

1. Contact Details

Please complete this survey and submit to the ICSH by Friday, 4th March 2016.

1. Please indicate the time period for the information provided in this survey

Quarter 4 (October - December) 2015

Full Year (January - December) 2015

Other (please specify)

2. Name of housing association

3. Address of housing association

4. Name of person completing this survey

5. Daytime telephone number

6. Contact e-mail address

1. Number of units per type of funding scheme owned by the housing association:

Capital Assistance Scheme (CAS)

Capital Loan & Subsidy Scheme (CLSS)

Other owned e.g. donated

2. Number of units owned by a 3rd Party e.g. where a private landlord or local authority own the units and your housing association manage those units:

Social Housing Leasing

Rental Accommodation Scheme (RAS) owned by private landlord or local authority

Other managed units owned by 3rd party and managed by your housing association



1. Please give the average, maximum and minimum weekly rent for the Capital Assistance Scheme (CAS)

Average Weekly Rent

Maximum Weekly Rent

Minimum Weekly Rent

2. Please give the average, maximum and minimum weekly rent for the Capital Loan & Subsidy Scheme (CLSS)

Average Weekly Rent

Maximum Weekly Rent

Minimum Weekly Rent

3. Please give the average, maximum and minimum weekly rent for other owned units of accommodation, e.g., donated units.

Average Weekly Rent

€ 52.85

Maximum Weekly Rent

€ 120.00

Minimum Weekly Rent

€ 18.46

4. Please give the average, maximum and minimum weekly rent for the Social Housing Leasing Scheme

Average Weekly Rent

€ 211.50

Maximum Weekly Rent

€ 257.16

Minimum Weekly Rent

€ 186.82

5. Please give the average, maximum and minimum weekly rent for the Rental Accommodation Scheme (RAS)

Average Weekly Rent

n/a

Maximum Weekly Rent

n/a

Minimum Weekly Rent

n/a

6. Please give the average, maximum and minimum weekly rent for other managed units of accommodation, e.g., owned by a 3rd Party and managed by the Housing Association

Average Weekly Rent

€ 18.46

Maximum Weekly Rent

€ 18.46

Minimum Weekly Rent

€ 18.46

HAPM Q4 2015

Service Charges/Utilities

1. Total number of units of accommodation with a utility service charge per week for:

CAS units of accommodation

CLSS units of accommodation

Other owned units of accommodation, e.g., donated

Social Housing Leasing units of accommodation

RAS units of accommodation

Other managed units of accommodation

2. Average, maximum and minimum utility service charge per week on CAS units of accommodation

Average

Maximum

Minimum

3. Average, maximum and minimum utility service charge per week on CLSS units of accommodation

Average

Maximum

Minimum

4. Average, maximum and minimum utility service charge per week on other owned (e.g., donated) units of accommodation

Average

Maximum

Minimum

5. Average, maximum and minimum utility service charge per week on Social Housing Leasing units of accommodation

Average

Maximum

Minimum

6. Average, maximum and minimum utility service charge per week on RAS units of accommodation

Average

Maximum

Minimum

7. Average, maximum and minimum utility service charge per week on other managed units of accommodation

Average

Maximum

Minimum

8. Total cost to housing association to provide utility services in period for:

CAS units of accommodation

CLSS units of accommodation

Other owned units of accommodation

Social Housing Leasing Scheme units of accommodation

RAS units of accommodation

Other managed units of accommodation

1. Total number of units of accommodation with a support service charge per week for:

CAS units of accommodation

CLSS units of accommodation

Other owned units of accommodation, e.g., donated

Social Housing Leasing units of accommodation

RAS units of accommodation

Other managed units of accommodation

2. Average, maximum and minimum support service charge per week on CAS units of accommodation

Average

Maximum

Minimum

3. Average, maximum and minimum support service charge per week on CLSS units of accommodation

Average

Maximum

Minimum

4. Average maximum and minimum support service charge per week on other owned (e.g., donated) units of accommodation.

Average

Maximum

Minimum

5. Average, maximum and minimum support service charge per week on Social Housing Leasing units of accommodation

Average

Maximum

Minimum

6. Average, maximum and minimum support service charge per week on RAS units of accommodation

Average

Maximum

Minimum

7. Average, maximum and minimum support service charge per week on other managed units of accommodation

Average

Maximum

Minimum

8. Total cost to housing association to provide the support services in period for:

CAS units of accommodation

CLSS units of accommodation

Other owned units of accommodation

Social Housing Leasing units of accommodation

RAS units of accommodation

Other managed units of accommodation

1. Total amount of rent receivable in period

€ 388,000

2. Total amount of rent collected in period

€ 398,000

3. Percentage of rent collected in period against total rent receivable in period.

90%

#### HAPM Q4 2015

#### 7. Rent and Service Charge Arrears

1. Total amount of outstanding rent and service charge arrears due to the housing association owing from current tenants.

€ 7,883.00

2. Total amount of outstanding rent and service charge arrears due to the housing association owing from former tenants.

€ 3,744

3. Percentage of total rent and service charge arrears against total annualized rent and service charges receivable

2.01%

4. What value of rent and service charge arrears from former tenants was written off in the HAPM period?

€ 11,582

#### HAPM Q4 2015

#### 8. Allocations - Re-lets

1. Number of re-lets in period

16

2. Average time taken (in weeks) to re-let a vacant unit (from the date of vacation of the unit to the start date of new tenancy, including time for necessary repairs)

7 weeks

3. Percentage of re-lets in period against total housing stock.

16.49%

4. How many re-lets were given to tenants approved from the Local Authority Waiting List?

16



5. How many re-lets were tenants not approved by the Local Authority i.e. units were re-let using the CAS 25% allocation option?

6. How many re-lets were given to applicants from the Safe Home Scheme?

7. How many re-lets were given as transfers to existing tenants of your housing association?

### HAPM Q4 2015

#### 9. Allocation (First-Lets)

1. Number of first-lets

2. Percentage of first-lets in period against total housing stock.

3. How many first-lets were given to tenants approved from the Local Authority Waiting List?

4. How many first-lets were tenants not approved by the Local Authority i.e. units were re-let using the CAS 25% allocation option?

5. How many first-lets were given to applicants from the Safe Home Scheme?

6. How many first lets were given as transfers to existing tenants of your housing association?

### HAPM Q4 2015

#### 10. Voids

1. Number of void units of accommodation during period

2. How many voids reported in Question 1 are new void units that arose in this period? Do not include void units that carried over from a previous period.

3. Average length of a void during period (in weeks)

7 weeks

4. Please list in order of priority the main reasons for a void period:

1.

Death of a resident

2.

Resident moved to nursing home

3.

5. Percentage of voids against total housing stock in period.

16.49%

6. Void losses - On average, how much rental income was lost due to voids in the period?

£6,289.15

## HAPM Q4 2015

### Response Repairs and maintenance

To more accurately reflect repairs performance, we are now asking for the number and percentage of repairs responded to within the target timescale, as well as number completed within target timescale. You do not need to complete both questions, rather we would suggest you complete the question that best reflects how your organisation monitors repair times. If you feel that the existing completion time question best reflects your performance, then continue to answer that question and you can disregard the new one.

1. Emergency Repairs:

Repairs usually completed within 24hrs e.g. power cut/electrical damage as a result of a fire or flood.

Number of validated repair requests

28

Number completed within target timescale

28

Number responded to within target timescale

100%

% completed on time

100%

% responded to within target timescale

100%

2. Urgent Repairs:

Repairs usually completed within 5-7 days e.g. no hot water, faulty windows or door locks.

Number of validated repair requests

381

Number completed within target timescale

339

Number responded to within target timescale

381

% completed on time

88.97%

% responded to within target timescale

100%

3. Routine:

Repairs usually carried out within 28-30 days e.g. clearing blocked guttering, easing doors and windows.

Number of validated repair requests

439

Number completed within target timescale

419

Number responded to within target timescale

439

% completed on time

95.4%

% responded to within target timescale

100%

HAPM Q4 2015

12. Cost of Repairs and Maintenance

1. Response Repairs (all emergency, urgent and routine repairs as set out in Section 11)

Total spend on response repairs

51,558

Please specify the total number of units affected by response repairs in the period

104

2. Cyclical maintenance e.g. (seasonal maintenance such as painting, servicing equipment)

Total spend on cyclical maintenance

15,064

Please specify the total number of units affected by cyclical maintenance in the period

58

3. Planned maintenance (e.g. replacing windows or upgrading insulation)

Total spend on planned maintenance

€ 28,694

Please specify the total number of units affected by planned maintenance in the period

30

4. What percentage of rental income is set aside for a sinking fund for future management and maintenance?

100%

HAPM Q4 2015

13. Landlord-Tenant Relations

1. Notices to Quit (NTQs)

Number of NTQs served in period

1

Number of NTQs enforced through court action in period

0

Number of NTQs enforced through court action which resulted in eviction

0

What was the reason for each of the NTQs being served

Anti-Social Behaviour

Number of NTQs that did not result in court action

1

What were the reasons that the NTQs issued did not result in court action?

Positive Engagement / Negotiation

Average length of time between Notice to Quit being served and eviction taking place

2 Months

2. Formal complaints from tenants as per your housing association's policy definition

Number of formal complaints received in period

4

Number of complaints on-going in period

4

Number of complaints resolved in period

4

3. Does your housing association have a complaints policy

Yes

No

Thank you for taking the time to complete this HAPM return. The ICSH may contact you to verify the information you have provided. All information will be treated in strictest confidence. Results of HAPM are published on a quarterly basis with an end of year report issued to all ICSH members, Local Authorities and interested stakeholders of the Voluntary Housing Sector.

The completed HAPM form should be submitted by Friday, 4th March 2016.

For more information please contact Catherine McGillicuddy, ICSH Membership Development Officer 01 6618334, email [catherine@icsh.ie](mailto:catherine@icsh.ie) or visit the ICSH website on [www.icsh.ie](http://www.icsh.ie).

