



Key Performance Report 2022/23

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



717

Social homes owned

Rents and Charges

Total charges collected

£4,014,656

Average weekly rent increase

4.10%

Voids

Charges not collected due to voids

1.86%

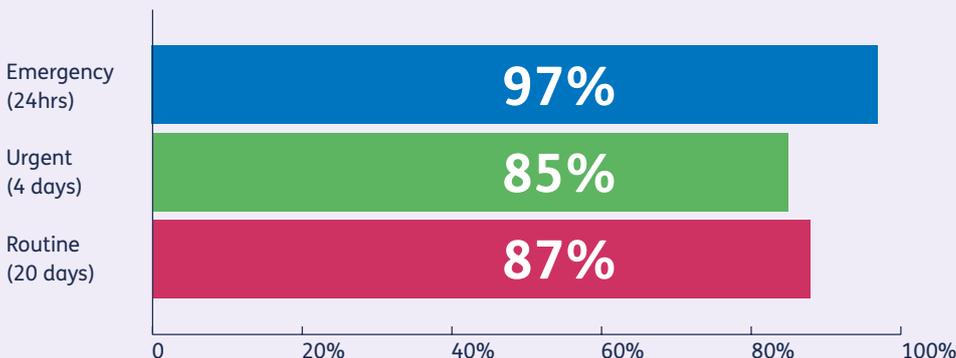
The average amount of days it took to re-let voids

19

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	-	-	17	£60.59	-	-
1 Bedrooms	86	£108.93	27	£98.30	74	£98.23
2 Bedrooms	321	£110.18	28	£147.82	-	-
3 Bedrooms	145	£113.68	8	£149.44	-	-
4 Bedrooms	10	£121.49	1	£183.34	-	-
5 Bedrooms	-	-	-	-	-	-
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
13	1	0

Anti-Social Behaviour



21

cases of anti-social behaviour were reported



15

cases of anti-social behaviour were resolved

Adaptations



25

minor adaptations completed in this year

1

major adaptation 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

99%



Voids

Void time	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	-	-	-	-
Over 6 weeks to 6 months	-	11	-	-
Void over 6 months to 1 year	-	-	-	-
Void over 1 year	-	6	-	-

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 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.