



Key Performance Report 2019/20

How has Abbeyfield & Wesley Housing Association performed?



Mission Statement:

'The heart of our Abbeyfield ethos is about overcoming loneliness, creating a sense of community and enabling older people to live a happy and fulfilled life in the company of others.'

Regulatory Rating 1 - Meets the standards



293
Homes owned

Total Charges Collected

£3,999,209

Average Weekly Rent Increase:

Sheltered & Supported Schemes **3%**
Care Homes **5%**

It did not collect

17% of charges due*

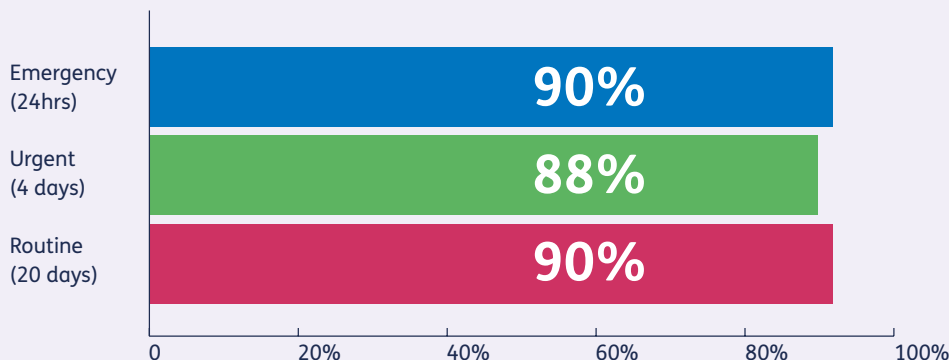
The average amount of days it took to re-let voids

120

Average Weekly Rent

Size of home	General Needs		Supported Housing		Sheltered Housing	
	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)
Bedsit	-	-	188	407.42	-	-
1 Bedrooms	-	-	-	-	91	£92.47
2 Bedrooms	9	£90.45	-	-	5	£103.95
3 Bedrooms	-	-	-	-	-	-
4 Bedrooms	-	-	-	-	-	-
5 Bedrooms	-	-	-	-	-	-

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
9	0	0

Anti-Social Behaviour



0
cases of anti-social behaviour were reported last year, for every 100 homes



0%
of anti-social behaviour cases were resolved in this reporting year

Adaptations



6
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	3	2	2	1
Over 6 weeks to 6 months	11	3	-	2
Void over 6 months to 1 year	4	2	8	1
Void over 1 year	10	3	-	-

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at www.abbeyfieldandwesley.org.uk or contact them info@abbeyfieldandwesley.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.