



Key Performance Report 2020/21

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



12,943

Social homes owned

Total Charges Collected

£67,208,342

Average Weekly Rent Increase:

1%

It did not collect

2.72% of charges due

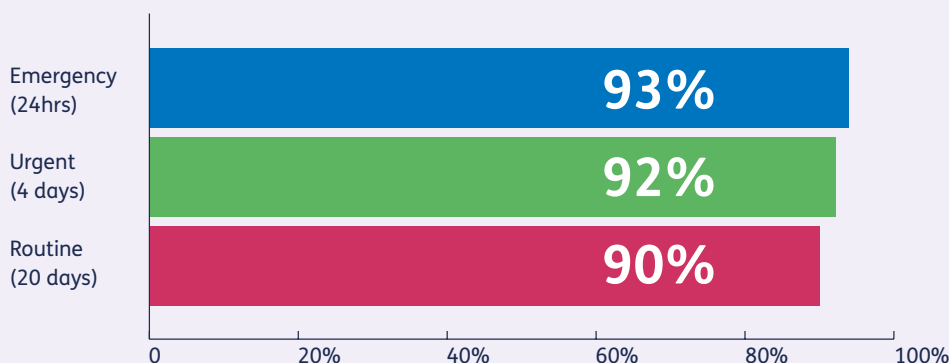
The average amount of days it took to re-let voids

127

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	1300	£82.86	1134	£86.53	3034	£83.29
2 Bedrooms	4207	£94.75	55	£100.96	217	£95.21
3 Bedrooms	2594	£104.70	9	£107.53	47	£110.07
4 Bedrooms	305	£108.84	1	£200.05	-	-
5 Bedrooms	40	£117.06	-	-	-	-

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
152	20	3

Anti-Social Behaviour



3

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



78%

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

Adaptations



289

minor adaptations completed in this year

8

major adaptations completed in this year

Compliance with Statutory Obligations

Gas Safety Certificates (CP-12) up-to-date
99.9%



Required Fire Risk Assessments carried out
100%



Required Carbon Monoxide Alarms fitted
99.9%



Voids

Void time	Lettable		Unlettable	
	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	6	112	-	7
Over 6 weeks to 6 months	11	51	-	15
Void over 6 months to 1 year	13	24	-	7
Void over 1 year	2	31	23	220

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.