

# Key Performance Report 2018/19

## 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**



**12,924**  
Social homes owned

Total Rent Collected  
**£62,608,378**

Average Weekly  
Rent Increase:  
**2.4%**

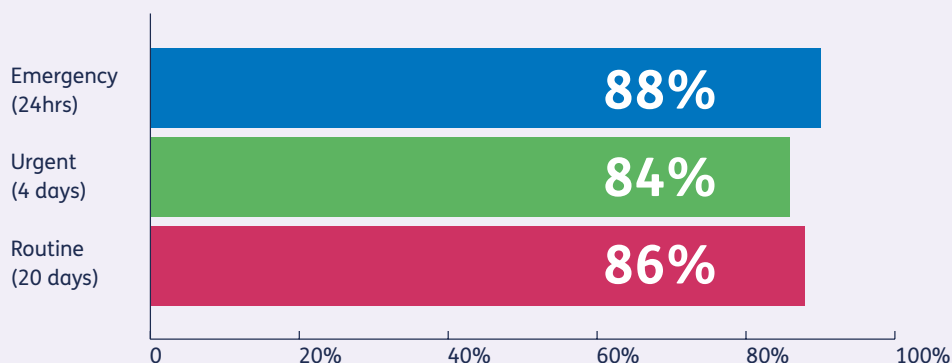
It did not collect  
**3.54%** of rent due.

The average amount of  
days it took to re-let voids  
**86**

### 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	-	-	28	£92.33	-	-
1 Bedrooms	1400	£77.85	992	£92.33	3016	£80.14
2 Bedrooms	4161	£89.91	120	£96.52	207	£92.04
3 Bedrooms	2511	£99.44	51	£97.28	88	£99.97
4 Bedrooms	299	£101.82	12	£111.01	-	-
5 Bedrooms	39	£110.24	-	-	-	-

### 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
200	23	2

## Anti-Social Behaviour



2

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



84%

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

## Adaptations



409

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

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	91	-	-
Over 6 weeks to 6 months	13	54	-	10
Void over 6 months to 1 year	2	26	-	16
Void over 1 year	8	33	-	44

## Want to know more?

If you want to find out more about your Associations performance, you can visit their website at [www.radiushousing.org](http://www.radiushousing.org) or contact them [info@radiushousing.org](mailto:info@radiushousing.org) directly.

You can also visit the Department for Communities Website at [www.communities-ni.gov.uk/articles/housing-regulation](http://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.