



Key Performance Report 2022/23

How has Connswater Homes Limited performed?*



Mission Statement:

'To continue to do more than is expected now and in the future, keeping our customers, our staff and the environment in which we all live at the forefront of everything we do.'

Regulatory Rating 1 - Meets the standards



1205

Social homes owned

Rents and Charges

Total charges collected

£7,066,454

Average weekly rent increase

2.38%

Voids

Charges not collected due to voids

0.40%

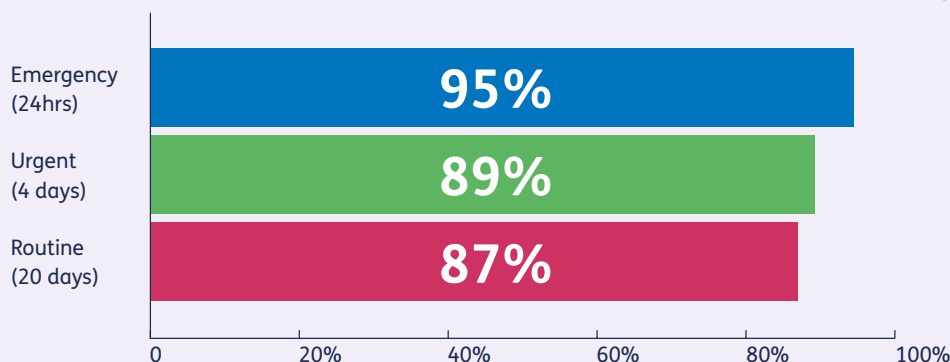
The average amount of days it took to re-let voids

12

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	54	£73.51	-	-	-	-
2 Bedrooms	686	£96.51	-	-	-	-
3 Bedrooms	428	£104.21	-	-	-	-
4 Bedrooms	27	£113.73	-	-	-	-
5 Bedrooms	10	£126.11	-	-	-	-
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
2	1	0

Anti-Social Behaviour



15

cases of anti-social behaviour were reported



11

cases of anti-social behaviour were resolved

Adaptations



30

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	-	-	-	-
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 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.