

Key Performance Report 2018/19

How has Ark Housing Association performed



Mission Statement:

'In partnership, provide quality homes and support services to meet housing need and contribute to the well-being of communities'

Regulatory Rating 1 - Meets the standards



453

Social homes owned

Total Rent Collected

£2,133,251

Average Weekly
Rent Increase:

2.00%

It did not collect

3.14% of charges due.

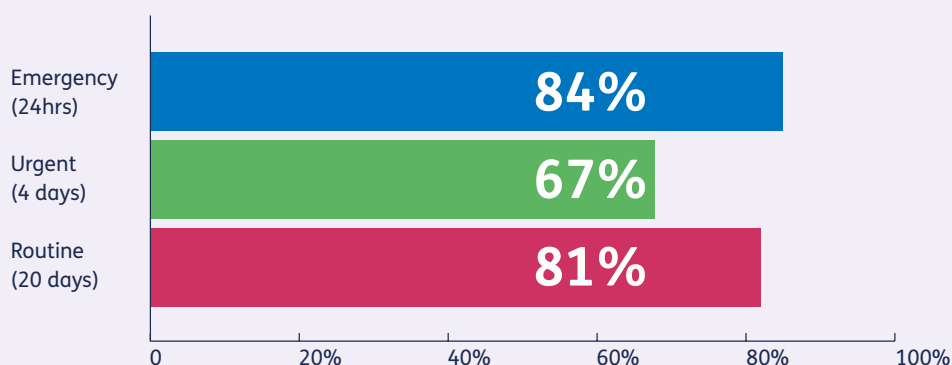
The average amount of
days it took to re-let voids

20

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)
Bedsit	-	-	-	-	-	-
1 Bedrooms	8	£103.16	27	£81.02	72	£75.72
2 Bedrooms	192	£89.69	28	£127.75	-	-
3 Bedrooms	93	£96.63	8	£135.08	-	-
4 Bedrooms	7	£102.49	-	-	-	-
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
8	1	0

Anti-Social Behaviour



1

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



50%

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

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%



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	-	6	-	-
Over 6 weeks to 6 months	-	1	-	-
Void over 6 months to 1 year	-	0	-	-
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.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.