

**Abertay Housing Association
Operational Report
Quarter to 31 December 2015**

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 31/12/2015	Previous Year	To 30/9/2015	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period		0	1	0	All targets being met. New guidance on calculating the percentage upheld was issued in December 2015. It compares the number of complaints upheld with those responded to in the period rather than those received in the period. This only effects our figures for Stage 1 complaints, which would have been 55.8% at 30/9/15 under the new calculations.
Percentage upheld		N/A	0.0%	N/A	
Percentage within timescale	90%	N/A	100.0%	N/A	
Stage 1 Complaints - Other					
Number in period		146	156	96	
Percentage upheld		51.4%	59.0%	55.2%	
Percentage within timescale	90%	96.5%	87.7%	97.9%	
Stage 2 Complaints - equalities					
Number in period		0	1	0	
Percentage upheld		N/A	0.0%	N/A	
Percentage within timescale	100%	N/A	100.0%	N/A	
Stage 2 Complaints - other					
Number in period		5	9	3	
Percentage upheld		80.0%	33.3%	66.7%	
Percentage within timescale	100%	100.0%	100.0%	100%	
Call Answering					
Percentage of calls lost	<5%	3.6%	2.4%	3.6%	Unchanged from Q2 but still within target.
Average ringing time	<10 seconds	8.2 seconds	9.39 seconds	11.4 seconds	Improvement since Q2 and now better than last year's performance

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Housing Quality					
Percentage of stock meeting the SHQS	100%	98.3%	98.3%	98.3%	No change from Q2 - still 29 abeyances although this will drop to 28 when we sell 12 2/L Denhead Crescent on 15 January.
Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment	99.5%	99.7%	99.7%	100%	No change from Q2 - still 5 abeyances which will be addressed when properties become void.
Repairs Performance					
Number of emergency repairs		553	744	319	Despite increased numbers of repairs in Q3, completion performance has shown further improvement on Q2.
Average length of time taken to complete emergency repairs	4 hours	2.1 hours	1.86 hours	2.8 hours	
Number of non-emergency repairs		5,681	7,613	3,112	Slight increase on Q3 due to higher volume of repairs.
Average length of time taken to complete non-emergency repairs	6 working days	5.1 days	5.10 days	4.7 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.4%	90.9%	90.7%	Consistently high performance all year.
Percentage of repairs appointments kept	>=95%	93.9%	94.3%	91.0%	Big improvement on Q2 and not far short of target (based on our challenging 2 hour target)
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100.0%	100.0%	100.0%	Perfection maintained once again.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	95%	99.6%	92.2%	99.4%	Only 3 dissatisfied tenants from 936 responses.

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Medical Adaptations					
Number of approved applications for medical adaptations received		66	107	32	Numbers have increased in Q3 but lower overall than last year.
The average time to complete applications (working days)	21 days	9.7 days	15.6 days	12.7 days	Improvement on Q2 and well within target - back under a 10 day average.
Tenancy issues					
Number of anti social behaviour cases reported		236	455	173	30% fewer cases of ASB recorded year to date compared to last year.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	97.9%	96.3%	91.3%	Big improvement on Q2 - now meeting target.
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.7%	100.0%	100.0%	Just one dissatisfied tenant from 43 returned surveys.
Percentage of new tenancies sustained for more than a year	85%	89.8%	85.8%	91.5%	Slightly down on Q2 but still well above target for the year.
Number of lettable houses that became vacant in the last year		108	153	72	Likely to be slightly under the number of forecast relets for the year.
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	97.2%	103.3%	97.5%	Marginally down on Q2 - affected by timing of Housing Benefit payments.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3.3%	2.4%	3.3%	2.4%	Excellent performance maintained in Q3 which is often fraught with non-payment at Christmas time.
As above, excluding former tenant arrears	<2.3%	1.7%	2.3%	1.8%	
Number of court actions which resulted in eviction		3	8	2	Just 3 evictions carried out - several averted by last minute payments to clear rent accounts.

Indicator	Target	To 31/12/2015	Previous Year	To 30/9/2015	Comments
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	12.5 days	16.28 days	10.9 days	Well within target and on course to beat last year's performance.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.5%	0.3%	Good relet performance.
Percentage of tenancy offers refused during the year	<45%	43.4%	51.7%	37.6%	Slightly up on Q2 but still within target.
Management Committee					
Number of management committee vacancies	<2	4	2	3	1 member left in quarter. Recruitment campaign planned for 2016.
Management Committee attendance rate	75%	87.2%	75.0%	86.1%	Slight improvement on Q2 - well above target.
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	5.0%	2.6%	5.9%	Improvement on Q2 but unlikely to meet target by year end. Mainly due to several long term illness absences.