



# Key Performance Report 2023/24

## How has Clanmil Housing Association Ltd performed?\*



### Mission Statement:

‘Provide homes for people to live well’

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



**5643**

Social homes owned

### Rents and Charges

Total charges collected

**£39,644,299**

Average weekly

rent increase **9%**

### Voids

Charges not collected due to voids

**2.04%**

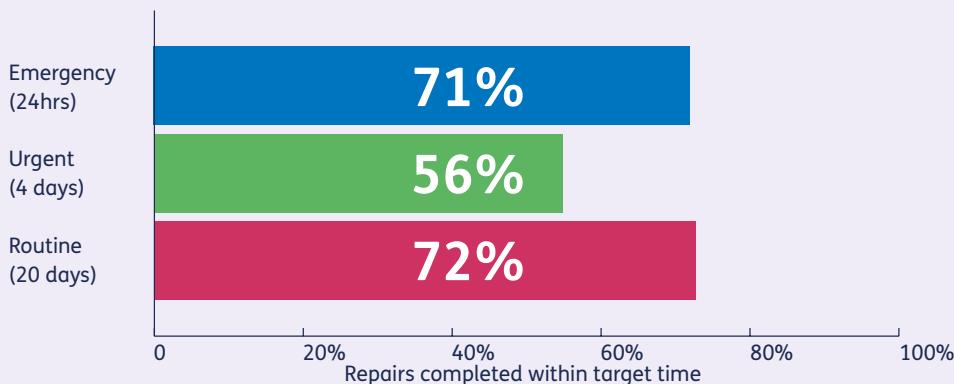
The average number of days it took to re-let voids

**82**

### Average Weekly Rent

	General Needs		Supported Housing		Sheltered Housing	
Size of home	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	264	£99.21	141	£110.98	959	£114.66
2 Bedrooms	1859	£114.10	17	£102.59	696	£119.68
3 Bedrooms	1416	£128.94	1	£114.75	16	£143.05
4 Bedrooms	201	£139.57	-	-	1	£132.75
5 Bedrooms	10	£144.61	-	-	-	-
6 or more Bedrooms	3	£174.71	-	-	-	-

### Response Maintenance Performance



% of occupied stock meeting Decent Home Standard

**99.91%**

# Complaints Received

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
59	14	5

## Anti-Social Behaviour



**690**

cases of anti-social behaviour reported



**570**

cases of anti-social behaviour resolved

## Adaptations



**159**

minor adaptations completed in this year

**1**

major adaptation completed in this year

## Health and Safety Compliance

Gas Safety Certificates (CP-12) completed on time

**89.66%**



Required Fire Risk Assessments carried out **100%**



Required Carbon Monoxide Alarms fitted

**100%**



## Voids

	Lettable		Unlettable	
	Shared	Self-Contained	Shared	Self-Contained
Void time				
Under 6 weeks	0	36	-	2
Over 6 weeks to 6 months	4	36	-	4
Void over 6 months to 1 year	1	2	-	0
Void over 1 year	28	6	-	2

## Want to know more?

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

\*Information contained in this KPR is based on data provided by the RHA. We rely on this being accurate and complete and do not accept liability if this is not the case.