



Key Performance Report 2020/21

How has Grove Community Housing Association performed?



Mission Statement:

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

Regulatory Rating 2 – Meets the requirements but needs to improve in some areas in order to ensure continued compliance



218

Social homes owned

Total Charges Collected

£1,079,956

Average Weekly Rent Increase:

2.90%

It did not collect

1.80% of charges due

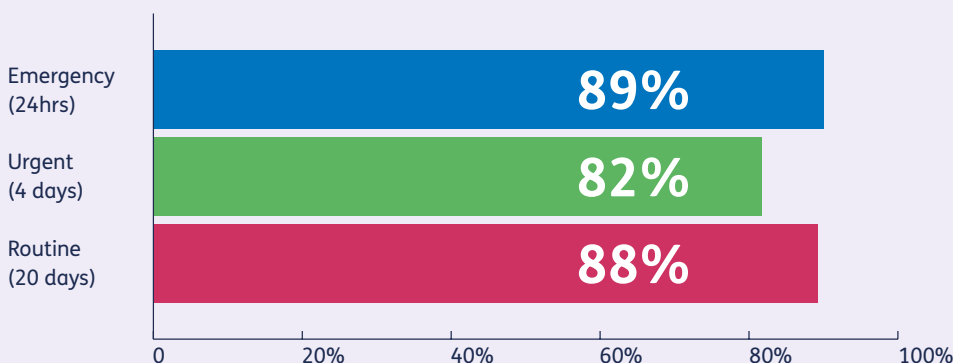
The average amount of days it took to re-let voids

119

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	8	£56.68	-	-	-	-
2 Bedrooms	89	£84.05	-	-	-	-
3 Bedrooms	115	£91.35	-	-	-	-
4 Bedrooms	6	£77.47	-	-	-	-
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
7	0	0

Anti-Social Behaviour



2
cases of anti-social behaviour were reported last year, for every 100 homes



100%
of anti-social behaviour cases were resolved in this reporting year

Adaptations



3
minor adaptations completed in this year

1
major adaptation 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	-	5	-	-
Over 6 weeks to 6 months	-	-	-	6
Void over 6 months to 1 year	-	-	-	3
Void over 1 year	-	-	-	1

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 or contact them info@groveha.org.uk 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.