

Annual Report *Innisfree*

2025



Welcome to Innisfree's Annual Report to Tenants 2025

This report provides tenants with a snapshot of Innisfree's performance between 1st April 2025 and 31 March 2026.

In this annual report we have included information on our performance, our finances and how you assessed our services through the Tenant Satisfaction Measures (TSMs).

If you would like more information on any of these aspects, please visit our website at www.innisfree.org.uk



Who runs Innisfree Housing Association?

Like most housing associations, Innisfree has a Board of Directors who have overall responsibility for the way the organisation is run.

The Board has ten members and currently the Chair of the Board is Sean McLaughlin. You can find more details about the board members at:

www.innisfree.org.uk/about-us/our-board

The day to day running of Innisfree is undertaken by the Executive Team of:



John Delahunty
Chief Executive



Eddie O'Riordan
Finance Director

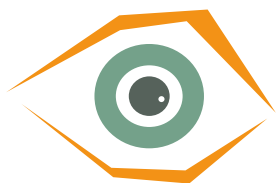


Samantha Connell
Operations Director

Our Mission

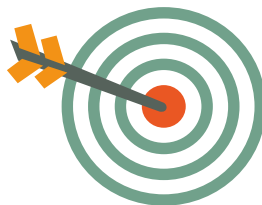
What do we set out to achieve?

We've described what we want to achieve and how we will go about it in our Vision and Mission statements.



Vision

As a leading Irish charity, we see the residents and communities of all backgrounds for whom we provide homes and services enjoying healthy and fulfilling lives, involved in the wider community and secure in the expression of their culture heritage.



Mission

Our mission is to provide housing for people and support them so that they can play an active part in their community. We speak up with people we serve, including those who are new to their neighbourhood, drawing on the experiences of, and celebrating, our Irish roots.

Repairs to your home

We understand that repairs are important to tenants and we want to get it right first time.



Repairs completed within the target time **95%** (against a **target of 99%**).



Satisfaction with repairs **95%** (against a **target of 94%**).



Keeping your homes safe

One of the most important parts of the service we offer you is keeping you safe in your home.



We had **100%** record for having gas safety inspections done during the year.



Fire, asbestos, water and lift safety checks were all at **100%**.



Our Services

Improving your homes

In total, we spent **£273,779** on our existing homes.

We completed our stock investment programme for 2025/26, carrying out 32 installations in 28 homes (2 properties had 3 of the components).

32
installations

28
homes



	Bathrooms	5 properties	£51,904.91
	Boilers	6 properties	£23,024.28
	Electrical/rewire	5 properties	£29,193.22
	Roof	1 properties	£27,499.20
	Window/ext doors	7 properties	£29,156.21
	Kitchens	8 properties	£113,001.59

Paying your rent

We continued to signpost tenants to support services that could help them maximise their income and stay out of debt.

The level of rent arrears for the year was **2.99%**



which was above the target of less than **2.75%**.



Our Services

Your feedback

Our contractor, Acuity, continued to make calls to residents each month during the year to hear how you felt about the service we are giving.



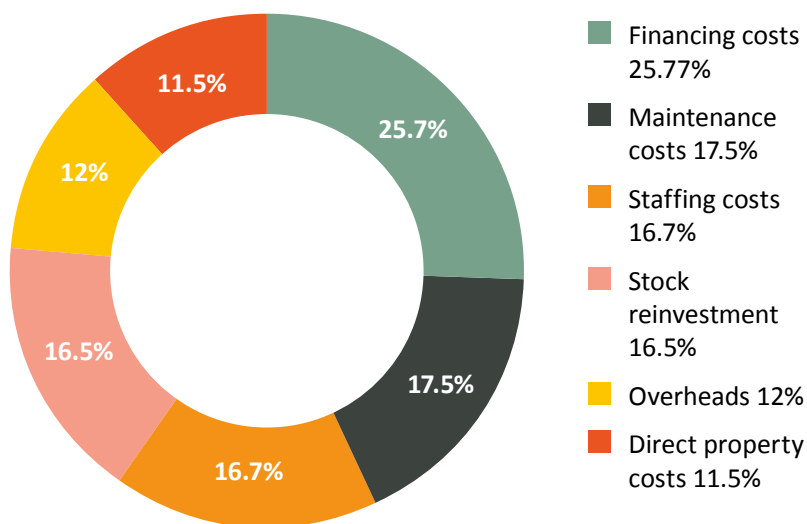
For the year, **89%** of tenants were satisfied overall with the service we offer, below our target of **92%**.



We received **33 complaints** during the year and all were responded to within our target of **10 working days**.

The complaints were about a range of issues including repairs, anti-social behaviour, customer service and parking. Landlords are required to carry out an annual self-assessment against the Complaint Handling Code to ensure their complaint handling remains in line with its requirement. This was undertaken and reported to Board. You can see a copy of this document on our website at www.innisfree.org.uk.

2025/26 Budget by cost type



We want to get your ideas about how we could make our service be the best that it can be



Tell us what you think we could:

CHANGE in the way we do something or improve how we do it

START doing something that we don't do at the moment

KEEP doing something that you think is really important

Please call us on **020 7625 1818** or email us at residentengagement@innisfree.org.uk

Involving you

If you'd like to get involved, contact our Resident Engagement Officer to discuss how you want to be involved and how we could help you do that in a way that worked best for you.



We were pleased with the feedback you gave us and have been continuing to offer opportunities for involvement since. If you would like to be involved in any way, please do contact us on residentengagement@innisfree.org.uk.