

# Key Performance Report 2018/19

## How has Grove Community Housing Association performed?



### Mission Statement:

“Providing quality affordable homes and improving the standard of life in the community”

**Regulatory Rating 3** – Does not meet the requirements, but is working to improve their position



**218**

Social homes owned

Total Rent Collected

**£1,050,782**

Average Weekly Rent Increase:

**1.5%**

It did not collect

**0.55%** of rent due.

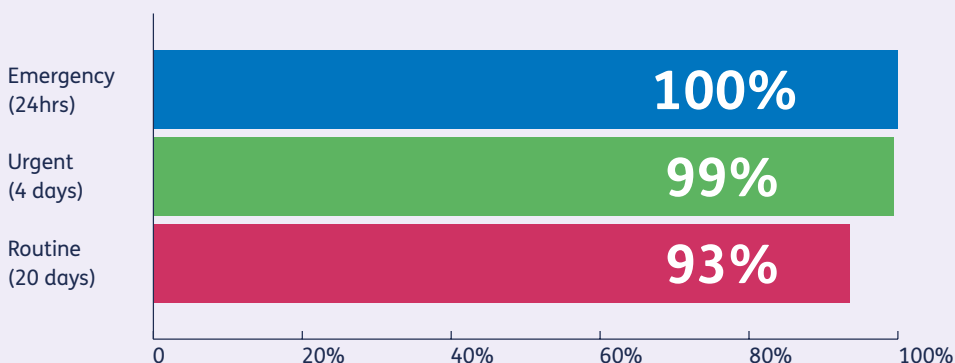
The average amount of days it took to re-let voids

**31**

## 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	8	£59.02	-	-	-	-
2 Bedrooms	89	£87.40	-	-	-	-
3 Bedrooms	115	£96.20	-	-	-	-
4 Bedrooms	6	£82.51	-	-	-	-
5 Bedrooms	-	-	-	-	-	-

## 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
4	0	0

## Anti-Social Behaviour



**0**  
cases of anti-social behaviour were reported last year, for every 100 homes



**None reported**  
of anti-social behaviour cases were resolved in this reporting year

## Adaptations



**6**  
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	-	-	-	1
Over 6 weeks to 6 months	-	-	-	-
Void over 6 months to 1 year	-	-	-	-
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.groveha.org.uk](http://www.groveha.org.uk) or contact them [info@groveha.org.uk](mailto:info@groveha.org.uk) 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.

\*Compliance with Statutory Obligations checked via Targeted Inspection.