



Key Performance Report 2021/22

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



605

Social homes owned

Rents and Charges

Total charges collected

£3,368,974

Average weekly rent increase

1.50%

Voids

Charges not collected due to voids

1.19%

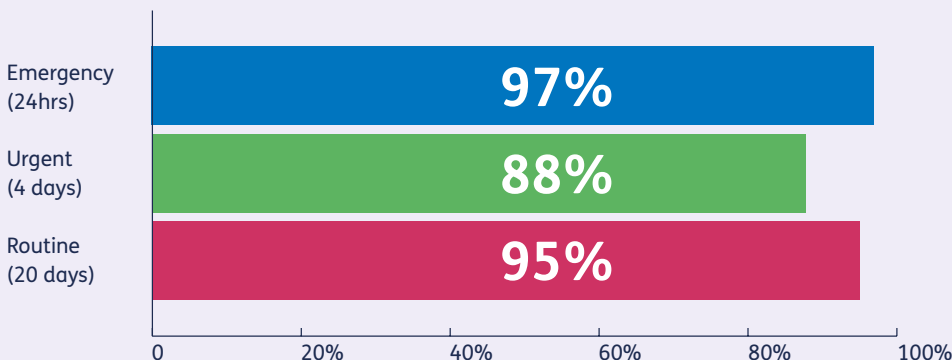
The average amount of days it took to re-let voids

15

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	-	-	18	£51.70	-	-
1 Bedrooms	52	£103.19	27	£94.43	74	£92.00
2 Bedrooms	262	£102.75	28	£142.00	-	-
3 Bedrooms	126	£107.69	8	£143.56	-	-
4 Bedrooms	10	£116.40	-	-	-	-
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
21	2	0

Anti-Social Behaviour



25

cases of anti-social behaviour were reported



21

cases of anti-social behaviour were resolved

Adaptations



6

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

98.9%



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	-	-	-	-
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 Regulatory Judgement; and
- find out more about our role and how we work.