



Key Performance Report 2023/24

How has Craigowen Housing Association performed?



Mission Statement:

'To provide high quality accommodation, consistent with the Camphill Community ethos, that is properly managed and fully meets the needs of our beneficiaries and their carers at affordable rents now and in the future.'

Regulatory Rating 1 – Meets the standards



229

Social homes owned

Rents and Charges

Total charges collected

£825,960

Average weekly rent increase

13%

Voids

Charges not collected due to voids

2.5%

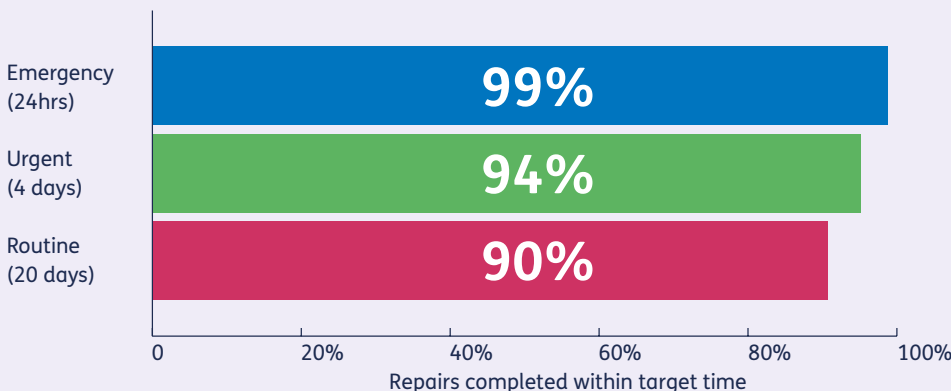
The average number of days it took to re-let voids

180

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	-	-	229	£127.58	-	-
2 Bedrooms	-	-	-	-	-	-
3 Bedrooms	-	-	-	-	-	-
4 Bedrooms	-	-	-	-	-	-
5 Bedrooms	-	-	-	-	-	-
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
0	0	0

Anti-Social Behaviour



0
cases of anti-social behaviour reported



0
cases of anti-social behaviour resolved

Adaptations



0
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	-	-	-	-
Over 6 weeks to 6 months	1	-	-	-
Void over 6 months to 1 year	-	-	-	-
Void over 1 year	1	-	-	-

Want to know more?

If you want to find out more about your Association's performance, you can contact them via billy@craigowen.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 housing association. We rely on this being accurate and complete and do not accept liability if this is not the case.