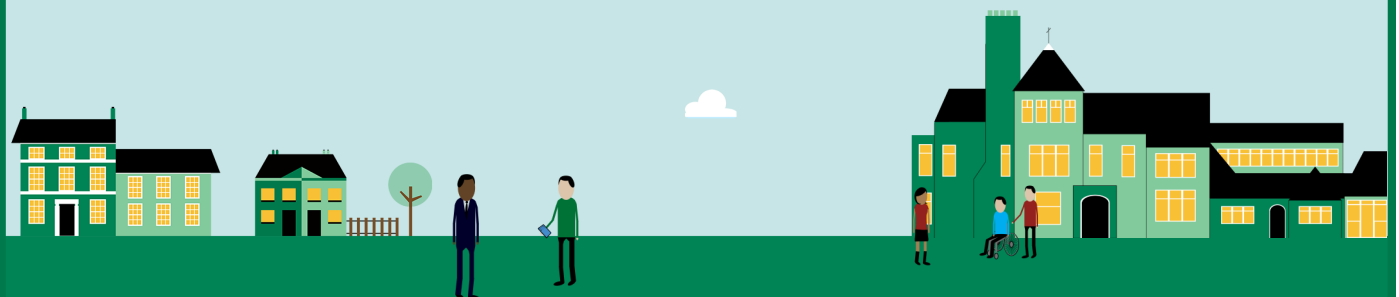


Annual Report to Stakeholders 2016



Together we make a difference

Group Report

(Orwell Housing Association Ltd and Orwell Homes Ltd)

This was another important year for the Association and the pace of change has certainly not slackened. We continue to seek improvements to our services; deliver efficiencies; improve customer satisfaction and respond to a plethora of Government initiatives.

Due to the Association's December year end we spent 2016 preparing for the first rent reduction introduced in the July 2015 budget. To help with this efficiencies were achieved and of particular note were the reductions in programmed maintenance contract costs through Eastern Procurement Ltd; some up to 30%.

Against the operational background we continue to encourage, motivate and empower staff while recognising the associated challenges of a dispersed work force. In this context we are accredited as an Investors in People (Silver) organisation and included in the Sunday Times 100 Best Companies to work for.

We continue to build new homes both for ourselves and the e² consortium across the eastern region with funding from the Homes and Communities Agency (2015-18 programme). We have also been successful in attracting funding for ourselves and our members for the 2016-21 Shared Ownership and Affordable Housing Programme. Additionally we have expanded our development consultancy delivering services for Equinox Enterprises, which is a private development company set up by Great Yarmouth Borough Council, and are also working for Seckford Foundation and Peake Fruit Ltd.

We also saw the addition of four extra care schemes from Flagship Group.

Finally we began the investment in new software solutions for our housing business, our finance systems and within our extra care division which will be implemented during 2017.

Orwell remains a great and interesting place to be.



Ian Beaumont
Chairman



Stephen Javes
Chief Executive

Together we made a difference in 2016

In housing people we:

- Provided over 3,500 places to live
- Have housed 64 women and their children who would have otherwise remained in abusive homes and over 150 women to access local domestic abusive services.
- Have housed 204 single people and 52 families who would otherwise have been homeless.

In helping people we:

- Have supported 1,402 individuals to maximise their income and in particular claim the appropriate benefits.
- Have supported 966 individuals to reduce their level of debt.
- Have helped 656 individuals to find a place to live.
- Have prevented 801 people losing their home.
- Have worked with 390 individuals to improve their health
- Have helped 46 individuals into training.
- Have assisted 52 individuals into paid work
- Have provided support and/or care for up to 2,500 people at any one time.
- Have delivered in excess of 173,000 hours of support and care to meet people's personal care needs and to help avoid unnecessary hospital admissions.
- Have supported over 900 older to remain living independently in sheltered accommodation.
- Have supported 13 people with a learning disability to access employment or voluntary work, 35 people to access primary health care for an annual health check and 26 people to live independently in their own home.
- Have supported 11 "Looked After Children" to leave residential care homes.



By contributing to the Local Economy

- Employing over 600 people and spending in the region of £5m per annum
- Employing 6 apprentices
- Supporting 350 employees of other organisations providing support and care in properties owned by Orwell
- Spent £8.1m building new houses during 2016 which has created 150 jobs

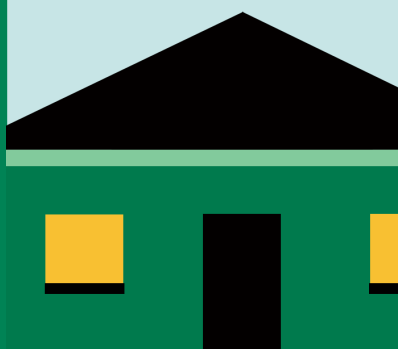
By providing a good service

- Overall satisfaction of 95.47%
- Achieved 95.9% customer satisfaction with our repairs service
- 100% Gas Safety Certification



By providing housing, support and care

- Family Housing
- Older people
- Learning Disabilities
- Young People
- Homelessness
- Women, men and children fleeing domestic abuse
- Holistic Floating support



Annual Accounts Summary 2016

Group Financial results for the year ended 31 December 2016

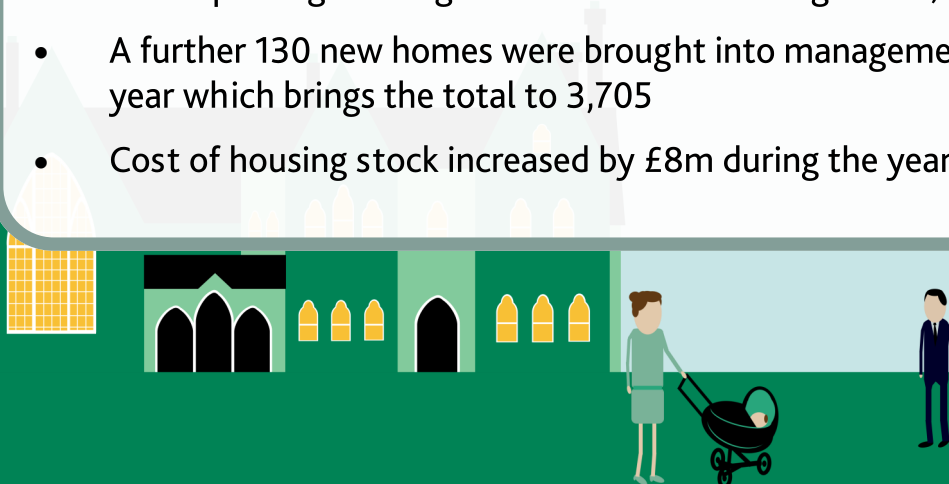
We are delighted to report a very good financial year with surplus before pension movement up £907,000 on last year. Cash held at the end of the year continues high at £6,278,000, with development expenditure in the year financed from bond proceeds of £11.8m received in 2015. In addition to cash, £14.8m of undrawn facilities provide security of cash for the foreseeable future.

Expenditure on planned maintenance for existing housing stock has increased by £387,000 in the year, demonstrating ongoing investment and delivery of the asset maintenance plan.

This strong performance, together with the strength of the balance sheet, enables the Group to move forward with confidence into the coming year.

Some other items of note in the year are:

- Turnover (excluding development) up 8%, operating surplus up 19% and surplus before pension movement up 22%
- Value for money is an area of continual focus for the Group and the accounts detail specific successes achieved which add up to a total of £428,000
- During the year, the Group has invested over £5,312,000 in maintaining and improving housing stock which is an average of £1,434 per home
- A further 130 new homes were brought into management during the year which brings the total to 3,705
- Cost of housing stock increased by £8m during the year



Income and Expenditure for the year

	2016	2015
	£'000	£'000
Turnover (excluding development)	27,596	25,541
Costs (excluding development)	(19,603)	(18,670)
Development—net income	178	-
Operating surplus	8,171	6,871
Surplus on sale of houses	65	472
Net interest payable	(3,213)	(3,227)
Surplus	5,023	4,116
Pension movements	(143)	(663)
Corporation tax	(3)	-
Retained Surplus	4,877	3,453

Balance Sheet

	2016	2015
	£'000	£'000
Properties at cost less depreciation	204,318	197,242
Other fixed assets	3,092	3,114
Investments	382	382
Total fixed assets	207,792	200,738
Cash at bank	6,278	10,877
Other current assets	5,750	7,104
Current Liabilities	(10,845)	(12,065)
Net current assets/(liabilities)	1,183	5,916
Grants	(70,876)	(71,284)
Borrowings	(82,701)	(84,722)
Pension provision	(2,201)	(2,328)
Total	53,197	48,320
Reserves	53,197	48,320

Sam Perks

On 24 December 2016 Sam Perks passed away with his family around him at the James Paget Hospital, Gorleston.



Sam was much loved by many and well known in the community. However this is about Sam and Orwell.

Sam joined the Board of Orwell on 12 December 1979. He became the Chair in 1991 and held the position until March 1995. He remained on the Board until 2008 and gave up his shareholding interest in 2015 due to ill health.

He was the epitome of a good Board member and Chair. He was challenging, gracious, aware of others feelings and an excellent listener. This was all conducted with a smile and a sparkle in the eye. He was a great man and extremely proud to have been part of Orwell.

He will be missed and for many leave very fond memories.



Marjorie Gordon-Smith

The new year also saw the passing of Marjorie who was a tenant Board member from 2011 until 2013 when she resigned due to ill health. Marjorie was a delight to have on the Board and will now be missed by many.





Orwell Housing Association Limited
Crane Hill Lodge
325 London Road
Ipswich
Suffolk
IP2 0BE



0345 60 100 30



info@orwell-housing.co.uk



Together we make a difference