



Key Performance Report 2023/24

How has Connswater Homes Limited performed?*



Mission Statement:

‘Connswater believes that a great place to call home is a gateway to a brighter future.’

Regulatory Rating 1 - Meets the standards



1262

Social homes owned

Rents and Charges

Total charges collected

£7,617,538

Average weekly rent increase

5.70%

Voids

Charges not collected due to voids

0.30%

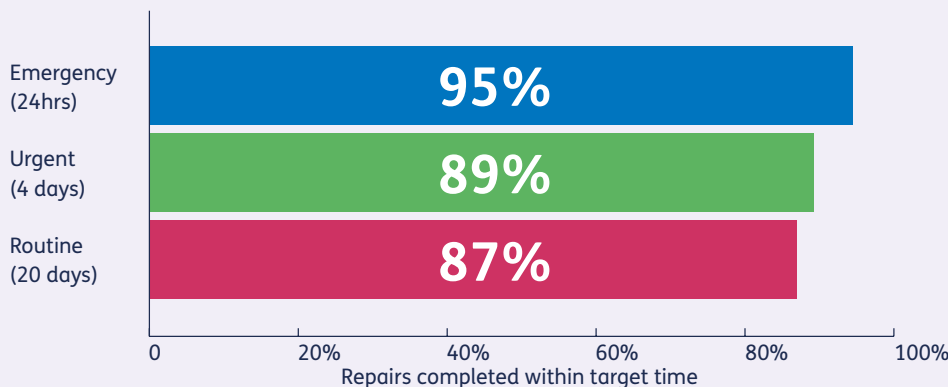
The average number of days it took to re-let voids

8

Average Weekly Rent

Size of home	General Needs		Supported Housing		Sheltered Housing	
	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)
Non self-contained	-	-	-	-	-	-
Bedsit	-	-	-	-	-	-
1 Bedrooms	57	£77.13	-	-	-	-
2 Bedrooms	733	£100.66	-	-	-	-
3 Bedrooms	435	£109.84	-	-	-	-
4 Bedrooms	27	£120.43	-	-	-	-
5 Bedrooms	10	£135.55	-	-	-	-
6 or more Bedrooms	-	-	-	-	-	-

Response Maintenance Performance



% of occupied stock meeting Decent Home Standard

100%

Complaints Received

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
1	0	0

Anti-Social Behaviour



20

cases of anti-social behaviour were reported



13

cases of anti-social behaviour were resolved

Adaptations



27

minor adaptations completed in this year

0

major adaptations completed in this year

Health and Safety Compliance

Gas Safety Certificates (CP-12) completed on time

100%



Required Fire Risk Assessments carried out

100%



Required Carbon Monoxide Alarms fitted

100%



Voids

Void time	Lettable		Unlettable	
	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	-	4	-	-
Over 6 weeks to 6 months	-	2	-	-
Void over 6 months to 1 year	-	1	-	-
Void over 1 year	-	-	-	-

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at www.connswater.org.uk or contact them housing@connswater.org.uk directly.

You can also visit the Department for Communities Website at www.communities-ni.gov.uk/articles/housing-regulation for further information about your Association. There you can:

- compare your Association's performance with other Associations;
- examine your Association's Regulatory Judgement; and
- find out more about our role and how we work.

*Information contained in this KPR is based on data provided by the RHA. We rely on this being accurate and complete and do not accept liability if this is not the case.