



# Key Performance Report 2022/23

## How has Grove Community Housing Association performed?\*



### Mission Statement:

“To provide quality homes and services for our tenants and wider community.”

**Regulatory Rating 1** – Meets the standards



**215**

Social homes owned

### Rents and Charges

Total charges collected

**£1,118,950**

Average weekly rent increase

**4%**

### Voids

Charges not collected due to voids

**1.38%**

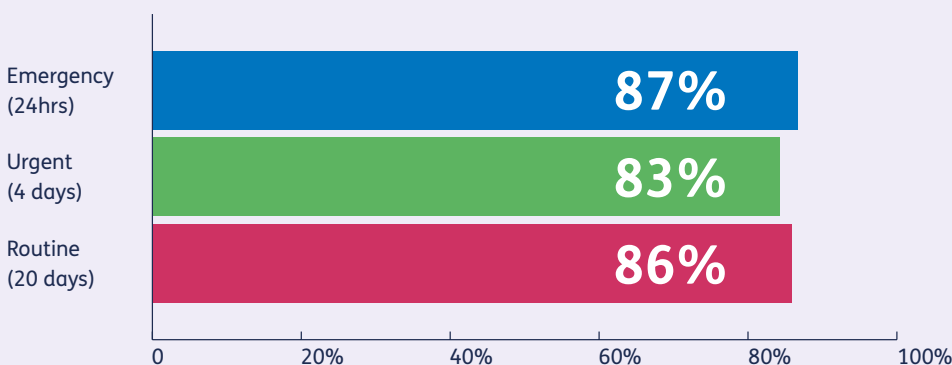
The average amount of days it took to re-let voids

**45**

## 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)
Non self-contained	-	-	-	-	-	-
Bedsit	-	-	-	-	-	-
1 Bedrooms	8	£59.77	-	-	-	-
2 Bedrooms	90	£90.12	-	-	-	-
3 Bedrooms	111	£97.50	-	-	-	-
4 Bedrooms	6	£83.19	-	-	-	-
5 Bedrooms	-	-	-	-	-	-
6 or more Bedrooms	-	-	-	-	-	-

## Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

**100%**

# Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
1	0	0

## Anti-Social Behaviour



**0**  
cases of anti-social behaviour were reported



**0**  
cases of anti-social behaviour were resolved

## Adaptations



**4**  
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	-	1	-	-
Over 6 weeks to 6 months	-	1	-	-
Void over 6 months to 1 year	-	-	-	1
Void over 1 year	-	-	-	3

## 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 Regulatory Judgement; and
- find out more about our role and how we work.

\*To carry out this assessment we rely on the information provided to us being accurate and complete. We do not accept liability if this is not the case.