



# Key Performance Report 2022/23

## How has Apex Housing Association performed?\*



### Mission Statement:

'To lead the way in building sustainable communities through the delivery of quality, affordable homes including tailored support and care services.'

**Regulatory Rating 1 – Meets the standards**



**6432**

Social homes owned

### Rents and Charges

Total charges collected

**£37,892,142**

Average weekly rent increase:

**3.75%**

### Voids

Charges not collected due to voids

**1.23%**

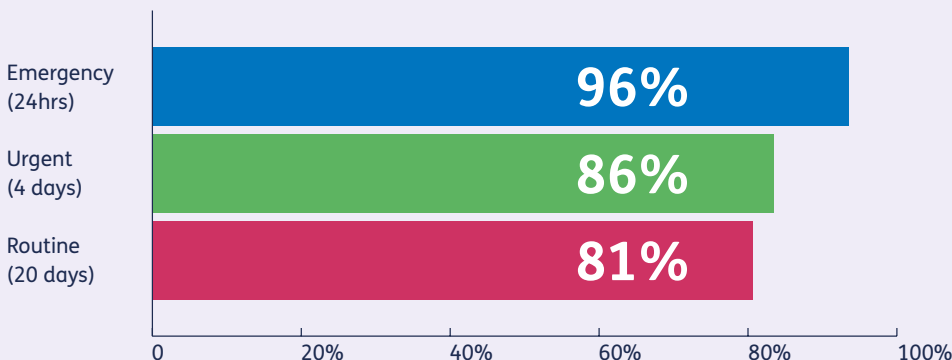
The average amount of days it took to re-let voids

**326**

### 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	2	£56.43	-	-	-	-
1 Bedrooms	296	£73.18	626	£104.17	306	£89.52
2 Bedrooms	2228	£97.27	35	£84.97	35	£102.44
3 Bedrooms	2614	£110.35	3	-	5	£116.96
4 Bedrooms	253	£118.32	-	-	-	-
5 Bedrooms	22	£126.74	1	£132.55	-	-
6 or more Bedrooms	6	£152.34	-	-	-	-

### Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard

**100%**

# Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
25	3	1

## Anti-Social Behaviour



**193**

cases of anti-social behaviour were reported



**160**

cases of anti-social behaviour were resolved

## Adaptations



**162**

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

**99.6%**



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	6	13	-	3
Over 6 weeks to 6 months	12	6	-	1
Void over 6 months to 1 year	2	1	2	4
Void over 1 year	20	-	6	8

## Want to know more?

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