

Key Performance Report 2024/25

How has North Belfast Housing Association Ltd performed?*



Mission Statement:

'To provide a place to call home and an outstanding service to those in need. A home where people feel they belong, feel safe, feel financially stable, feel supported, feel part of the fabric of the community.'

Regulatory Rating 1 – Meets the standards



1161
Social homes owned

Rents and Charges

Total charges collected

£7,521,521

Average weekly
rent increase

6%

Voids

Charges not collected due
to voids

1.66%

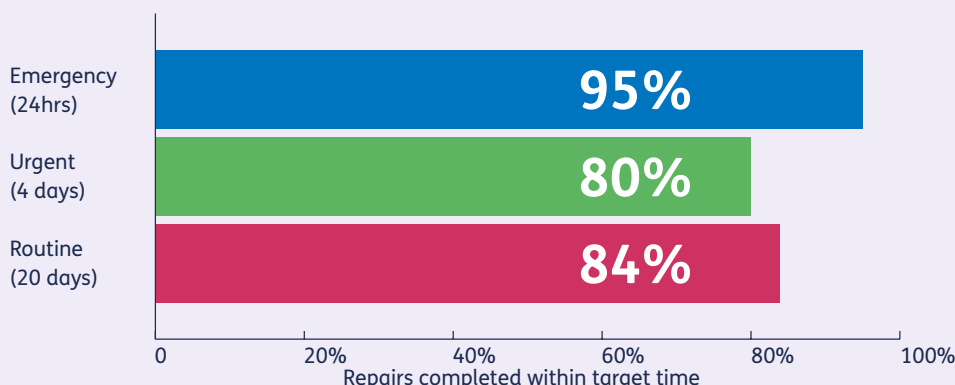
The average number of
days it took to re-let voids

26

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	-	-	20	£69.38	-	-
1 Bedrooms	39	£107.52	37	£273.60	63	£112.63
2 Bedrooms	497	£105.41	11	£72.01	-	-
3 Bedrooms	424	£118.94	-	-	1	£119.52
4 Bedrooms	63	£122.19	-	-	-	-
5 Bedrooms	5	£127.43	-	-	-	-
6 or more Bedrooms	1	£120.47	-	-	-	-

Response Maintenance Performance



% of occupied stock
meeting Decent Home
Standard
100%

Complaints Received

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
7	1	0

Anti-Social Behaviour



85

cases of anti-social behaviour were reported



77

cases of anti-social behaviour were resolved

Adaptations



18

minor adaptations completed in this year

0

major adaptations completed in this year

Statutory and compliance checks completed on time

Annual gas safety checks

95.80%



Five yearly electrical inspection

100%



Voids

	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Void time				
Under 6 weeks	-	6	-	7
Over 6 weeks to 6 months	-	2	-	6
Void over 6 months to 1 year	-	-	-	1
Void over 1 year	-	-	-	2

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at <https://www.nb-housing.org> or contact them enquiries@nb-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.