

**Abertay Housing Association
Operational Report
Quarter to 30 June 2014**

It has been agreed that a number of Charter Indicators are reported to committee on a quarterly basis.

Charter Indicators will be reported to the Scottish Housing Regulator and the final outcomes will need to be approved by Committee in May.

Indicator	Target	To 30/6/2014	Previous Year	Comments
Complaints				
Stage 1 Complaints				The percentage of complaints resolved within timescale compares all those received in the year with all those resolved. At any date, a number will be unresolved, but still within timescale. Taking into account the actual resolution date for those received but unresolved at the end of June would give a percentage within timescale of 78.6% for Stage 1 and 100% for Stage 2
Number in period		28	110	
Percentage upheld		57.0%	71.8%	
Percentage within timescale	100%	71.0%	87.3%	
Stage 2 Complaints				
Number in period		4	10	
Percentage upheld		50.0%	60.0%	
Percentage within timescale	100%	50.0%	90.0%	
Housing Quality				
Percentage of stock meeting the SHQS	100% by 31/3/15	87%	83.0%	Good progress being made - we are aiming to reach 95% by the end of September and close to 100% by Christmas.
Housing Quality	Target	To 30/6/2014	Previous Year	Comments
Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS as at 31 March	98% by 31/3/15	95.9%	93.4%	Alongside SHQS, we expect to reach target by the end of the year.

Indicator	Target	To 30/6/2014	Previous Year	Comments
Repairs Performance				
Number of emergency repairs		150	723	Excellent performance achieved for emergency response times.
Average length of time taken to complete emergency repairs	5 hours	1.6 hours	3.8 hours	
Number of non-emergency repairs		1,849	7,364	Excellent performance achieved for non-emergency repair response times.
Average length of time taken to complete non-emergency repairs	7 working days	4.5 days	6.19 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	85.0%	80.95%	We have hit target in Q1 and now need to maintain this throughout the year.
Percentage of repairs appointments kept	>=95%	88.9%	99%	Reporting methodology changed from last year - now only the first appointment is used in calculating this figure.
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary	100%	100.00%	99.79%	Target met for Q1.
Medical Adaptations				
Number of approved applications for medical adaptations received		28	124	
The average time to complete applications	28 working days	11.8 days	31.27 days	Well within target.
Tenancy issues				
	Target	To 30/6/2014	Previous Year	Comments
Number of anti social behaviour cases reported		132	639	
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	100%	93.9%	89.51%	Targets - 28 days for category F, 3 months for all others. A number of cases were delayed as a result of us taking legal action which took longer than 3 months to conclude.

Indicator	Target	To 30/6/2014	Previous Year	Comments
Number of lettable houses that became vacant in the last year		38	160	
Income Maximisation				
Rent collected as percentage of total rent due for the reporting year	100%	95.3%	99.19%	Affected by timing of HB payments in relation to month end.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3.5%	3.3%	3.6%	Improved performance - now within target. The ARC indicator is different from the figures reported last year as it now includes former tenant arrears. The figures calculated on the same basis as last year are also shown
As above, excluding former tenant arrears	<2.5%	2.6%	2.7%	
Number of court actions which resulted in eviction		3	1	There have been 3 evictions in the last quarter vs 1 in the last 12 months as a result of tenants failing to engage and us tightening up on rent arrears procedures, serving NOPs when arrears reach £600 and taking earlier Court action to keep arrears under control.
Voids				
Average length of time taken to re-let properties in the last year	<= 21 calendar days	14.1 days	32.41 days	Excellent performance achieved given the tougher target of 21 calendar days.
Percentage of rent due lost through properties being empty during the last year	<=1.13%	0.6%	0.81%	Better than both target and last year's performance.
Percentage of tenancy offers refused during the year	<50%	50.57%	50.76%	Similar refusal rate to last year so far.

Committee is asked to note this report