



Key Performance Report 2019/20

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



480

Social homes owned

Total Rent Collected

£2,407,616

Average Weekly
Rent Increase:

3%

It did not collect

3.61% of charges due.

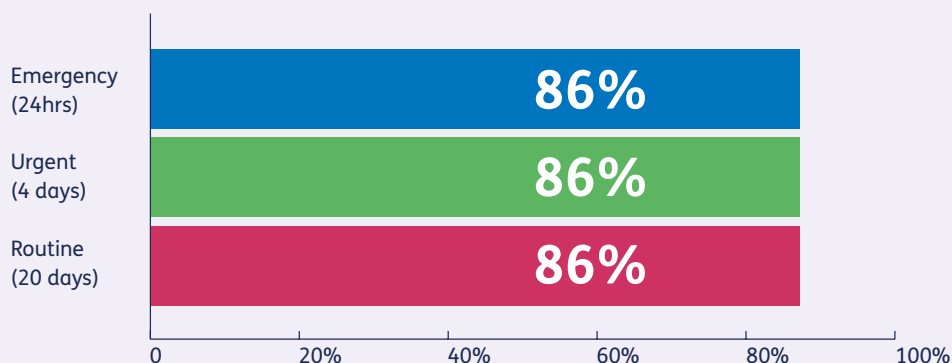
The average amount of
days it took to re-let voids

20

Average Weekly Rent

	General Needs		Supported Housing		Sheltered Housing	
Size of home	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	22	£98.66	27	£86.44	72	£80.89
2 Bedrooms	198	£93.53	28	£133.62	-	-
3 Bedrooms	99	£100.75	8	£137.45	-	-
4 Bedrooms	8	£106.46	-	-	-	-
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	1	0

Anti-Social Behaviour



1
case of anti-social
behaviour was
reported last year,
for every 100 homes



14%
of anti-social
behaviour cases
were resolved in
this reporting year

Adaptations



19
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
96%



Required Fire Risk
Assessments
carried out
100%



Required Carbon
Monoxide Alarms fitted
96%



Voids

Void time	Lettable		Unlettable	
	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	-	2	-	-
Over 6 weeks to 6 months	-	-	-	-
Void over 6 months to 1 year	-	6	-	-
Void over 1 year	-	3	-	-

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.