

# Key Performance Report 2018/19

## How has Abbeyfield & Wesley Housing Association performed?



### Mission Statement:

'It is important that quality services are offered for affordable living and that any surpluses are reinvested back into services provided.'

**Regulatory Rating 1 - Meets the standards**



**293**

Homes owned

Total Charges Collected

**£3,828,071**

Average Weekly  
Rent Increase:

**3.60%**

It did not collect

**17%** of charges due

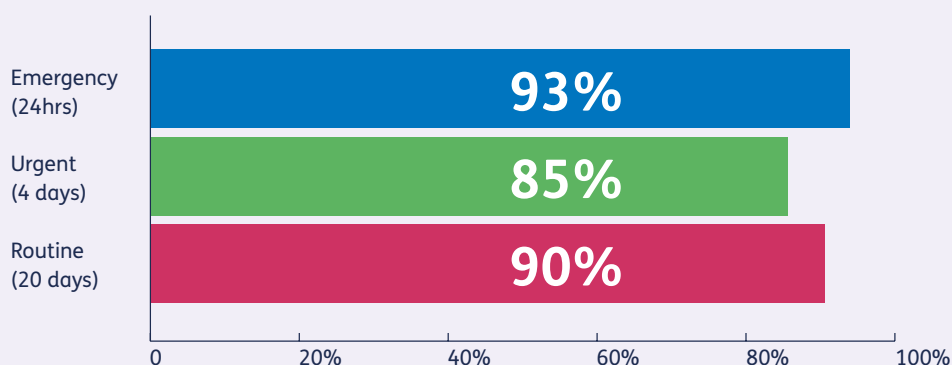
The average amount of days  
it took to re-let voids

**179**

### 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	-	-	188	£398.89	-	-
1 Bedrooms	-	-	-	-	91	£96.59
2 Bedrooms	9	£96.92	-	-	5	£107.55
3 Bedrooms	-	-	-	-	-	-
4 Bedrooms	-	-	-	-	-	-
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
3	0	0

## Anti-Social Behaviour



0

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



0%

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

## Adaptations



11

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	2	5	-
Over 6 weeks to 6 months	15	3	-	-
Void over 6 months to 1 year	8	3	-	-
Void over 1 year	9	1	-	-

## Want to know more?

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