and engagement was supported by the distribution of technology procured by HAIL through the RTÉ Comic Relief Fund.

In 2021, 419 group sessions were delivered. These covered areas from self-care and recovery, to positive psychology and personal development. Despite COVID-19 curtailing large group events, the Peer Support Volunteers hosted larger events online including International Women's Day and Christmas events.

KEY Statistics:

In 2021, HSE approved funding for **two** additional posts for its In-house Support Team and Regional Visiting Service. These posts will help meet the ongoing demand from our existing tenant cohort as well as develop our Regional Service outside of the Greater Dublin Area.

Our PICLs service expanded to include sentenced prisoners from the Mountjoy/Dóchas prison.

In 2021, the active caseload for our In-house team was 119 tenants.

419 group sessions were delivered by our Peer Support Service. These sessions included self-care and recovery, positive psychology and personal development.

The Peer Support Service won the ISCH Award for Community Integration, based on its achievement in supporting clients to integrate physically, socially and psychologically into their communities as HAIL tenants.

HAIL's Visiting Regional Support Service provided support to 99 individuals to maintain their tenancies, including 19 with Dual Diagnosis (Addiction and Mental Health)

586 tenants and clients supported in 2021

GOVERNANCE

HAIL is governed by a voluntary Board of Directors who provide their time and expertise to ensure the highest quality standards of governance. The Board reviews and approves the strategic direction, annual budgets and long-term financial plans. It also monitors company policies, performance and approves capital expenditure and investment decisions. Its commitment to governance is reflected in the emphasis on transparency, accountability, effectiveness and value for money in all aspects of HAIL's work.

The Board meets regularly as required. It met four times during 2021.

There are five Committees of the Board:

Audit and Risk Committee
Finance Committee
Properties Committee
Support Services Committee
Nominations Committee.

HAIL follows the Code of Practice for Good Governance for Charitable Organisations and complies with the Statements for Recommended Practice (SORP) for Charities where appropriate. HAIL previously signed up to the Voluntary Regulation Code and we are now deemed registered with the Approved Housing Body Regulatory Authority (AHBRA). We are also registered with the Charities Regulator and under the Lobbying Acts.



BOARD OF DIRECTORS ATTENDANCE

Attendance*	Members*	AGM	Meetings
89%	12	1	4

2021

	22/02	14/06 (AGM)	30/08	13/12	TOTAL
Mike Hoey	✓	✓	✓	✓	4/4
Michael Morris	✓	✓	✓	✓	4/4
Kieran Gallagher	✓	✓	✓	✓	4/4
Kevin O'Sullivan	✓	✓	X	✓	3/4
Keith Blizzard	X	✓	X	✓	2/4
Jack Lee	✓	✓	✓	✓	4/4
Rose-Marie Kennedy	✓	✓	✓	✓	4/4
Josephine Ryan	✓	✓	✓	✓	4/4
Áine Myler	✓	✓	✓	✓	4/4
Ned Brennan	✓	✓	✓	X	3/4
Marie Lynch*	✓	✓	X	✓	3/4
Cathal Callan**	-	-	-	✓	1/1

* Marie Lynch joined in February 2021 | **Cathal Callan joined the Board in December 2021

AUDIT AND RISK COMMITTEE

Attendance	Members	Meetings
93%	4	4

FINANCE COMMITTEE

Attendance	Members	Meetings
94%	4	5

PROPERTIES COMMITTEE

Attendance	Members	Meetings
72%	6	5

SUPPORT SERVICES COMMITTEE

Attendance	Members	Meetings
79%	6	4

NOMINATIONS COMMITTEE

Attendance	Members	Meetings
100%	3	3

PROFILE OF DIRECTORS



MICHAEL HOEY
CHAIRPERSON

Michael is an experienced finance professional with over 25 years' experience in a range of sectors including retail, financial services and asset management. Michael was a senior manager in the National Asset Management Agency, and is a member of the Chartered Institute of Management Accountants.



MICHAEL MORRIS
VICE CHAIRPERSON

Michael is an engineer-turned-investment banker and portfolio manager. He has many years of experience advising Boards and large institutional investors on strategy, finance, valuations, governance, growth and business efficiency. **Michael is Chair of the Finance Committee and the Nominations Committee.**



ROSE-MARIE KENNEDY
DIRECTOR

Rose is the EU Regulatory Relations Lead for Wells Fargo Bank. Prior to this, Rose was a Director in Deloitte's Risk Advisory Department with over 15 years of experience working in financial services. Rose specialises in regulatory advisory in all aspects of financial services regulation advising a wide range of financial institutions, including credit institutions, investment firms, payment institutions and insurance companies. Rose is a Fellow Chartered Accountant and holds a Bachelor Degree in Commerce from UCD. **Rose is Chair of the Audit and Risk Committee.**



ÁINE MYLER
DIRECTOR

Áine is CEO of Charities Institute Ireland, the representative body for Ireland's leading charities. Her work includes advocating on the important issues affecting the charitable sector, providing training and guidance on governance and business standards and helping charities manage their property portfolios efficiently and effectively. During her career as a Chartered Surveyor and Business Director, spanning over 30 years of industry and Board experience, Áine advised a wide range of not-for-profit organisations and public sector bodies. In a previous role, she was the Director General of the Society of Chartered Surveyors Ireland, the professional standards body for the property and construction sectors in Ireland. **Áine is Chair of the Properties Committee.**



JOSEPHINE RYAN
DIRECTOR

Josephine is Chief Operations Officer in the Mater Misericordiae Hospital (MMUH). She is part of the executive management team responsible for delivering key operational and strategic objectives and ensuring effective management and development of Directorate Services. **Josephine is Chair of the Support Services Committee.**



KIERAN GALLAGHER
DIRECTOR

Kieran is an experienced architect and has worked in both the private and public sectors and held a number of senior posts in two Dublin local authorities. Kieran is retired and currently provides architectural consultancy services to government departments.



KEVIN O'SULLIVAN
DIRECTOR

Kevin is a qualified civil engineer with over 20 years' experience in property and infrastructure development, including delivering projects and programmes across Ireland, Europe and the Middle East.



KEITH BLIZZARD
DIRECTOR

Keith is a qualified barrister and currently works as a director with a legal firm advising on specialist contract negotiations for derivatives and capital markets. He has worked previously as a transaction manager and lawyer in the banking industry bringing both legal and financial experience to the Board. Keith has also lectured for the Law Society of Ireland and is a published author.



JACK LEE
DIRECTOR

Jack is an experienced professional with over 15 years' experience in finance, risk management and sustainability with corporates and financial services companies. He has experience in portfolio management, real estate, risk management, internal controls and sustainability. He currently works for MUFG as a product development director and previously worked at Deloitte leading the sustainability reporting and assurance team. Jack is a Fellow Chartered Accountant, holds a degree in business and finance and is certified in a number of sustainability reporting frameworks.



NED BRENNAN
DIRECTOR

Ned has over 30 years' experience in the local government and social housing sectors. He worked for over 10 years as chief operations officer with one of Ireland's largest Approved Housing Bodies and was the architect of the 'Family Hub' model for the provision of accommodation and support services for homeless families. Ned currently works in a senior management role in human resource management in Cork County council.



MARIE LYNCH
DIRECTOR

(Appointed 22nd February 2021)

Following her career as an occupational therapist, Marie has worked for over 30 years in senior management roles in the voluntary sector, with experience in disability, hospice and homeless sectors. She now works as a consultant with a number of not-for-profit organisations.



CATHAL CALLAN
DIRECTOR

(Appointed 13th December 2021)

Cathal is a Fellow of the Chartered Association of Certified Accountants. He has an extensive financial and general management background spanning thirty years and a broad range of experience working in property development and social housing. He was previously Director of Finance and Treasury at Clúid Housing and is now the owner of Calaccounting Ltd.

Risks, Challenges and the future

HAIL has in place a robust risk management process that identifies the critical risks to which it is exposed and ensures that appropriate risk mitigation measures are taken. The senior management team maintains a risk register detailing the key current strategic risks. Each item is analysed with regard to its potential impact along with actions to mitigate that risk.

The Boards' Audit and Risk Committee carries out robust assessments of the key risks and control measures in place on a quarterly basis.

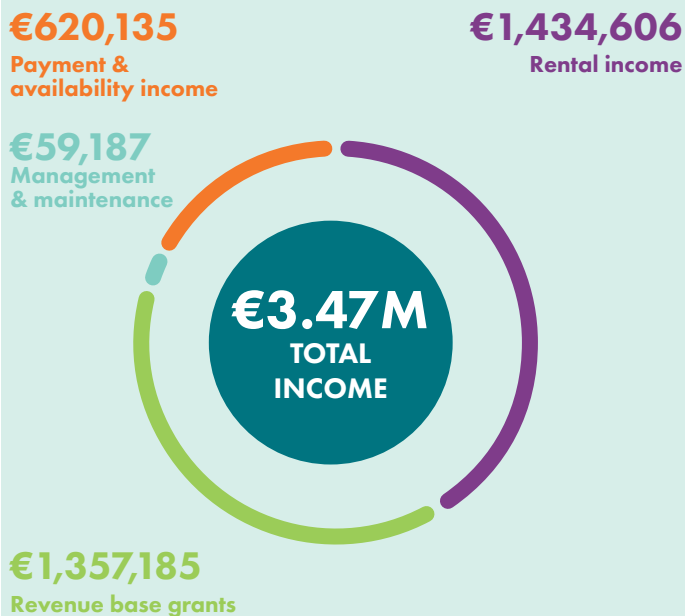
The main risks identified by HAIL and managed in 2021 were:

RISKS	MITIGATING ACTIONS
The immediate and longer term financial impact of COVID-19 on the organisation	<ul style="list-style-type: none"> • Key impact areas identified and managed • Regular monitoring and reforecasting of budgets as required • Long Term Financial Plan in place and stress tested
The mental health and wellbeing of our tenants and clients	<ul style="list-style-type: none"> • Ongoing risk assessment of our tenants and client's mental health, with action plans in place to deal with any issues • Tenancy Sustainment Workers continuing to visit and linking in with HSE • Arranging social events when within the government guidance • Business cases submitted additional posts
The mental health and wellbeing of our staff	<ul style="list-style-type: none"> • Programme of wellbeing and support for staff • Good supervision and support of the senior management team • Good communication and internal communications working group in place • Assistance with the continually changing work environment, clear policies and procedures in place
The financial sustainability of the support services function	<ul style="list-style-type: none"> • Risks identified and highlighted with key funders • Immediate and medium term impact assessed • Demonstrating the impact of our service on our tenants and clients and value for money to the state
Insufficient capacity and resources to deliver on the Strategic Plan including failure to deliver on housing growth programme	<ul style="list-style-type: none"> • Good financial planning • Rental income management • Ensure adequate staffing structure in place for the delivery of the plan • Programme in place to retain qualified and experienced staff in a buoyant labour market • Recruitment of a New Business Development Lead focused on the delivery of our growth and development plan
Expansion of the organisation is not properly managed or controlled, either strategically or operationally	<ul style="list-style-type: none"> • Strong vision and strategy • Good functioning Board and good governance practice • Development and growth plan in place for key business areas • Adequate resources allocated to annual business plan • Staff training and development programme
Non-compliance with relevant laws, regulations or health and safety regulations	<ul style="list-style-type: none"> • Suite of policies and procedures in place • Ongoing monitoring of KPIs • Ongoing staff training and awareness

FINANCE HIGHLIGHTS 2021

Income

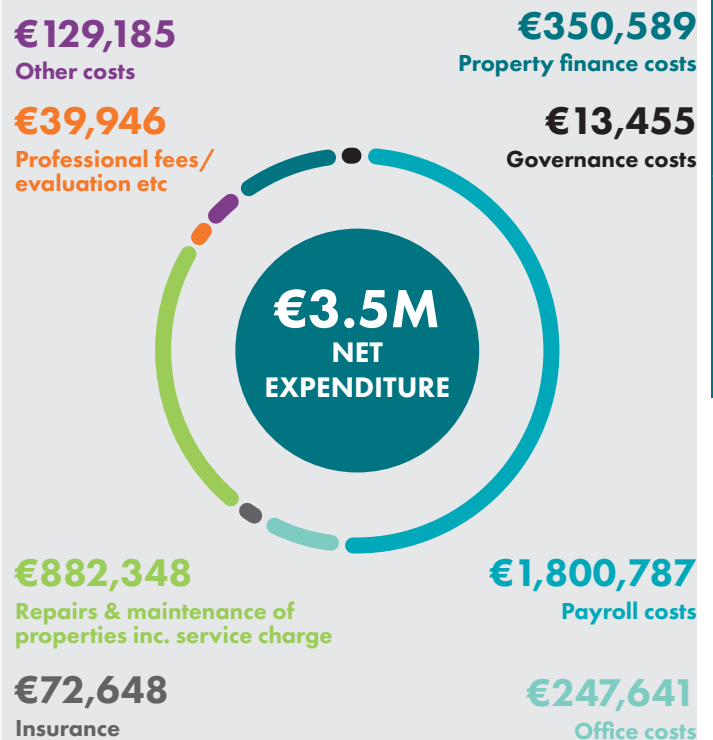
HAIL's total income for the year is €5.15M (2020 €4.8M). This is €3.47M if non-cash amortisation is excluded (2020 €3.1M). Our income of €3.47M is made up as follows:



Expenditure

HAIL has a total expenditure of €4.7M which, if depreciation is excluded, equals net expenditure of €3.5M. Of that, €1.8M relates to payroll costs representing 51% of our costs, excluding depreciation. We benchmark our staff payroll and remuneration against sector payroll reports – National Guide to Pay and Benefits in Community, Voluntary and Charitable Organisations.

A breakout of our expenditure is as follows:



KEY FINANCIAL STATISTICS



TURNOVER

€5,148,591 2021

+7%
increase in
Turnover

€4,798,606 2020



SUPPORT SERVICES FUNDING

€1,357,185 2021

+14%
increase in
Funding

€1,187,980 2020



TOTAL SPENDING ON MAINTENANCE OF PROPERTIES

(including service charges)

€882,348 2021

+21%
increase in
Spend

€727,849 2019

€66,759
Sláintecare/Pobal

€30,000
Wicklow CC

€25,000
Louth CC

€230,905
DRHE

€1,004,521
HSE

SPLIT
OF
2021

32

As at 31 December 2021 the Company held reserves totalling

2021 : €13,988k

+10%
continuing
growth

2020 : €12,715K



PRIVATE FINANCE TO DATE

€1,713,038
HFA

€1,046,616
Bank of Ireland

€1,015,334
AIB

HOUSING ASSOCIATION FOR INTEGRATED LIVING

STATEMENT OF FINANCIAL ACTIVITIES**INCORPORATING THE INCOME & EXPENDITURE ACCOUNT****FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

	RESTRICTED FUNDS €	UNRESTRICTED FUNDS €	2021 TOTAL €	2020 TOTAL €
INCOME				
Rental income	-	1,457,555	1,457,555	1,391,545
Rental void loss	-	(22,949)	(22,949)	(38,675)
Amortisation of local authority mortgage loans	-	1,677,476	1,677,476	1,656,282
Rental payments from local authorities	-	620,135	620,135	536,349
Management & maintenance allowance	-	59,187	59,187	59,187
Revenue based grants	1,357,185	-	1,357,185	1,187,980
Bank interest	-	2	2	36
Other income	-	-	-	5,902
TOTAL INCOME	1,357,185	3,791,406	5,148,591	4,798,606
EXPENDITURE				
Housing management services	70,189	3,319,667	3,389,856	2,948,113
Support services	1,342,768	-	1,342,768	1,170,838
Governance	8,498	4,958	13,455	13,650
TOTAL EXPENDITURE	1,421,455	3,324,625	4,746,079	4,132,601
NET (EXPENDITURE)/INCOME	(64,269)	466,781	402,512	666,005
Accumulated funds at beginning of year	-	8,643,910	8,643,910	7,977,905
Funds Transfer	-	-	-	-
Transfer of property from the HSE	-	870,206	870,206	-
ACCUMULATED FUNDS AT END OF YEAR	(64,269)	9,980,897	9,916,628	8,643,910

All accounts relate to continuing operations.

There was no other comprehensive income for 2021 (2020: €NIL).

A copy of the Directors' Report and the audited financial statements for the financial year ended 31 December 2021 are available on our website www.hail.ie. or you can contact the registered office for a copy.

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2021

	2021 €	2020 €
FIXED ASSETS		
Tangible assets	47,721,045	44,245,399
	47,721,045	44,245,399
CURRENT ASSETS		
Debtors and prepayments	291,209	449,446
Cash at bank	3,582,630	3,843,703
Financial - Prize Bonds	20,000	20,000
	3,893,839	4,313,149
CURRENT LIABILITIES		
Creditors and accruals	562,102	618,222
Capital assistance mortgage loans	960,915	939,673
Capital loan & subsidy mortgage loans	716,609	716,562
Bank loans	143,626	160,263
Housing Finance Agency loans	56,883	73,572
	2,440,135	2,508,291
NET CURRENT ASSETS	1,435,704	1,804,858
TOTAL ASSETS LESS CURRENT LIABILITIES	49,174,749	46,050,257
LONG TERM LIABILITIES		
Capital assistance mortgage loans	21,586,608	20,480,764
Capital loan & subsidy mortgage loans	8,460,177	9,176,786
Capital advance leasing facility	1,565,261	1,230,672
Bank loans	1,918,356	1,331,839
Housing Finance Agency loans	1,656,156	1,114,570
	35,186,558	33,334,781
NET ASSETS	13,988,193	12,715,476
RESERVES		
Reserves and Accumulated funds	13,988,193	12,715,476
TOTAL RESERVES	13,988,193	12,715,476

Approved by the board on 23rd May 2022.

And signed on behalf of the board by:

Michael Hoey
Director

Michael Morris
Director





HAIL

Housing Association for Integrated Living

Housing Association for Integrated Living

Second Floor, Central Hotel Chambers, 7-9 Dame Court

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