



Key Performance Report 2022/23

How has Clanmil Housing Association Ltd performed?*



Mission Statement:

'Provide homes for people to live well'

Regulatory Rating 1 – Meets the standards



5600

Social homes owned

Rents and Charges

Total charges collected

£35,073,459

Average weekly rent increase

3.90%

Voids

Charges not collected due to voids

2.60%

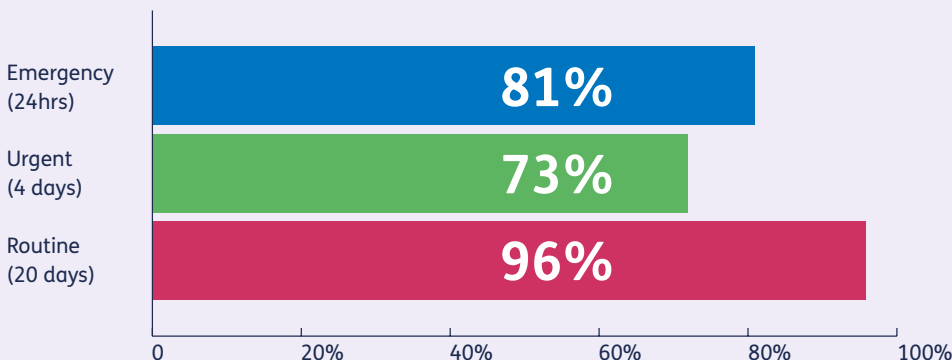
The average amount of days it took to re-let voids

96

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)
Non self-contained	-	-	-	-	-	-
Bedsit	-	-	-	-	-	-
1 Bedrooms	256	£91.59	141	£100.92	953	£104.47
2 Bedrooms	1861	£105.03	17	£99.36	654	£108.04
3 Bedrooms	1424	£118.37	1	£105.30	16	£130.57
4 Bedrooms	205	£127.71	-	-	1	£120.23
5 Bedrooms	10	£132.39	-	-	-	-
6 or more Bedrooms	3	£160.40	-	-	-	-

Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

99.89%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
117	5	1

Anti-Social Behaviour



812

cases of anti-social behaviour were reported



704

cases of anti-social behaviour were resolved

Adaptations



228

minor adaptations completed in this year

2

major adaptations completed in this year

Compliance with Statutory Obligations

Gas Safety Certificates (CP-12) up-to-date

99%



Required Fire Risk Assessments carried out

99%



Required Carbon Monoxide Alarms fitted

100%



Voids

Void time	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	1	36	-	-
Over 6 weeks to 6 months	0	44	-	2
Void over 6 months to 1 year	3	5	-	1
Void over 1 year	24	11	-	-

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at www.clanmil.org.uk or contact them housing@clanmil.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 Regulatory Judgement; and
- find out more about our role and how we work.

*To carry out this assessment we rely on the information provided to us being accurate and complete. We do not accept liability if this is not the case.