

Key Performance Report 2024/25

How has Choice Housing Ireland Limited performed?*



Mission Statement:

'To enrich the lives of our tenants and communities through the provision of great homes and services.'

Regulatory Rating 1 – Meets the standards



11,900
Social homes owned

Rents and Charges

Total charges collected

£73,033,359

Average weekly
rent increase

7.2%

Voids

Charges not collected due
to voids

1.8%

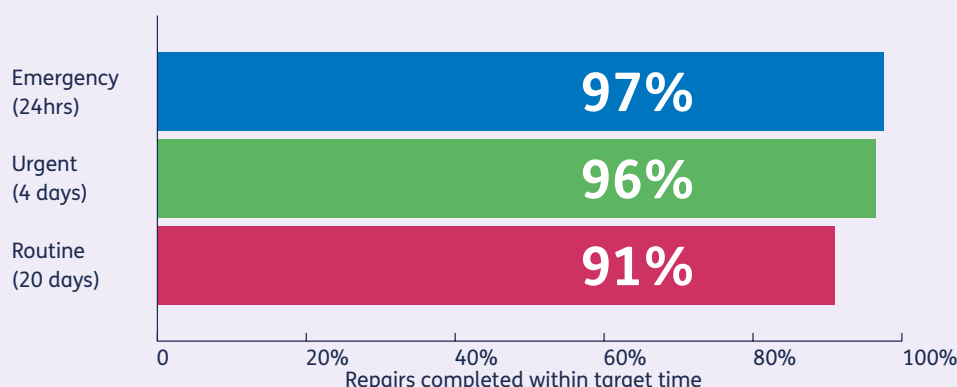
The average number of
days it took to re-let voids

72

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	8	£41.73	1039	£57.59	-	-
Bedsit	1	£70.98	5	£73.74	21	£98.91
1 Bedrooms	1619	£93.96	695	£90.02	1679	£104.18
2 Bedrooms	3826	£105.07	89	£108.09	178	£110.94
3 Bedrooms	2417	£118.04	7	£80.69	31	£124.26
4 Bedrooms	237	£124.25	-	-	-	-
5 Bedrooms	44	£139.46	-	-	-	-
6 or more Bedrooms	4	£151.59	-	-	-	-

Response Maintenance Performance



% of occupied stock
meeting Decent Home
Standard

98.96%

Complaints Received

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
35	2	0

Anti-Social Behaviour



173

cases of anti-social behaviour were reported



136

cases of anti-social behaviour were resolved

Adaptations



332

minor adaptations completed in this year

8

major adaptations completed in this year

Statutory and compliance checks completed on time

Annual gas safety checks

99.73%



Five yearly electrical inspection

96.08%



Voids

	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Void time				
Under 6 weeks	6	85	–	1
Over 6 weeks to 6 months	6	75	–	4
Void over 6 months to 1 year	2	26	–	16
Void over 1 year	2	15	14	63

Want to know more?

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