



# Key Performance Report 2024/25

## How has Connswater Homes Ltd 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**



**1320**

Social homes owned

### Rents and Charges

Total charges collected

**£8,472,092**

Average weekly rent increase:

**5.7%**

### Voids

Charges not collected due to voids

**0.4%**

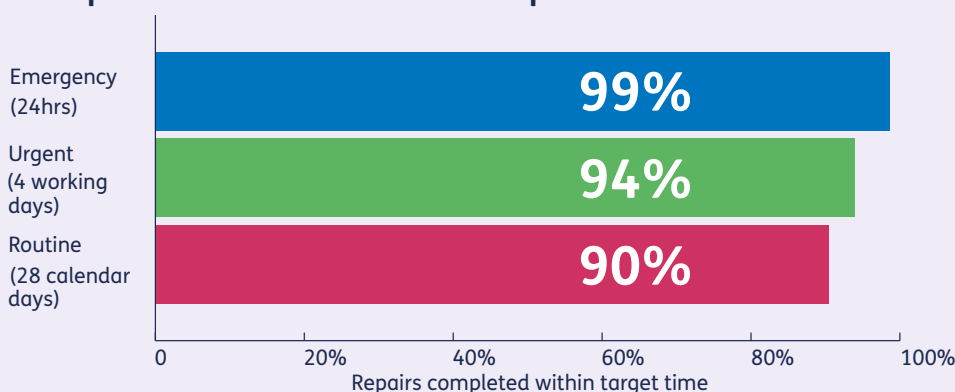
The average number of days it took to re-let voids

**7**

### Average weekly rent

|                    | General Needs                                      |                                                                     | Supported Housing                                  |                                                                     | Sheltered Housing                                  |                                                                     |
|--------------------|----------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------|
| Size of home       | 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         | 63                                                 | £81.38                                                              | -                                                  | -                                                                   | -                                                  | -                                                                   |
| 2 Bedrooms         | 776                                                | £105.77                                                             | -                                                  | -                                                                   | -                                                  | -                                                                   |
| 3 Bedrooms         | 444                                                | £115.34                                                             | -                                                  | -                                                                   | -                                                  | -                                                                   |
| 4 Bedrooms         | 27                                                 | £127.01                                                             | -                                                  | -                                                                   | -                                                  | -                                                                   |
| 5 Bedrooms         | 10                                                 | £141.16                                                             | -                                                  | -                                                                   | -                                                  | -                                                                   |
| 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 |
|----------------------|----------------------|---------------------|
| 2                    | 0                    | 0                   |

### Anti-social behaviour



**21**

cases of anti-social behaviour reported



**15**

cases of anti-social behaviour resolved

### Adaptations



**13**

minor adaptations completed in this year

**1**

major adaptation completed in this year

## Gas and electric checks completed by target date

Annual gas safety checks

**100%**



Five yearly electrical system inspection

**100%**



### Voids

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

## Want to know more?

Connswater Homes Ltd has merged with Choice Housing Ireland Ltd from May 2025. If you want to find out more about your current association's performance, you can visit their website at: [www.choice-housing.org/](http://www.choice-housing.org/) or contact them [enquiries@choice-housing.org](mailto:enquiries@choice-housing.org) 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.*