

Key Performance Report 2019/20

How has Radius Housing performed?



Mission Statement:

'To make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities'

Regulatory Rating 1 - Meets the standards



12,918

Social homes owned

Total Rent Collected
£66,116,957

Average Weekly
Rent Increase:
2.45%

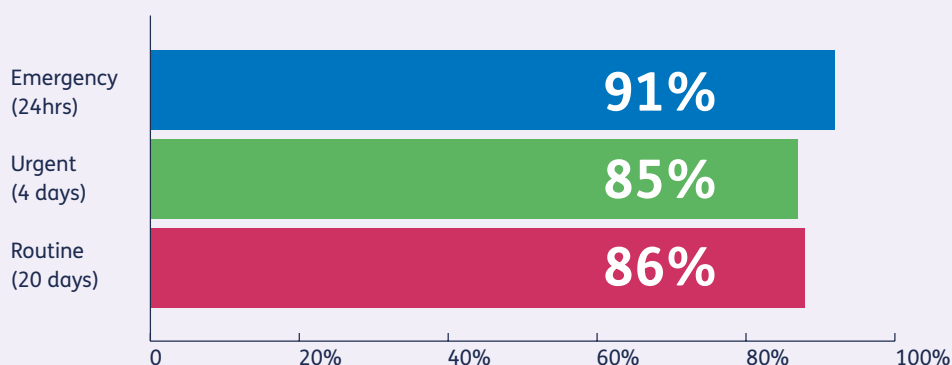
It did not collect
2.13% of rent due.

The average amount of
days it took to re-let voids
99

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	1308	£82.32	1005	£74.15	3047	£83.13
2 Bedrooms	4153	£93.44	131	£102.15	240	£95.34
3 Bedrooms	2541	£103.86	51	£102.25	86	£77.09
4 Bedrooms	303	£106.10	12	£102.32	-	-
5 Bedrooms	41	£116.70	-	-	-	-

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
190	22	4

Anti-Social Behaviour



3

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



70%

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

Adaptations



539

minor adaptations completed in this year

2

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	99	-	6
Over 6 weeks to 6 months	4	48	-	17
Void over 6 months to 1 year	1	25	-	20
Void over 1 year	12	19	23	101

Want to know more?

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