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Key Performance Report 2021/22

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

6309
Social homes owned

Rents and Charges

Total charges collected
£35,849,381.41

Average weekly rent increase:
1%

Voids

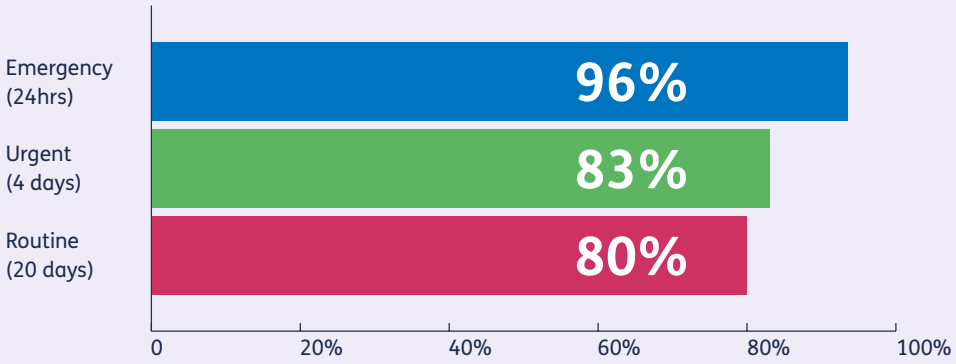
Charges not collected due to voids
1.35%

The average amount of days it took to re-let voids
183

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	£57.60	-	-	-	-
1 Bedrooms	276	£71.02	617	£134.12	306	£88.75
2 Bedrooms	2147	£93.88	34	£120.02	36	£100.70
3 Bedrooms	2614	£106.40	3	£51.03	5	£120.41
4 Bedrooms	241	£114.51	-	-	-	-
5 Bedrooms	22	£122.16	1	£127.76	-	-
6 or more Bedrooms	5	£145.57	-	-	-	-

Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard
100%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
22	2	0

Anti-Social Behaviour

308
cases of anti-social behaviour were reported

245
cases of anti-social behaviour were resolved

Adaptations

196
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

99.3%

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	10	22	1	-
Over 6 weeks to 6 months	11	15	–	1
Void over 6 months to 1 year	8	10	-	1
Void over 1 year	13	1	2	-

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