

Key Performance Report 2017/18

How has Connswater Homes performed?



Mission Statement:

'A home is a building block to a better life'

Regulatory Rating 1 - Meets the standards



973

Social homes owned

Total Rent Collected

£4,889,620

Average Weekly
Rent Increase:

3%

It did not collect

1.2% of rent due.

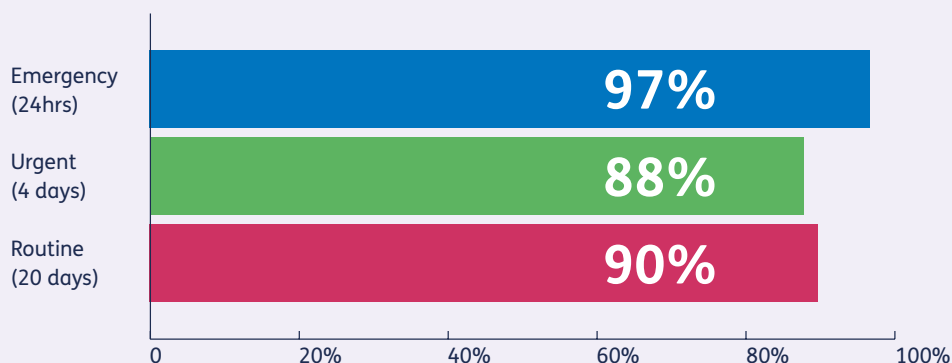
The average amount of
days it took to re-let voids

16

Average Weekly Rent

Size of home	General Needs			Supported Housing		
	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges
Bedsit	-	-	-	-	-	-
1 Bedrooms	31	£75.93	£3.05	-	-	-
2 Bedrooms	558	£77.57	£5.77	-	-	-
3 Bedrooms	360	£93.02	-	-	-	-
4 Bedrooms	17	£103.35	-	-	-	-
5 Bedrooms	7	£132.94	-	-	-	-

Maintenance which met the Association targets



% of HA stock that
meet the decent
home standard

100%

Complaints

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

Anti-Social Behaviour



2

cases of anti-social behaviour were reported last year, for every 100 homes



73%

of anti-social behaviour cases were resolved in this reporting year

Adaptations



26

minor adaptations completed in this year

0

major adaptations completed in this year

Compliance with Statutory Obligations

Gas Safety Certificates (CP-12) up-to-date

100%



Required Fire Risk Assessments carried out

100%



Required Carbon Monoxide Alarms fitted

100%



Voids

Void time	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	-	5	-	-
Over 6 weeks to 6 months	-	5	-	-
Void over 6 months to 1 year	-	0	-	-
Void over 1 year	-	0	-	-

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at www.connswater.org.uk or contact them housing@connswater.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 Annual Accounts;
- examine your Association's Regulatory Judgement; and
- find out more about our role and how we work.