



Key Performance Report 2020/21

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



537

Social homes owned

Total Charges Collected

£2,770,190

Average Weekly Rent Increase:

2.90%

It did not collect

4.18% of charges due

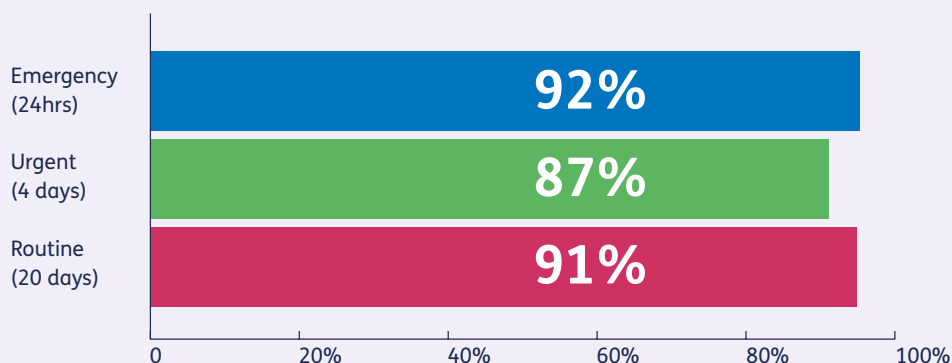
The average amount of days it took to re-let voids

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) |
| Bedsit | - | - | - | - | - | - |
| 1 Bedrooms | 31 | £100.62 | 27 | £90.99 | 74 | £87.13 |
| 2 Bedrooms | 232 | £99.29 | 28 | £138.70 | - | - |
| 3 Bedrooms | 109 | £104.95 | 8 | £141.44 | - | - |
| 4 Bedrooms | 10 | £113.39 | - | - | - | - |
| 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 |
|----------------------|----------------------|---------------------|
| 16 | 4 | 1 |

Anti-Social Behaviour



2

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



90%

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

Adaptations



14

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

100%



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 | - | 3 | - | - |
| Over 6 weeks to 6 months | - | 6 | - | - |
| Void over 6 months to 1 year | - | 2 | - | - |
| 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 Annual Accounts;
- examine your Association's Regulatory Judgement; and
- find out more about our role and how we work.