



# Key Performance Report 2021/22

## How has Craigowen Housing Association performed?



### Mission Statement:

'Providing housing, accommodation and assistance to help in particular children and adults who have learning disabilities. This also includes staff caring for such persons, and their dependents'

**Regulatory Rating 2** – Meets the requirements but needs to improve in some areas in order to ensure continued compliance



**231**

Social homes owned

### Rents and Charges

Total charges collected

**£628,823.00**

Average weekly rent increase

**3.15%**

### Voids

Charges not collected due to voids

**3.11%**

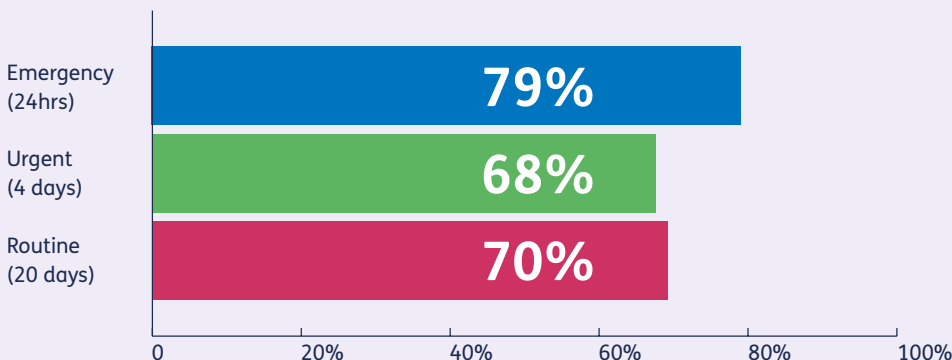
The average amount of days it took to re-let voids

**161**

### 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	-	-	231	£110.64	-	-
2 Bedrooms	-	-	-	-	-	-
3 Bedrooms	-	-	-	-	-	-
4 Bedrooms	-	-	-	-	-	-
5 Bedrooms	-	-	-	-	-	-
6 or more Bedrooms	-	-	-	-	-	-

### Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

**100%**

# Complaints

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

## Anti-Social Behaviour



**0**  
cases of anti-social behaviour were reported



**0**  
cases of anti-social behaviour were resolved

## Adaptations



**1**  
minor adaptation completed in this year

**0**  
major adaptation 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	-	-	-	-
Over 6 weeks to 6 months	1	-	-	-
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 contact them via [billy@craigowen.org.uk](mailto:billy@craigowen.org.uk) directly.

You can also visit the Department for Communities Website at [www.communities-ni.gov.uk/articles/housing-regulation](http://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.