

**Abertay Housing Association
Operational Report
Quarter to 30 September 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 30/9/2014	Previous Year	To 30/6/2014	Comments
Complaints					
Stage 1 Complaints					All complaints received in the year had been dealt with by 30 September. Fewer complaints are being upheld, and a higher percentage are being resolved within the target timescale than at 30 June.
Number in period		70	110	28	
Percentage upheld		51.4%	71.8%	57.0%	
Percentage within timescale	100%	81.4%	87.3%	71.0%	
Stage 2 Complaints					
Number in period		8	10	4	
Percentage upheld		37.5%	60.0%	50.0%	
Percentage within timescale	100%	100.0%	90.0%	50.0%	
Housing Quality					
Percentage of stock meeting the SHQS	100% by 31/3/15	95.3%	83.0%	87%	There are just 82 properties left to complete - works include kitchens, door entry systems, footpaths and lighting. The vast majority should be completed by Christmas.
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	99.3%	93.4%	95.9%	Above target. The target is 98% to allow for any abeyances - the property would still be SHQS compliant but we must still record the fact that the energy rating is below what is required for SHQS. We have a few properties where tenants refuse to let us fit internal wall insulation and 6 properties still have coal fires!

Repairs Performance	Target	To 30/9/2014	Previous Year	To 30/6/2014	Comments
Number of emergency repairs		260	723	150	Fewer emergency repairs year to date compared to last year. Time taken is comfortably within target.
Average length of time taken to complete emergency repairs	5 hours	2.2 hours	3.8 hours	1.6 hours	
Number of non-emergency repairs		3,602	7,364	1,849	Number on par with last year pro rata. Time taken is again comfortably within target.
Average length of time taken to complete non-emergency repairs	7 working days	4.9 days	6.19 days	4.5 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	88.8%	80.95%	85.0%	Further improvement in Q2. Now above target. .
Percentage of repairs appointments kept	>=95%	95.8%	99%	88.9%	Big improvement in Q2 - also now above target.
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the	100%	100.00%	99.79%	100.00%	Target met.
Medical Adaptations					
Number of approved applications for medical adaptations received		60	124	28	Numbers similar to last year.
The average time to complete applications	28 working days	12.4 days	31.27 days	12.7 days	Completion times are well within target.
Tenancy issues					
Number of anti social behaviour cases reported		251	302	132	On examining 2013/14 benchmarking information and taking advice from the SHBVN, we have adjusted the figures to exclude category F cases. These are low level tenancy breaches.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	100%	91.6%	88.4%	93.9%	
Number of lettable houses that became vacant in the last year		86	160	38	Likely to reach c180 re-lets during the whole year as anticipated.

Income Maximisation	Target	To 30/9/2014	Previous Year	To 30/6/2014	Comments
Rent collected as percentage of total rent due for the reporting year	100%	105.1%	99.19%	95.3%	Above target.
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%	3.3%	Arrears performance remains very strong, despite the challenges of Welfare Reform. Current arrears are now within target.
As above, excluding former tenant arrears	<2.5%	2.4%	2.7%	2.6%	
Number of court actions which resulted in eviction		4	1	3	One further eviction was carried out during Q2.
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	17.2 days	32.41 days	14.1 days	Excellent continued performance during Q2 - well below target.
Percentage of rent due lost through properties being empty during the last year	<=1.13%	0.6%	0.81%	0.6%	Performance is well within target.
Percentage of tenancy offers refused during the year	<50%	50.5%	50.76%	50.6%	Still slightly above target for refusals.

Committee is asked to note this report