

Key Performance Report 2017/18

How has Ark Housing Ltd performed?



Mission Statement:

'To meet housing need; develop strong communities; deliver equality, diversity and social justice'

Regulatory Rating 1 - Meets the standards



425

Social homes owned

Total Rent Collected

£1,609,804

Average Weekly
Rent Increase:

2%

It did not collect

2.62% of rent due.

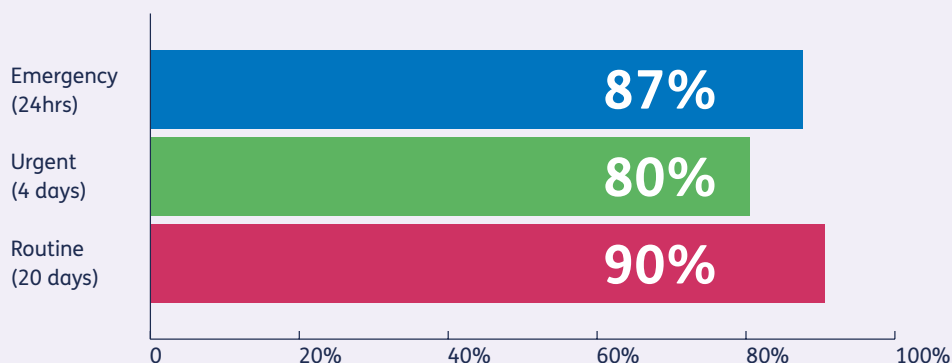
The average amount of
days it took to re-let voids

19

Average Weekly Rent

Size of home	General Needs			Supported Housing		
	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges
Bedsit	-	-	-	-	-	-
1 Bedrooms	-	-	-	99	£56.35	£19.31
2 Bedrooms	184	£84.40	£7.41	28	£79.74	£45.51
3 Bedrooms	88	£93.09	-	8	£77.61	£54.82
4 Bedrooms	7	£99.83	-	-	-	-
5 Bedrooms	-	-	-	-	-	-

Maintenance which met the Association targets



% of HA stock that
meet the decent
home standard

100%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
7	0	0

Anti-Social Behaviour



1

cases of anti-social behaviour were reported last year, for every 100 homes



80%

of anti-social behaviour cases were resolved in this reporting year

Adaptations



26

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

98%



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	-	1	-	-
Over 6 weeks to 6 months	-	2	-	-
Void over 6 months to 1 year	-	-	-	4
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.arkhousing.co.uk or contact them info@arkhousing.co.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 Annual Accounts;
- examine your Association's Regulatory Judgement; and
- find out more about our role and how we work.