

Key Performance Report 2017/18

How has Clanmil Housing Association Ltd performed?



Mission Statement:

'To provide great homes that strengthens communities with services that matter'

Regulatory Rating 1 - Meets the standards



4601

Social homes owned

Total Rent Collected
£23,349,519

Average Weekly
Rent Increase:
1.85%

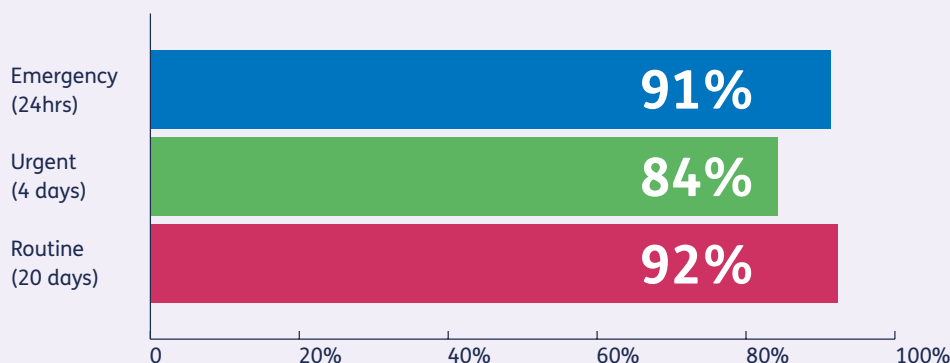
It did not collect
1.75% of rent due.

The average amount of
days it took to re-let voids
13

Average Weekly Rent

Size of home	General Needs			Supported Housing		
	Registered Housing Association - total stock owned	Average weekly rent (excluding Rates and Service Charges)	Rates and Service Charges	Registered Housing Association - total stock owned	Average weekly rent (excluding Rates and Service Charges)	Rates and Service Charges
Bedsit	-	-	-	41	£527.66	-
1 Bedrooms	146	£64.36	£18.01	1030	£62.05	£33.52
2 Bedrooms	1567	£79.10	£20.09	137	£71.83	£28.54
3 Bedrooms	1240	£98.50	£15.36	21	£87.91	£35.17
4 Bedrooms	200	£108.31	£17.70	2	£95.18	£26.66
5 Bedrooms	13	£114.45	£17.71	-	-	-

Maintenance which met the Association targets



% of HA stock that meet the decent home standard
99%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
93	5	0

Anti-Social Behaviour



3

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



71%

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

Adaptations



266

minor adaptations completed in this year

5

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	-	4	-	17
Over 6 weeks to 6 months	5	10	-	5
Void over 6 months to 1 year	1	9	-	-
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.clanmil.org.uk or contact them housing@clanmil.org.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.