



# Key Performance Report 2021/22

How has Woodvale and Shankill Community Housing Association performed?



## Mission Statement:

'The providers of quality, affordable housing in the Greater Woodvale & Shankill area helping to promote strong communities'.

**Regulatory Rating 3** – Does not meet the requirements but is working to improve their position



**440**

Social homes owned

## Rents and Charges

Total charges collected

**£1,971,170**

Average weekly rent increase

**0%**

## Voids

Charges not collected due to voids

**6.33%**

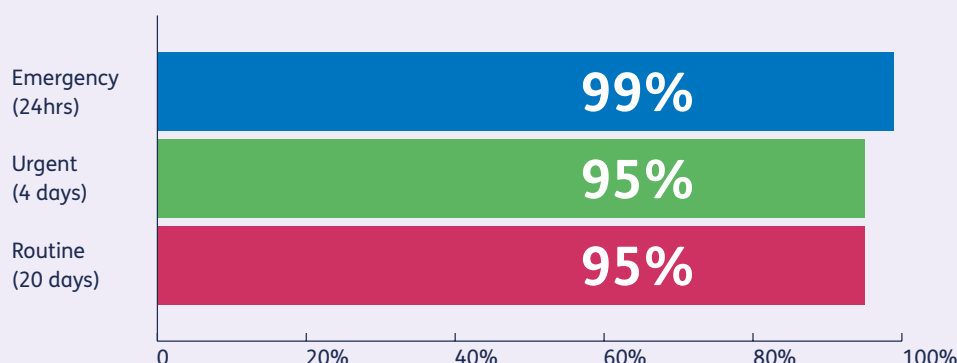
The average amount of days it took to re-let voids

**274**

## Average Weekly Rent

	General Needs		Supported Housing		Sheltered Housing	
Size of home	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	13	£61.67	-	-	86	£85.13
2 Bedrooms	188	£73.46	-	-	9	£99.81
3 Bedrooms	123	£85.82	-	-	-	-
4 Bedrooms	19	£92.44	-	-	-	-
5 Bedrooms	2	£98.00	-	-	-	-
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



**10**

cases of anti-social behaviour were reported



**8**

cases of anti-social behaviour were resolved

## 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

**99.1%**



Required Fire Risk Assessments carried out

**100%**



Required Carbon Monoxide Alarms fitted

**100%**



## Voids

	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Void time				
Under 6 weeks	-	3	-	-
Over 6 weeks to 6 months	-	5	-	-
Void over 6 months to 1 year	-	6	-	-
Void over 1 year	-	5	-	-

## Want to know more?

If you want to find out more about your Associations performance, you can visit their website at: [www.wscha.org](http://www.wscha.org) or contact them [info@wscha.org](mailto:info@wscha.org) 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.