# Key Performance Report 2017/18

## How has Apex Housing Association performed?

DfC
Department for Communities
www.communities-ni.gov.uk

## 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

**5,283**
Homes owned

Total Rent Collected
**£21,113,247**

Average Weekly Rent Increase:
**2%**

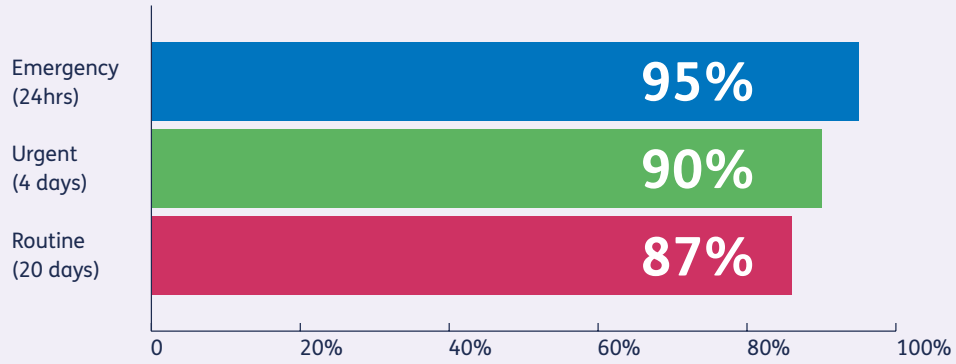
It did not collect
**0.72%** of rent due.

The average amount of days it took to re-let voids
**65**

## Average Weekly Rent

| | General Needs | | | Supported Housing | | |
|---|---|---|---|---|---|---|
| Size of home | Registered Housing Association - total stock owned | Average weekly rent (excluding Rates and Service Charges) | Rates and Service Charges | Registered Housing Association - total stock owned | Average weekly rent (excluding Rates and Service Charges) | Rates and Service Charges |
| Bedsit | 4 | £45.47 | £15.75 | - | - | - |
| 1 Bedrooms | 476 | £56.81 | £21.95 | 609 | £89.88 | £29.52 |
| 2 Bedrooms | 1605 | £83.27 | £1.76 | 30 | £100.48 | £10.81 |
| 3 Bedrooms | 2303 | £95.31 | £1.85 | - | - | - |
| 4 Bedrooms | 204 | £102.66 | £1.90 | - | - | - |
| 5 Bedrooms | 32 | £112.41 | £1.77 | - | - | - |

## Maintenance which met the Association targets



% of HA stock that meet the decent home standard
**99.9%**

## Complaints

| 1st Stage Complaints | 2nd Stage Complaints | Ombudsman Referrals |
|---|---|---|
| 15 | 0 | 0 |

## Anti-Social Behaviour

**5**

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

**92%**

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

## Adaptations

**123**

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 | | | | |
|---|---|---|---|---|
| | Lettable | | Unlettable | |
| Void time | Shared | Self-Contained | Shared | Self-Contained |
| Under 6 weeks | 3 | 11 | - | 5 |
| Over 6 weeks to 6 months | 11 | 10 | 1 | 5 |
| Void over 6 months to 1 year | 1 | - | 2 | 6 |
| Void over 1 year | - | - | 5 | 5 |

## 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.