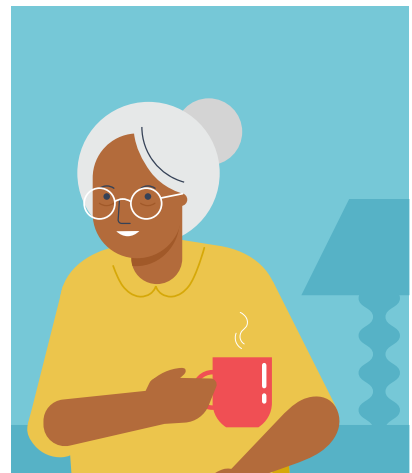


# SUPPORTING THOSE WHO NEED IT MOST

Annual Review & Accounts 2020



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## Registrations, Affiliations & Memberships

Approved Housing Body (AHB) in Ireland with charitable status.  
CHY. No. 15142

Tier 3 Registration with the Department of Housing, Planning,  
Community and Local Government (DHPCLG)

HIQA Registration

A Member of the Irish Council for Social Housing

Company Registration 357889

Certified Body Status with Housing Finance Agency (HFA)

Registered Charity No. (RCN): 20051518

## Registered Office

The Crescent Building, Northwood Office Campus, Santry,  
Dublin 9, D09 X8W3

## Internal Auditor

Mazars, Block 3, Harcourt Road, Dublin 2.

## External Auditor

Crowleys DFK, 16/17 College Green, Dublin 2

## Banker

Bank of Ireland, Baggot Street, Dublin 2

## Solicitor

Eugene F. Collins, Temple Chambers, 3 Burlington Road, Dublin 4



## Our Mission

Our mission is to provide the best housing, care and support to those in need of such services.

## Highlights

Turnover

**€9.4m**

(excluding grants released)

Homes under management

**581**

Staff

**115**

Surplus

**€482k**

Maintenance Spend

**€604k**

Total Loan

**€62.7m**

Staff training courses

**137**

Voids GN

**0.6%**

Voids HWC

**0.8%**



## Discover more

Visit our website [www.foldhousing.ie](http://www.foldhousing.ie)

 [fold\\_housing](https://twitter.com/fold_housing)

 [FoldHousing1](https://www.facebook.com/FoldHousing1)

 [Fold Housing](https://www.youtube.com/FoldHousing)

 [fold\\_housing](https://www.instagram.com/fold_housing)

 [Fold Housing](https://www.linkedin.com/FoldHousing)



## Foreword

We are committed to a culture of accountability, openness and transparency and are always looking to improve our services and to deliver value for money.

**Welcome to Fold Housing's Annual Review and Accounts for 2020. Fold Housing is an Approved Housing Body (AHB) who specialises in providing homes for older persons and families including older residents with dementia. Given our responsibilities for the care of our residents with dementia, we operate in both the housing and health sectors.**

2020 was Fold Housing's first year as a fully independent AHB. Prior to 2020, Fold Housing had a partnership relationship with Radius Housing in Northern Ireland. It was always the shared view of both organisations that Fold Housing would, at some point, become independent and the relationship with Radius Housing would end. The formal relationship ended, by mutual agreement, on the 31st of December 2019.

Fold Housing's purpose is to provide the best housing, care and support for those in need of our services. Our staff are at the centre of our success, maintaining the trust of our tenants, residents and business partners. They demonstrate professionalism, dedication and compassion through their actions. We are committed to a culture of accountability, openness and transparency and are always looking to improve our services and to deliver value for money. We value our relationship with tenants, residents, their friends and families and take pride in what we have achieved together.

The COVID-19 pandemic impacted on all our activities in 2020, especially on the Housing with Care schemes at Cherryfields in Hartstown and Anam Cara in Glasnevin. At the height of the first wave 45 front line staff and 17 residents were affected by the virus. Unfortunately, one resident in Anam Cara passed away due to underlying complications. We acknowledge the hard work and dedication of our care staff during this most challenging of times.

In March 2020, a contingency plan for remote working was put in place for our office-based employees. All necessary equipment was provided for staff to work safely and securely at home. Staff were updated regularly on the latest advice from the HSE and IBEC, with reminders of best hygiene as well as a wellness programme for home working or isolation. In addition, the high levels of absence amongst front line care workers because of COVID-19, was monitored continually. The HSE were very supportive in providing relief staff at critical times during the year. Fold Housing would like to acknowledge and thank the HSE for this support during this very demanding period.

Despite the impact of COVID-19 on our operations, 2020 was a very busy year for the housing and development teams. We also acknowledge the commitment of the staff of these teams who successfully completed and tenanted major developments despite the restrictions imposed because of the pandemic.

2020 was a record year for Fold Housing with the addition of 214 new units bringing our total units owned or managed to 581 units by year-end. The 214 units were completed and fully tenanted across five developments. Phoenix Park Racecourse, Fingal, was acquired and fully tenanted providing homes for 31 older persons. In Dolphin Park, Dolphin's Barn, 43 units were completed and tenanted, and a further 103 units were completed in St. Agnes, Crumlin. Both developments were tenanted with older persons from the Dublin City Council housing list. Cuil Duin in City West was also completed which added a further 24 units to our housing stock. Lastly, 13 units in the Mount Argus, Harold's Cross development is now being managed by Fold Housing on behalf of Dublin City Council.

Fold Housing delivered strong results for 2020 with a surplus of €482k, compared to the 2019 surplus of €138k. Our income for 2020 was €9.4m, an increase of 28% on 2019 (€7.3m). This increase was driven by the significant growth in our units.

**Peter Ayton**  
Chairperson



**Denis Buckley**  
Chief Executive



Fold Housing fixed assets as at 31 December 2020 were €107m (gross of depreciation) up from €88m in 2019. Fold Housing's total reserves rose to €4.2m.

Fold Housing has ambitions to continue to increase its housing stock significantly in the coming years. The Board is cognisant of the need to balance growth aspirations with sound financial planning. We were also pleased to receive positive financial and regulatory assessment reports from the Housing Agency's Regulation Office for the 2020 business year. We have continued to build a robust development pipeline through 2020, negotiating contracts and making successful applications for funding from the Department of Housing, Planning and Local Government (DHPLG) and the Housing Finance Agency (HFA).

To facilitate our continued growth, Fold Housing moved to new offices in Santry, to avail of much needed space for our growing staff numbers.

Our Board members continued to provide strong support and guidance to the senior team through Board and Committee meetings during 2020. From March onwards all meetings were conducted by video conference because of Covid-19 restrictions. We welcome Michael Flynn who was appointed to the Board during the year. We commend the exceptional work of our voluntary Board who remain fully committed to the highest standards of governance and who continue to provide sound leadership and to champion the needs of our tenants and residents.

We conducted our annual customer surveys among residents and their relatives, receiving very positive feedback on the standard of care, treatment of residents and the engagement with families and friends. Age Action continues to act as an advocate for our residents and their families and holds regular meetings in both our HwC schemes. Actions and outcomes requested by residents or their families are displayed on notice boards in the schemes.

We greatly value the professionalism and dedication of all our staff. Their partnership with residents' friends and families, district nurses, GPs and other healthcare professionals ensures our residents can sustain their tenancies and achieve the best possible quality of life. We provide social activities for our HwC residents and are very grateful to all those volunteers and partners who help to make each event special for all our residents. Anam Cara and Cherryfields work in partnership with the HSE and the Alzheimer's Society to provide day care Monday through to Friday on site and in purpose-built facilities. This service is attended by older people with dementia, living in the community. We continue to seek to ensure the future viability of our day care services despite financial challenges on this aspect of our business.

We continue to operate in a challenging business environment seeking efficiencies in all we do whilst providing value for money for our customers and funders. We also acknowledge the support of our business partners including local authorities, the HSE, the DHPLG, the HFA and all who have helped to make 2020 a record year for Fold Housing. Finally, we thank all our residents, tenants and their families and friends who continue to put their trust in us.

## Financial Review



**Surplus 2020**

**€482k**

(2019: €138k)



**Gross Fixed Assets**

**€107m**

(2019: €88m)



**Total Reserves**

**€4.2m**

(2019: €3.8m)



## Board and Governance

### Governance

Our Board members continued to provide strong support and guidance to the senior team through Board and Committee meetings during 2020. From March onwards all meetings were conducted by video conference because of COVID-19 restrictions.

### Mission and Purpose

Fold Housing Association Ireland CLG's (Fold Housing) mission is to provide the best housing, care and support to those in need of such services. We are an Approved Housing Body (AHB) in Ireland with charitable status, regulated by the State. We operate within the regulations of the DHPLG and our Housing with Care schemes are additionally regulated by HIQA. The responsibility for the general policy, management and operation of Fold Housing resides with the voluntary members of the Board of Management.

### Annual Strategy Workshop

Fold Housing's Annual Strategy Workshop did not take place in 2020 because of COVID-19. Instead, several meetings with the Board and senior management team were held by Zoom, to begin the process of preparing for the next strategic plan for the period 2022 – 2024. This process will conclude with further meetings in 2021.

### Board of Management and their Interests

The company is limited by guarantee and does not have any share capital. Therefore, the Board of Management do not have a beneficial interest in the company. All Board members serve in a voluntary capacity and do not receive remuneration for their services. Fold Housing annually reviews its skills base as part of its Annual Appraisal. New Board members are invited to join the Board and provide leadership on the basis they have no conflicts of interest and agree to the Rules of the AHB and its Code of Governance. Members annually declare their interests and restate their acceptance of Fold Housing's Code of Conduct. Members are invited to declare any interests at the commencement of all Board and committee meetings.

The names of the persons who at any time during the financial year were Board members of the company are as follows:

Peter Ayton (Chair)  
Belinda O'Conaill  
Michael Flynn  
Mary Flanagan  
Máire Cunningham  
John Lumsden (Vice Chair)  
Peter Gibson  
Pauline Daly  
Teresa Harrington (Co. Sec.)

### Risk Management

The Board of Management of Fold Housing Association Ireland CLG has overall responsibility for establishing and maintaining the organisation's internal control systems and for reviewing their effectiveness. The system of internal controls is designed to manage risk and to provide reasonable assurance that key objectives and expected outcomes will be achieved.

Management responsibility has been clearly defined for the identification, evaluation and control of significant risks. There is a formal and ongoing process of management review in each area of the Association's activities. The senior management team regularly considers significant risks facing the Association and the Chief Executive is responsible for reporting to the Finance, Audit and Risk Committee and to the Board any significant changes affecting key areas.

Fold Housing's Board continually monitors the key strategic, operational, financial and regulatory risks. These risks are included in various Risk Registers, which are considered at each meeting of the Board, the Finance, Audit & Risk Committee, the Development Committee and the Operations Committee.

In addition, two further committees were set up in 2020:

- the Remuneration Committee, to review overall payroll increases and benchmarking of staff responsibilities.
- the Nominations Committee, to monitor and review the size of the Board and the balance of skills of the Board.

During the year, the key risks monitored included:

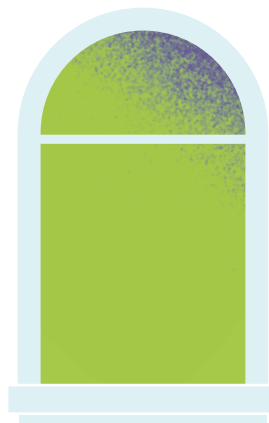
- COVID -19 and its ongoing impact on Care Home and Housing residents and staff
- Effective management of an accelerated development programme
- The ongoing management of the cost of providing care
- The risk of reputational damage to the company
- Effective treasury management and policies
- The risk of maladministration of medicine

### Internal Audit

The Board appointed Mazars as Internal Auditors in 2020. They completed a programme of audits in 2020 covering several key business areas. Their findings were presented to the Board and acted upon by management. Mazars replaced the previous internal auditors, PwC, as part of the normal rotation process.

### The Future

For many years Fold Housing had been supported by Radius Housing based in Northern Ireland. In December 2019, with the appointment of a local CEO, Fold Housing became fully self-sufficient and independent of Radius Housing. The Board of Management of Fold Housing wishes to express its sincere thanks to Radius Housing for their support over the many years of partnership between the two organisations.



## Board of Management



### Peter Ayton Chairperson

Peter was an Executive Manager with Dublin City Council. During his career he worked at management level in the Finance and Housing Departments. He has extensive experience of social housing construction, development and policy.



### Peter Gibson

Peter is a retired social worker. Previously he was Deputy Director of Social Services for the Health and Social Services Board. His responsibilities included commissioning services for older people, people with mental health needs and people with learning and physical disabilities.



### John Lumsden

John is an economics graduate of Trinity College Dublin and a former employee of the Civil Service with the Department of Transport. He has held senior positions in that Department with the responsibility for road, rail, maritime and aviation matters.



### Máire Cunningham

Máire is a member of the Business Law Committee of the Law Society of Ireland and has been a partner at Beauchamps since 2006. Beauchamps is one of Ireland's leading full service law firms.



### Teresa Harrington

Teresa is a chartered accountant. She is director on a number of Not for Profit Boards, a member of the Finance Committee of the Royal College of Surgeons in Ireland and the Audit Committee of the National Library of Ireland. Previously she was an audit partner with PricewaterhouseCoopers.



### Michael Flynn

Michael is a Fellow of the Institute of Chartered Accountants and an Associate Member of the Chartered Institute of Internal Auditors. Michael has extensive experience of both chairing and membership of Audit Committees in the Property Registration Authority, the Road Safety Authority and the Legal Aid Board.





### Belinda Ó'Conaill

Belinda is a Senior Human Resources Executive with experience that encompasses all elements of HR. She has delivered facilitation, strategy development and HR consulting services to voluntary sector organisations and also provides interview coaching. She holds a Bachelor of Commerce Degree from University College Dublin, a Masters of Business Studies (HR Strategies) from Dublin City University and a Diploma in Employment Law.



### Mary Flanagan

Mary is currently Director of Nursing Quality & Clinical services at Our Lady's Hospice & Care services since 2016. She was previously employed in the Health Service Executive (HSE) as Director of Nursing for services for older people. She has extensive experience in corporate and clinical leadership and management both in Ireland and England.



### Pauline Daily

Pauline Daly is a European Director of JLL (formerly Jones Lang LaSalle) and head of the Valuation Advisory Department with almost 30 years professional experience in all sectors of the property market. Pauline is President of the Society of Chartered Surveyors Ireland (SCSI), and a Fellow of both the SCSI and the Royal Institute of Chartered Surveyors (RICS).

Name	Board Member Committee	Development Committee	Audit and Risk Committee	Operations Committee	Remuneration Committee	Nominations Committee
Peter Ayton	Chair	✓	✓	✓	✓	Chair
Peter Gibson	✓		Chair			
John Lumsden	Vice Chair		✓			✓
Máire Cunningham	✓	✓				
Teresa Harrington	Secretary		✓			✓
Mary Flanagan	✓			✓		✓
Pauline Daly	✓	Chair				
Belinda Ó'Conaill	✓			Chair	✓	
Michael Flynn	✓		✓		Chair	✓

## Growth & Development

# Fold Housing has continued to put sustainable development at the heart of what we do in 2020.



We are working closely with developers, local authorities, local communities and stakeholders to develop superior quality homes for older people in thriving, sustainable communities. Our schemes enhance the built environment through thoughtful design, sympathetic landscaping and attention to detail. We like to think our schemes breathe new life and energy into local communities and are life changing for our tenants.

In 2020 Fold Housing continued to move from strength to strength in the delivery of high-quality housing for older people and delivered a record number of 214 new homes across 5 different schemes – the biggest in the organisations' history. We are very proud to have been sixth among all the AHB's in the country in terms of housing provision in 2020.

It was a busy, challenging and extremely productive year for the Development Team. The effects of the COVID-19 pandemic meant that several of our sites had to close due to Government restrictions and operating conditions for staff were difficult. Despite this, we were able to keep many of our sites open with the support of the local authorities and the development team continued to work on site during the pandemic to ensure our delivery targets were met and much needed new homes were brought forward for those in need. Indeed, the pandemic meant that there was increased urgency and impetus to complete our schemes as the need for new housing has never been greater.



In addition to the completed housing schemes in 2020 we are on site in Citywest constructing a further 36 brand new apartments for families on the South Dublin County Council housing list. We are constructing and fitting out a new, state of the art, community kitchen and social space for the residents in our scheme in New Dolphin Park. This will provide a social hub for tenants, essential to combat loneliness and isolation. We are partnering with DHCDA to operate the kitchen and provide a hot meal daily and much needed social activities for tenants and older people in the wider Dolphin Park community.

As well as delivering new homes during 2020, the team continued to build a healthy pipeline of exciting projects to ensure delivery continues at pace. We continue to identify new opportunities and work with developers, investors and local authorities in bringing projects forward. Fold Housing is recognised by many as the partner of choice on new Part V developments and turnkey opportunities. We are expert in the delivery of housing for older people and are happy to provide advice on design and tenant requirements for all types of housing for over 55's. Our Development team routinely offer practical guidance on design specifications, programme management, conveyancing contracts and planning obligations.

The team continues to explore new technology to enhance the safety and well-being of our tenants. We believe that through smart technology we can better support our tenants and manage our buildings. We have piloted such technology in our scheme Abelard Square in Phoenix Park and are continuing to work with partners in the IT sector to further investigate incorporating more technology into our buildings to safeguard tenants and allow them to live independently and with confidence in their own homes despite the frailties getting older can often bring. Our Radius Connect call centre is available to tenants on a 24/7 basis for emergency medical, maintenance and support.





## Growth & Development Continued

### In 2020 we welcomed tenants into the following schemes:



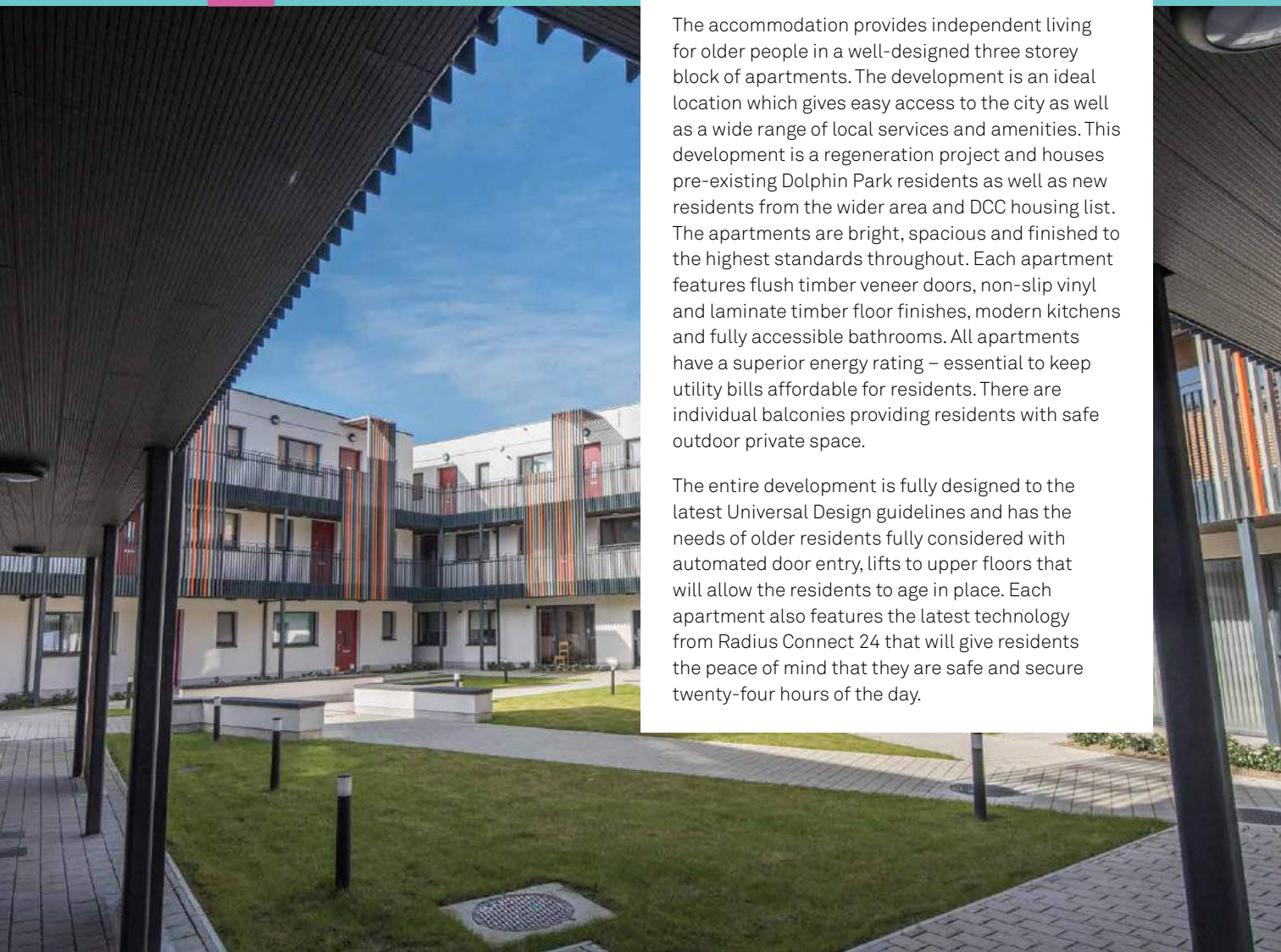
#### New Dolphin Park Rialto, Dublin 8



New Dolphin Park is a development from Fold Housing consisting of forty-three new, purpose-built homes for older persons located in Rialto. The development welcomed residents in September 2020. This stunning development is bright and colourful on the outside with red brick, colourful details, and bright red doors. The courtyard in the centre of the development creates a real sense of community and the day room and community kitchen, when completed, will allow residents to avail of a hot meal and to socialise and organise activities.

The accommodation provides independent living for older people in a well-designed three storey block of apartments. The development is an ideal location which gives easy access to the city as well as a wide range of local services and amenities. This development is a regeneration project and houses pre-existing Dolphin Park residents as well as new residents from the wider area and DCC housing list. The apartments are bright, spacious and finished to the highest standards throughout. Each apartment features flush timber veneer doors, non-slip vinyl and laminate timber floor finishes, modern kitchens and fully accessible bathrooms. All apartments have a superior energy rating – essential to keep utility bills affordable for residents. There are individual balconies providing residents with safe outdoor private space.

The entire development is fully designed to the latest Universal Design guidelines and has the needs of older residents fully considered with automated door entry, lifts to upper floors that will allow the residents to age in place. Each apartment also features the latest technology from Radius Connect 24 that will give residents the peace of mind that they are safe and secure twenty-four hours of the day.





### Citywest Cuil Duin, Dublin



A scheme of 24 one and two bed apartments located in a quiet corner of Cuil Duin Green which is bounded by trees and shrubs creating an oasis of calm for residents. The scheme was completed and tenants received their keys just prior to Christmas 2020 with many of them opting to move in straight away so impressed were they with their new homes. These spacious apartments offer generous & practical living accommodation and come complete with fully-fitted kitchens and stylish modern bathrooms. Passive building principals were applied throughout the design, specification & construction. The buildings have high-levels of insulation, air-tightness and a heat recovery system resulting in 'A'-class Building Energy Rating, lower energy costs for tenants and lower carbon emissions. All of the residents in Cuil Duin have access to Radius Connect 24 giving them 24 hour access to our call centre and thus every resident feels secure and safe in their new home. The quiet landscaped gardens give residents a place to meet socially or for quiet reflection – whatever their preference.



### Abelard Square Phoenix Park, Dublin



This development consists of 31 high quality apartments for over 55s located in the old Phoenix Park Racecourse. These apartments are safe, modern and in an ideal location. The development is situated within close proximity of many amenities such as cafes and shops and has a beautiful internal green space that residents can enjoy. The wider development is surrounded by plenty of large green spaces and is located opposite the Phoenix Park.

Internally the apartments are spacious and bright with large windows throughout ensuring plenty of natural sunlight, each apartment comes fully floored with durable timber flooring throughout and tiling in the WC and en-suites where applicable. Each kitchen is built to a very high specification and came fully fitted with modern shelving and storage. Each apartment enjoys a private balcony, most of them have scenic views of the Phoenix Park. The fitted bathrooms are contemporary and luxurious and many of the apartments also feature an en-suite.

This development also features the latest in smart technology from SmartZone, a wellness software that allows housing staff to remotely detect movement in the apartment and send an alert if there is cause for concern. The technology also assists maintenance staff with monitoring the properties for leaks, water usage etc.



## Captains Place

St. Agnes, Crumlin, Dublin



The first block of this purpose-built scheme of 103 apartments was delivered in March 2020 at the very beginning of the first COVID-19 lockdown with the remaining five blocks coming on stream in the following months. Despite lockdown restrictions Development and Housing staff worked to ensure that the most vulnerable older people, many coming from homelessness were safely tenanted in their new homes and supported during the transition. A good number of the tenants who have moved into St. Agnes have surrendered larger homes in the locale, freeing them up for families on the housing waiting list. The scheme is located close to the new primary care facility on Armagh Road which also houses a café and pharmacy within a short walk. The location is extremely quiet and secure and the residents love this peaceful oasis in the middle of the city with one resident saying “We never dreamt that something like this would be possible... it’s just wonderful that people can do this for other people”

Each bright spacious apartment is finished to the highest quality and with the needs of older residents in mind. The apartment feature superior vinyl and laminate timber floors throughout, spacious wet-rooms, modern kitchens and wardrobes.

All the apartments have a superior level energy rating and individual winter gardens that offer residents safe outdoor private space. The entire development is fully designed to the latest Universal Design guidelines and has the needs of older residents fully considered with automated door entry, lifts to upper floors that will allow the residents to age in place safely.





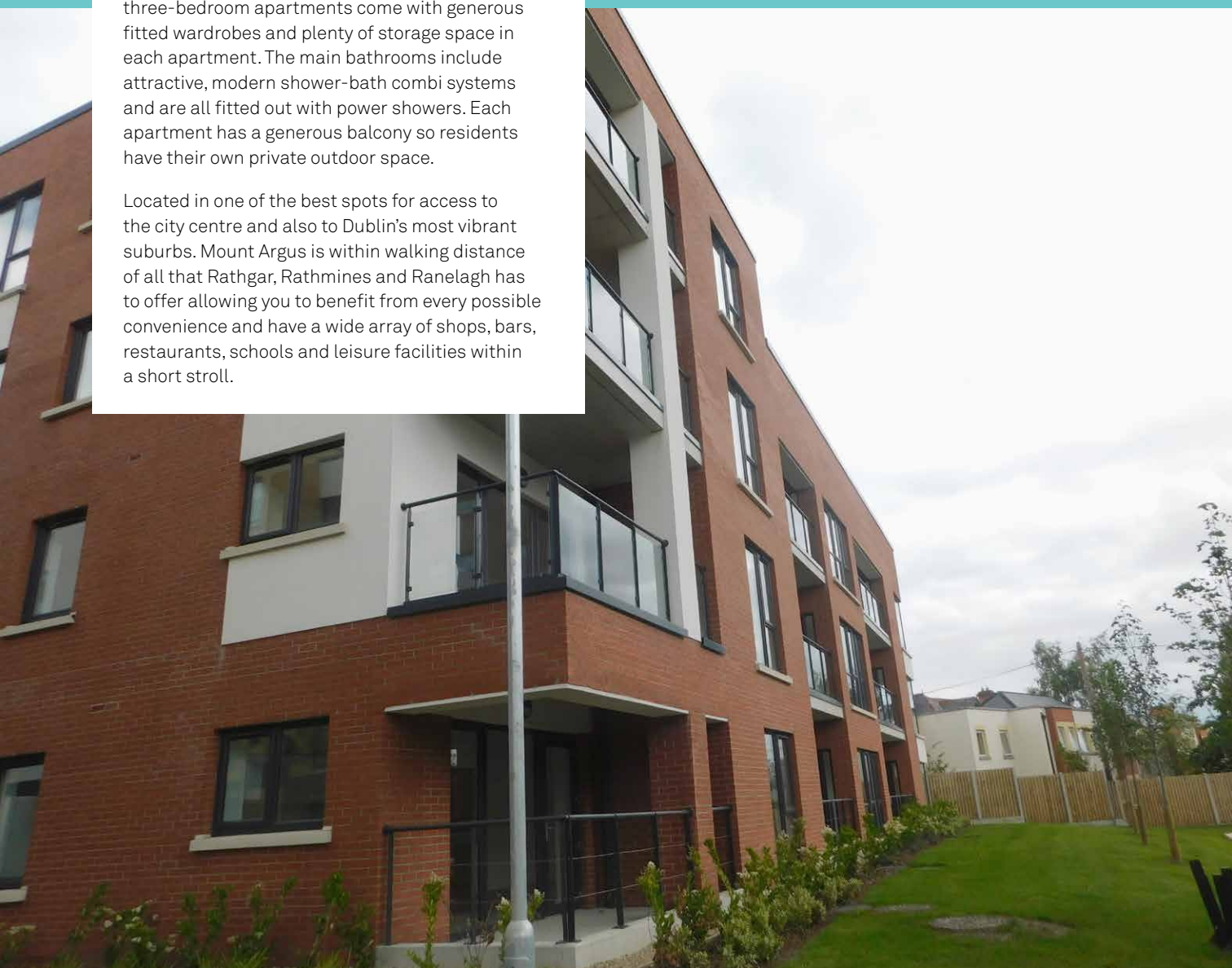
## The Quarter

### Mount Argus Mill, Dublin



Fold Housing took this scheme into management on behalf of Dublin City Council in June 2020. This development consists of a block of thirteen one, two and three bed apartments for families and single persons in Dublin 6. It is part of a larger scheme of 179 apartments in Mount Argus Dublin 6. The apartments are bright and modern with purpose-designed kitchens fitted with hi-spec accessories that are designed to make residents' lives that little bit easier. The spacious one, two and three-bedroom apartments come with generous fitted wardrobes and plenty of storage space in each apartment. The main bathrooms include attractive, modern shower-bath combi systems and are all fitted out with power showers. Each apartment has a generous balcony so residents have their own private outdoor space.

Located in one of the best spots for access to the city centre and also to Dublin's most vibrant suburbs. Mount Argus is within walking distance of all that Rathgar, Rathmines and Ranelagh has to offer allowing you to benefit from every possible convenience and have a wide array of shops, bars, restaurants, schools and leisure facilities within a short stroll.



## Finance & Performance

**Our positive financial results in 2020 strengthens our business model and gives confidence to all our stakeholders.**



**Fold Housing delivered strong results for 2020 with a surplus of €482k, compared to the 2019 surplus of €138k. Our income for 2020 was €9.4m, an increase of 28% on 2019 (€7.3m). This increase was driven by the significant growth in our units.**

Fold Housing fixed assets as at 31 December 2020 were €107m (gross of depreciation) up from €88m in 2019. FOLD Ireland's total reserves rose to €4.2m.

In terms of housing management, our void and arrears levels in HWC and non-care housing at year end were strictly controlled and well below our set targets.

FOLD Ireland's total borrowings rose to €63m by 31 December 2020. At year-end of 2020, we had borrowings from the Housing Finance Agency (HFA) of €51.1m, €2.8m from Bank of Ireland and €9.3m in CALF funds (including deferred interest).

Fold Housing assesses financial and operational risks with all new business development opportunities, in addition to regular reviews of the financial capacity of the organisation. Fold Housing continues to operate in a challenging business environment seeking efficiencies in all we do whilst providing value for money.

We continue to conduct various stress tests of our business model against rising interest rates, costs and income scenarios amongst other assumptions. Fold housing is registered as a Tier 3 Approved Housing Body and has certified status with the Housing Finance Agency. We received positive feedback again from the Housing Agency Regulation Office in 2020 as in prior years.

We performed well with our key ratios and metrics against targets. Continuous improvement is a key value of the finance department and we are always seeking innovative solutions to meet the challenges that lie ahead in our sector. Our positive financial results in 2020 strengthens our business model and gives confidence to all our stakeholders.

COVID-19 was an additional challenge in 2020, however, our systems are all cloud based and remote working was carried out quite easily with the software and equipment at our disposal.

“

We continue to conduct various stress tests of our business model against rising interest rates, costs and income scenarios amongst other assumptions.



St Agnes, Crumlin

## Income and Expenditure Account

For the Financial Year Ended 31st December 2020

	2020 €	2019 €
<b>Income (excluding deferred grant release)</b>	<b>9,346,991</b>	<b>7,314,523</b>
Direct costs	-5,948,515	-5,141,060
<b>Gross surplus</b>	<b>3,398,476</b>	<b>2,173,463</b>
Administrative expenses	-1,436,487	-1,102,728
<b>Operating surplus</b>	<b>1,961,989</b>	<b>1,070,735</b>
Interest Receivable	92	88
Interest payable and financing costs	-1,480,084	-933,035
<b>Surplus for the year</b>	<b>481,997</b>	<b>137,788</b>

## Balance Sheet

As at 31st December 2019

	2020 €	2019 €
<b>Fixed assets</b>		
Net Tangible Assets	96,006,520	78,798,593
	96,006,520	78,798,593
<b>Current assets</b>		
Debtors: amounts falling due within one year	303,823	197,531
Cash at bank and in hand	4,063,936	3,280,063
	4,367,759	3,477,594
<b>Creditors:</b> Amounts falling due within one year	-3,074,626	-13,787,954
Net current assets	1,293,133	-10,310,360
Total assets less current liabilities	97,299,653	68,488,233
<b>Creditors:</b> Amounts falling due after more than one year	<b>-93,055,526</b>	<b>-64,726,103</b>
<b>Net assets</b>	<b>4,244,127</b>	<b>3,762,130</b>
<b>Reserves</b>		
Income and expenditure reserve	4,244,127	3,762,130
<b>Total reserves</b>	<b>4,244,127</b>	<b>3,762,130</b>



## Housing with Care

**The mission of the management and staff in our Housing with Care schemes is to meet the needs of our residents by providing them with the highest level of person-centred care and quality service in a homely atmosphere.**

**Our Housing with Care schemes provide high-quality individualised care, along with courteous, understanding, and friendly attention enabling our residents to enjoy a high quality of life.**



Our vibrant community brings an enjoyable and caring atmosphere to the next phase of life. All our Residents have the right to privacy and are treated with the utmost respect and dignity. This caring concept is planned in such a way as to encompass the physical, emotional, social, and spiritual needs of our residents at all times. Our team is highly qualified and give every thought to ensuring that our residents enjoy the best care whilst getting the most out of every day. All members of our care team receive regular training to ensure they are up to date with best practice, including the latest techniques in supporting people living with different forms of dementia.

2020 has been a challenging year for our staff and residents in our Housing with Care schemes. Before COVID-19, our Housing with Care schemes were somewhere you would walk in – it was an open-door policy – we love meeting families. It was a great hive of activity. Our residents' protection, physical health and mental wellbeing was and continues to be of paramount importance to Fold Housing.

Lockdown brought many changes including the cessation of visits from family and friends. We know what a loss this vital contact was to people and moved swiftly to provide alternative ways to keep people connected. We provided iPads in our schemes enabling virtual visits to take place with loved ones. These virtual visits were an important, safe, and alternative way for contact to be maintained between residents and the important people in their lives. When possible and following Government Guidelines we facilitated window visits for our residents and their families during this very difficult period.

Residents, supported by staff have learned to enjoy the benefits of FaceTime, for families to chat with and see their relative looking fit, and well provides much reassurance during these unprecedented times. Although there is now an opportunity for limited in-person visiting, in line with government guidance, virtual visiting has become and will remain an integral part of keeping our residents safe and connected with those they love.



As community services became accessible online, our care staff supported residents on their iPad and tablets to stay in touch with local groups important to them. The live streaming of church services was welcomed by many ensuring that their spiritual needs and wellbeing were supported. Staying connected provided emotional support, joy, and companionship in Housing with Care schemes. In recent times we have all learned to adapt our usual daily activities to stay safe during the COVID-19 pandemic. During the immediate crisis and 'lockdown', the impact of the coronavirus was acutely felt in our Housing with Care schemes as our vulnerable residents shielded (cocooned) in line with government guidance.

Our staff provided entertainment to our residents which brought joy and laughter during the lockdown. Original and creative music was live-streamed into our care homes from the national concert hall and the Christmas Pantomime was also live-streamed which is a new and innovative use of digital technology bringing comedy and entertainment to our residents.

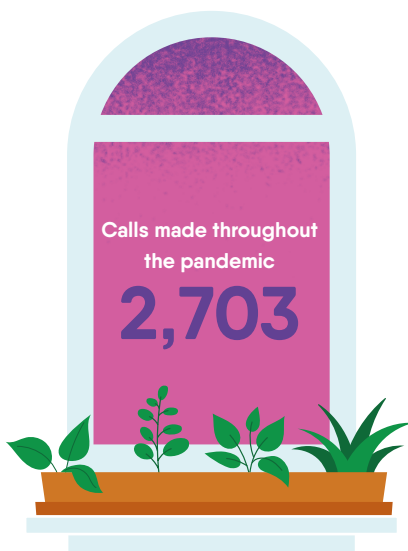
In both Housing with Care Schemes, we facilitated birthday celebrations for our residents which families joined via a zoom link from all over the world.



## General Needs Housing

**Fold Housing enhances the quality of life for many people in the community by providing a unique combination of accommodation and associated services.**

**At Fold Housing we provide social housing for families, single people, couples, and over 55's. With 20 housing schemes and just under 600 homes throughout the Greater Dublin Area and in Meath (Dunboyne).**



We have extensive experience in managing our large housing schemes, both apartments and Housing, for the local authorities. We also deal with several different management companies and have built up excellent relationships with all our partners. We maintain our properties to a very high standard, and we have a dedicated in-house maintenance team and an external out-of-hours response maintenance team. Fold Housing undertakes comprehensive major repair and an ongoing planned and cyclical maintenance programme across the entire stock, ensuring our properties are maintained to a very high standard.

Fold Housing have a dedicated housing team that assists all our tenants with the management of their tenancy agreements. Fold Housing's dedicated Housing Management Team provides advice and assistance to our existing and prospective tenants in all aspects of their tenancy with Fold Housing. This advice is wide-ranging and includes help and advice on settling into their new home, dealing with rent and payment issues, and providing information and advice to support them to maintain their tenancy. Fold Housing is committed to promoting equality of opportunity and good relations with an overall objective of embracing diversity.

Our Teams worked harder than ever before to support our tenants and allocate properties during the COVID-19 crisis some of the highlights are set below.

- 2,703 calls were made throughout the pandemic to reduce the feeling of isolation.
- Provided valuable information to our tenants on how to access food and medication delivery services.
- Carried out emergency response repairs to ensure our tenants were safe in their homes.
- Enhanced cleaning services were provided, and additional hand sanitizing stations were installed.
- Our Housing officers and our Maintenance teams visited the schemes throughout the pandemic.
- Designed a new allocation procedure that allowed Fold Housing to continue to allocate properties safely. During this time, we allocated 214 properties and helped to reduce both the homeless and the housing waiting lists respectively.

“

Fold Housing have a dedicated housing team that assists all our tenants with the management of their tenancy agreements.





## Staff and Communications

**We appreciate the dedication, hard work, and adaptability shown by staff across the organisation over the last 12 months.**

**As of 31st December 2020, Fold Housing employed an average total of 115 staff members. In line with our continued growth, we have appointed several significant positions in our Housing and Development departments.**



Our staff turnover was 4.65% which remains below the target of 10%. We continue to retain skilled staff by offering comprehensive training and education programmes as well as improved terms and conditions of employment across all departments.

During 2020 a total of 137 training sessions were delivered to Fold Housing staff. These programmes included mandatory and supplementary training in areas such as Fire Awareness, Health and Safety, Medication Management, and First Aid Responder to name a few. In response to the pandemic during 2020, all training was moved online to maintain regulatory compliance, while ensuring the safety and wellbeing of our staff.

We recorded a sickness rate of 4.4% which is above our target of 2.5%. This increase was largely attributed to absence related to COVID-19. We continue to support staff to maintain regular attendance at work by offering a range of supports such as occupational health and an employee assistance programme.

### COVID-19 Response

In response to the pandemic in 2020, the organisation has remained focused and committed to staff safety and well-being. Through the exceptional commitment of staff and their willingness to change and adapt, Fold Housing has been able to provide a consistent, high-quality service to residents and tenants alike.

The response to the pandemic was swift and company-wide with the establishment of a COVID-19 committee in early March 2020. The purpose of the committee was to plan and coordinate the management of the potential impact COVID-19 would have on the Association.

The move to cloud-based management systems in 2019 allowed for the successful transition to remote working for head office staff. Specialised in-house Infection Control training was delivered by our Clinical Nurse to all staff.

The Association worked closely with statutory partners such as the HSE and public health officials who assisted with the implementation of frequently changing public health advice on the management of COVID-19 in our Housing with Care schemes. Serial COVID-19 testing of all care-based staff continued throughout 2020.

The cooperation and understanding demonstrated by our residents with the introduction of restrictive living arrangements in our care homes during this period was greatly appreciated by the Association.

### Head Office Move

In 2020 Fold Housing relocated its head office operations to Northwood Office Campus to facilitate the growing workforce. The new offices offer modern working space, additional facilities such as a canteen and on-site parking and improved location allowing for better accessibility for staff, tenants and visitors.



**The cooperation and understanding demonstrated by our residents with the introduction of restrictive living arrangements in our care homes was greatly appreciated by the Association.**



## Staff Member Interview

Rose Behan

**My name is Rose Behan and I am the Manager of Cherryfields Housing with Care. We care for 56 residents, some with Dementia and others that are frail older people.**

I returned to education as a mature student and graduated from ITB with BA (Hons) in Social Care in 2009. For my thesis in my final year, I researched the Quality of life for older people in a residential care setting. As part of this research I interviewed 6 of the residents here. I then joined Fold as a Bank Senior care worker and worked between our two schemes, Anam Cara & Cherryfields in 2009. I loved Fold's ethos and model of work and wanted to work in this area to continue to care for the elderly but always promote their independence as much as possible. In 2012 I became a permanent Senior Care worker and I was promoted to Scheme Manager in 2014. My main role is to oversee the running of Cherryfields and I have enjoyed my many years in Fold and will always continue to have the best interest of my residents at the forefront of our care.

I am extremely lucky to work with such a dedicated team in Cherryfields from my manager to carers, seniors, kitchen, laundry, and domestic staff. 2020 with COVID-19 was probably the most challenging time I have experienced in my working life, but I am delighted to say that as a team we managed to keep COVID-19 out of Cherryfields and kept all our residents safe & well. Hopefully, this year with the vaccine programme rolled out we can start getting back to our normal lives and get back to usual routines for our residents as it has an impact on them regardless if we got it or not in the scheme.

I get great satisfaction knowing I am working for an organisation that is providing the best care for our older people in society. Working for Fold Housing has allowed me to develop my professional skills and competencies and as it continues to grow, I am looking forward to being part of this growth and contributing to an organisation that is improving the lives of so many people.

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**I get great satisfaction knowing I am working for an organisation that is providing the best care for our older people in society.**

Rose Behan





## Tenant Interview

### Mick Gorey, New Dolphin Park

**I am from Kilkenny originally, but I have been in Dublin for a long time now. I moved into New Dolphin Park at the end of September 2020. I moved from the old Dolphin's Park beside the new development.**

I moved into the new development during COVID-19 but it all went really well as the staff in Fold were very helpful.

I absolutely love living in New Dolphin Park, it is all beautiful, it really is second to none. You can see there has been a lot of effort gone into the design of the development. My apartment is so comfortable, it is warm and peaceful. The apartments are spacious and a lot bigger than I thought they would be, everything is top class.

There is a real sense of community in New Dolphin Park. We can't wait for the new social kitchen to be up and running. We play bingo in the courtyard at the moment because it is an open area. I know nearly all of the people who live here and they are all lovely. I would love to see everyone in the development get involved. We are organising trips to Bray and maybe a weekend in Westport in a few weeks

I have started a community garden in the development and it is nearly finished now. It is a remembrance garden for those who we have lost from the old apartments. I like to keep the garden in tiptop shape. I have always been into building but recently got into gardening, I really enjoy it.

I am a lot happier now in my new apartment, every time I come home I feel like I am in Lanzarote. It is so lovely and comfortable.



**Mick Gorey**

## Key Contacts



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## A Year of Activities 2020

Fold have had an extremely busy and exciting 2020 with all departments right across the organisation engaging in a variety of activities.

### New Dolphin Park

Director of Housing and Care Services Martina Conroy welcomes the first resident Helen Lally to New Dolphin Park.



### DCC Housing Expedition

Fold Housing staff Lynda Nolan, Martina Conroy and Cathy Norris represent Fold at the DCC Housing Expo in City Hall.



### Captains Place Handover

Housing Officer Joan Clifford welcomes residents to Captain's Place.







### Housing with Care

Anam Cara resident Billy enjoys some music whilst in lockdown.



### High Spirits during Lockdown

Housing with Care staff keep spirits high during lockdown with games outside.



### Head Office Move

The canteen in the new Head Office in Santry.



Notes





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