Department for Communities
www.communities-ni.gov.uk

Key Performance Report 2024/25

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
£917,232

Average weekly rent increase
8.7%

Voids

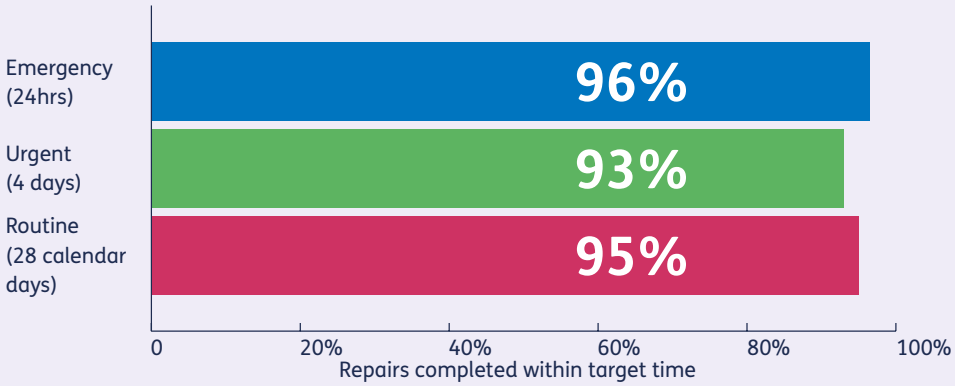
Charges not collected due to voids
2.7%

The average number of days it took to re-let voids
180

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	-	-	229	£138.72	-	-
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
-	-	-

Anti-Social Behaviour



0

cases of anti-social behaviour were reported



0

cases of anti-social behaviour were resolved

Adaptations



0

minor adaptations completed in this year

0

major adaptations completed in this year

Statutory and compliance checks completed on time

Annual gas safety checks

100%



Five yearly electrical inspection

100%



Voids				
	Lettable		Unlettable	
Void time	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	1	-	–	-
Over 6 weeks to 6 months	-	-	–	-
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 Associations performance, you can visit their website at **craigowenha.org** or contact them **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 RHA. We rely on this being accurate and complete and do not accept liability if this is not the case.