Department for Communities
www.communities-ni.gov.uk
An Roinn Pobal
Depairtment fur Commonities

Key Performance Report 2020/21

How has Apex Housing Association performed?

Mission Statement:

'Apex leads 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

6115
Social homes owned

Total Charges Collected
£34,317,419

Average Weekly Rent Increase:
2.75%

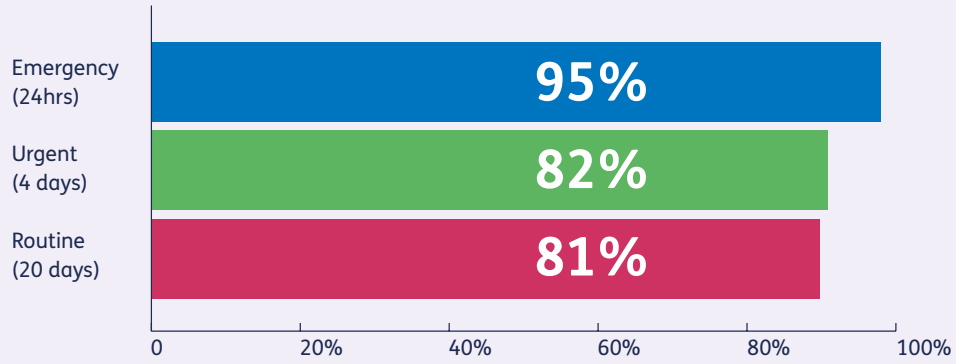
It did not collect
1.02% of charges due

The average amount of days it took to re-let voids
163

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)
Bedsit	2	£58.21	-	-	-	-
1 Bedrooms	251	£69.69	618	£96.84	305	£86.83
2 Bedrooms	2041	£92.18	34	£99.27	36	£99.05
3 Bedrooms	2557	£103.58	3	£51.03	5	£118.18
4 Bedrooms	235	£112.84	-	-	-	-
5 Bedrooms	27	£123.54	1	£115.38	-	-

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
18	2	0

Anti-Social Behaviour

5

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

95%

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

Adaptations

67

minor adaptations completed in this year

6

major adaptations completed in this year

Compliance with Statutory Obligations

Gas Safety Certificates (CP-12) up-to-date

99.52%

Required Fire Risk Assessments carried out

100%

Required Carbon Monoxide Alarms fitted

100%

Voids				
	Lettable		Unlettable	
Void time	Shared	Self Contained	Shared	Self Contained
Under 6 weeks	8	18	-	-
Over 6 weeks to 6 months	8	13	-	-
Void over 6 months to 1 year	11	1	-	-
Void over 1 year	9	-	-	-

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** or contact them **info@apex.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.