



# Key Performance Report 2024/25

## How has Grove Community Housing Association performed?\*



### Mission Statement:

To provide quality homes and services for our tenants and the wider community

**Regulatory Rating 1 – Meets the standards**



**215**

Social homes owned

### Rents and Charges

Total charges collected

**£1,303,027**

Average weekly rent increase:

**7%**

### Voids

Charges not collected due to voids

**0.40%**

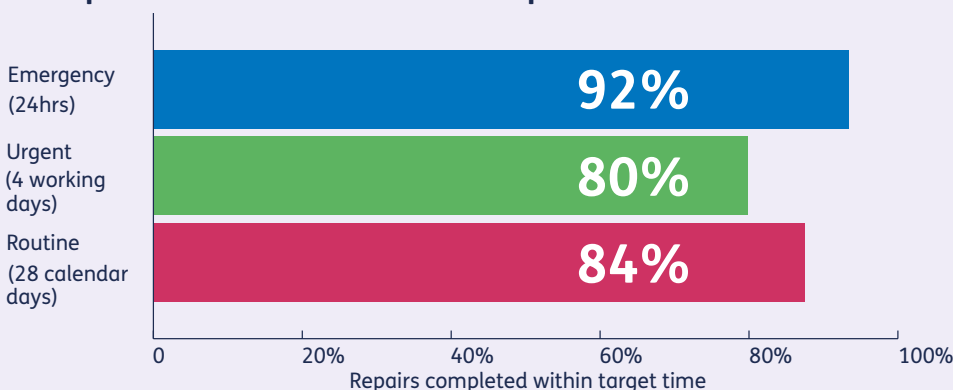
The average number of days it took to re-let voids

**60**

### 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	8	£74.77	-	-	-	-
2 Bedrooms	90	£103.14	-	-	-	-
3 Bedrooms	111	£110.85	-	-	-	-
4 Bedrooms	6	£95.25	-	-	-	-
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
5	3	0

### Anti-social behaviour



2

cases of anti-social behaviour reported



2

cases of anti-social behaviour resolved

### Adaptations



3

minor adaptations completed in this year

0

major adaptations completed in this year

## Gas and electric checks completed by target date

Annual gas safety checks

100%



Five yearly electrical system inspection

100%



### Voids

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

## Want to know more?

If you want to find out more about your association's performance, you can visit their website at: [www.groveha.org.uk/](http://www.groveha.org.uk/) or contact them [info@groveha.org.uk](mailto:info@groveha.org.uk) directly.

You can also visit the Department for Communities' website at [www.communities-ni.gov.uk/articles/housing-regulation](http://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.*