

# Key Performance Report 2017/18

## How has Radius Housing Association Ltd 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**



**12,594**  
Social homes owned

Total Rent Collected  
**£55,777,155**

Average Weekly  
Rent Increase:  
**1.99%**

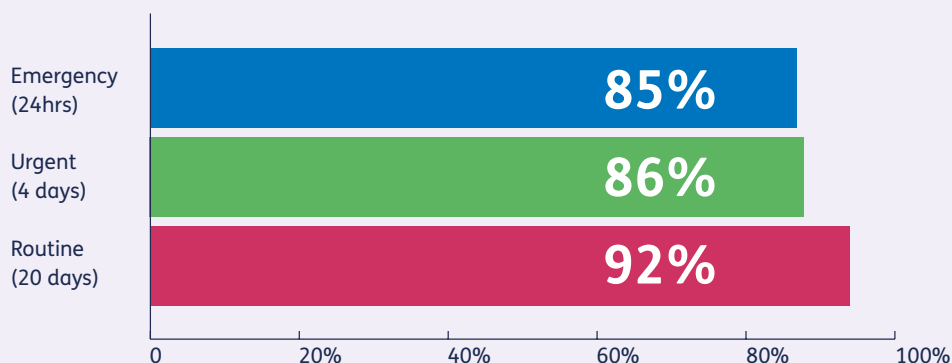
It did not collect  
**3.54%** of rent due.

The average amount of  
days it took to re-let voids  
**210**

### Average Weekly Rent

Size of home	General Needs			Supported Housing		
	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates and Service Charges)	Service Charges
Bedsit	-	-	-	-	-	-
1 Bedrooms	4411	£60.01	£19.55	627	£43.24	£9.09
2 Bedrooms	4175	£87.55	£5.78	394	£69.50	£6.09
3 Bedrooms	2493	£98.70	£0.53	161	£101.33	£10.28
4 Bedrooms	295	£103.56	£0.03	-	-	-
5 Bedrooms	37	£115.92	£0.28	-	-	-

### 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
145	9	0

## Anti-Social Behaviour



**0.7**

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



**56%**

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

## Adaptations



**393**

minor adaptations completed in this year

**3**

major adaptations 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

**99%**



## Voids

Void time	Lettable		Unlettable	
	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	3	116	-	5
Over 6 weeks to 6 months	14	70	-	36
Void over 6 months to 1 year	1	24	-	31
Void over 1 year	5	52	-	59

## 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.