



Key Performance Report 2021/22

How has NB Housing performed?



Mission Statement:

'To provide affordable homes that build vibrant neighbourhoods and communities.'

Regulatory Rating 1 – Meets the standards



1091

Social homes owned

Rents and Charges

Total charges collected

£5,831,118

Average weekly rent increase

1%

Voids

Charges not collected due to voids

0.95%

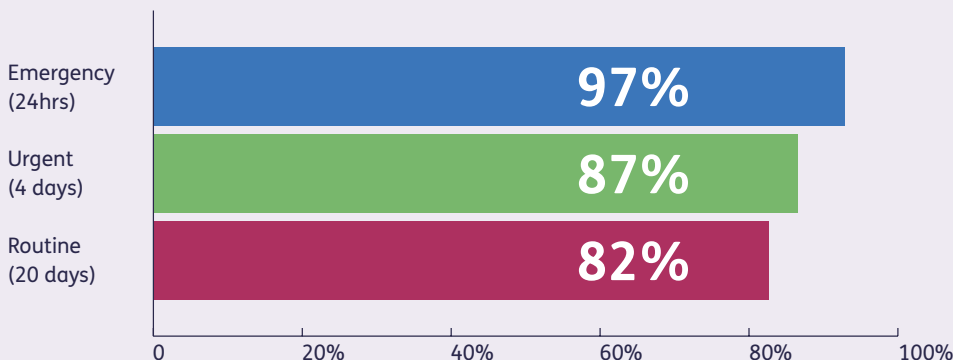
The average amount of days it took to re-let voids

6

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	-	-	20	£59.53	-	-
1 Bedrooms	36	£90.62	37	£127.72	63	£96.64
2 Bedrooms	466	£88.89	11	£61.79	-	-
3 Bedrooms	373	£101.14	-	-	1	£102.54
4 Bedrooms	64	£104.99	-	-	-	-
5 Bedrooms	5	£109.34	-	-	-	-
6 or more Bedrooms	1	£103.36	-	-	-	-

Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

100%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
12	0	0

Anti-Social Behaviour



73

cases of anti-social behaviour were reported



66

cases of anti-social behaviour were resolved

Adaptations



28

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

99.8%



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	-	11
Over 6 weeks to 6 months	-	-	-	-
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.nb-housing.org or contact them enquiries@nb-housing.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.