

Key Performance Report 2018/19

How has NB Housing performed?



Mission Statement:

'To provide affordable rents and homes that build vibrant neighbourhoods and communities'

Regulatory Rating 1 - Meets the standards



1,004
Homes owned

Total Charges Collected
£4,897,190

Average Weekly
Rent Increase:
2.75%

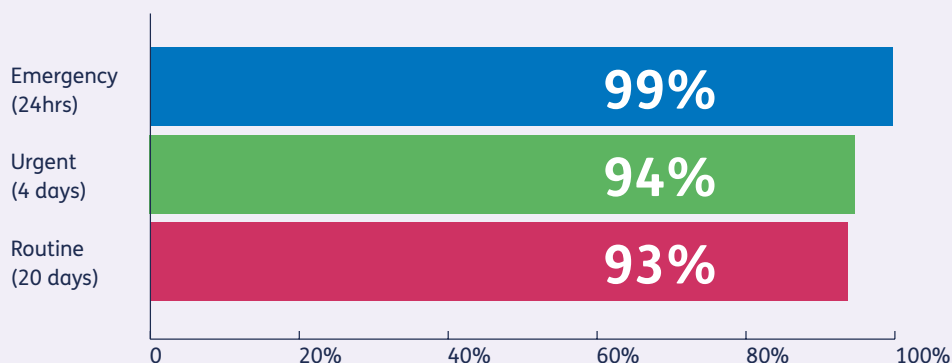
It did not collect
1.6% of charges due

The average amount of
days it took to re-let voids
25

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	-	-	20	£57.50	-	-
1 Bedrooms	31	£84.22	37	£119.78	63	£91.03
2 Bedrooms	434	£82.58	11	£57.95	-	-
3 Bedrooms	323	£93.56	-	-	-	-
4 Bedrooms	63	£97.58	-	-	-	-
5 Bedrooms	6	£101.61	-	-	-	-

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
11	0	0

Anti-Social Behaviour



21

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



97%

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

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

100%



Voids

Void time	Lettable		Unlettable	
	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	-	3	-	13
Over 6 weeks to 6 months	-	2	-	4
Void over 6 months to 1 year	-	-	-	1
Void over 1 year	-	-	-	-

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at www.nb-housing.org or contact them info@nb-housing.org 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.