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

Key Performance Report 2024/25

How has Alpha Housing Northern Ireland performed?*

Mission Statement:

'To provide homes and services that help people flourish'

Regulatory Rating 1 – Meets the standards

1003
Social homes owned

Rents and Charges

Total charges collected
£6,387,360

Average weekly rent increase
8.5%

Voids

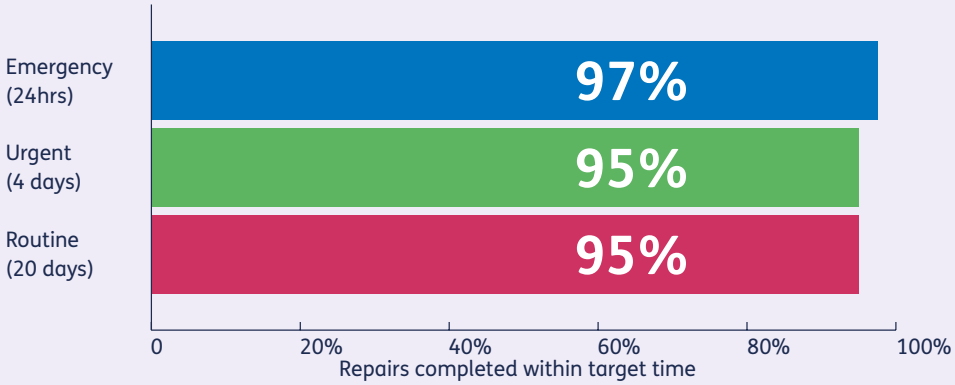
Charges not collected due to voids
1.9%

The average number of days it took to re-let voids
44

Breakdown of Charges at Year End

	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	-	-	-	-	786	£106.91
2 Bedrooms	74	£113.36	-	-	106	£125.80
3 Bedrooms	26	£129.28	-	-	9	£144.10
4 Bedrooms	2	£149.26	-	-	-	-
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
30	4	0

Anti-Social Behaviour



8

cases of anti-social behaviour were reported



5

cases of anti-social behaviour were resolved

Adaptations



14

minor adaptations completed in this year

0

major adaptations completed in this year

Health and Safety Compliance

Annual gas safety checks

100%



Five yearly electrical inspection

100%



Voids				
	Lettable		Unlettable	
Void time	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	-	15	–	-
Over 6 weeks to 6 months	-	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 **www.alphahousingni.org** or contact them **info@alphahousingni.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.