Key Performance Report 2018/19

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

5,517
Social homes owned

Total Charges Collected
£29,289,970

Average Weekly Rent Increase:
2%

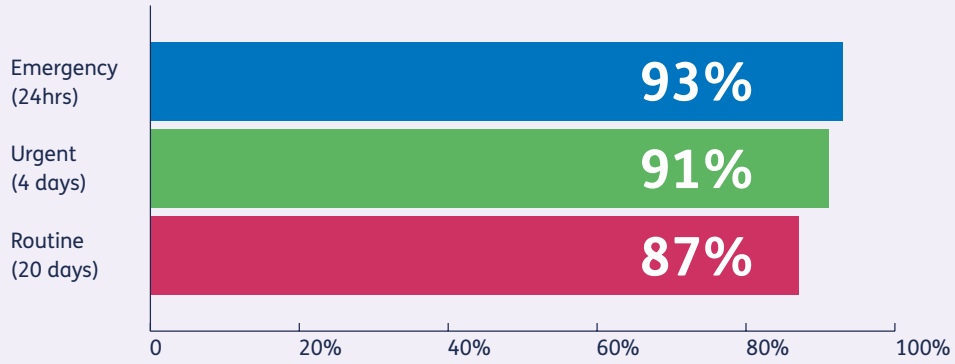
It did not collect
0.74% of charges due

The average amount of days it took to re-let voids
55

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	£59.19	-	-	-	-
1 Bedrooms	211	£66.62	617	£117.39	306	£81.27
2 Bedrooms	1730	£87.75	34	£113.30	36	£90.36
3 Bedrooms	2334	£99.90	3	-	5	£112.74
4 Bedrooms	214	£107.28	-	-	-	-
5 Bedrooms	24	£117.59	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
10	2	0

Anti-Social Behaviour

5

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

89%

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

Adaptations

182

minor adaptations completed in this year

4

major adaptations completed in this year

Compliance with Statutory Obligations

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

99.9%

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

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.