



Key Performance Report 2019/20

How has Connswater Homes Limited performed?



Mission Statement:

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

Regulatory Rating 1 - Meets the standards



1129

Social homes owned

Total Rent Collected
£6,379,695

Average Weekly
Rent Increase:
1.97%

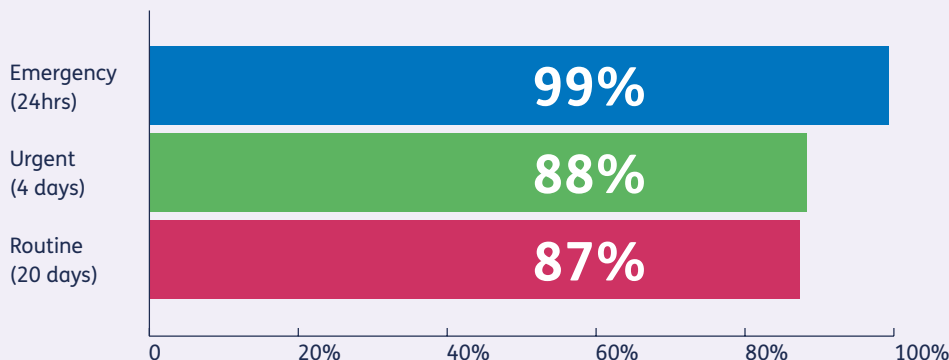
It did not collect
0.73% of charges due.

The average amount of
days it took to re-let voids
16

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	-	-	-	-	-	-
1 Bedrooms	42	£72.91	-	-	-	-
2 Bedrooms	622	£92.48	-	-	-	-
3 Bedrooms	435	£99.77	-	-	-	-
4 Bedrooms	21	£106.26	-	-	-	-
5 Bedrooms	9	£126.35	-	-	-	-

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



88%

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

Adaptations



11

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	-	4	-	-
Over 6 weeks to 6 months	-	4	-	-
Void over 6 months to 1 year	-	-	-	-
Void over 1 year	-	-	-	-

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.