



# Key Performance Report 2022/23

## How has NB Housing performed?\*



### Mission Statement:

'To provide a place to call home and an outstanding service to those in need. A home where people feel they belong, feel safe, feel financially stable, feel supported, feel part of the fabric of the community.'

**Regulatory Rating 1 – Meets the standards**



**1108**

Social homes owned

### Rents and Charges

Total charges collected

**£6,036,129**

Average weekly rent increase

**3%**

### Voids

Charges not collected due to voids

**0.83%**

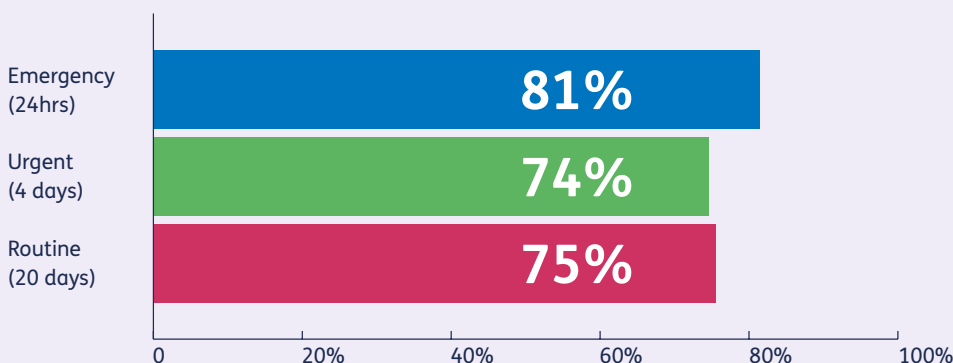
The average amount of days it took to re-let voids

**28**

### 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	-	-	20	£61.32	-	-
1 Bedrooms	36	£93.33	37	£131.55	63	£99.54
2 Bedrooms	471	£91.92	11	£63.64	-	-
3 Bedrooms	376	£104.28	-	-	1	£105.62
4 Bedrooms	64	£108.14	-	-	-	-
5 Bedrooms	5	£112.62	-	-	-	-
6 or more Bedrooms	1	£106.46	-	-	-	-

### Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

**100%**

# Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
13	2	1

## Anti-Social Behaviour



**53**

cases of anti-social behaviour were reported



**52**

cases of anti-social behaviour were resolved

## Adaptations



**21**

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  
**99.9%**



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	-	5	-	7
Over 6 weeks to 6 months	-	1	-	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 visit their website at [www.nb-housing.org](http://www.nb-housing.org) or contact them [enquiries@nb-housing.org](mailto:enquiries@nb-housing.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.

\*Information contained in this KPR is based on data provided by the RHA. We rely on this being accurate and complete and do not accept liability if this is not the case.