

**Abertay Housing Association
Operational Report
Quarter to 30 June 2016**

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 30/6/2016	2015/16	Comments
Complaints				
Stage 1 Complaints - Equalities				
Number in period		0	0	The percentage of stage 1 complaints within timescale is marginally below target.
Percentage upheld		N/A	N/A	
Percentage within timescale	95%	N/A	N/A	
Stage 1 Complaints - Other				
Number in period		52	202	
Percentage upheld		61.1%	54.5%	
Percentage within timescale	95%	94%	97.0%	
Stage 2 Complaints - equalities				
Number in period		0	0	
Percentage upheld		N/A	N/A	
Percentage within timescale	100%	N/A	N/A	
Stage 2 Complaints - other				
Number in period		4	6	
Percentage upheld		0.0%	66.7%	
Percentage within timescale	100%	100.0%	100.0%	
Call Answering				
Percentage of calls lost	<5%	13.8%	4.0%	Possible fault under investigation with new phone software

Indicator	Target	To 30/6/2016	2015/16	Comments
Average ringing time	<10 seconds	6.7 seconds	8.09 seconds	provider as % lost calls is extraordinarily higher than usual and does not match with our day to day experience.
Repairs Performance				
Number of emergency repairs		188	744	Well within target.
Average length of time taken to complete emergency repairs	4 hours	1.6 hours	1.9	
Number of non-emergency repairs		1,373	6,676	Marginally longer response time that last year but still within target.
Average length of time taken to complete non-emergency repairs	6 working days	5.4 days	4.9 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	98.9%	92.3%	Excellent first time fix performance.
Percentage of repairs appointments kept	>=95%	93.7%	94.2%	A little lower than target & performance last year but this is based on a challenging 2 hour appointment slot.
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary	100%	100.0%	100.0%	100% performance record maintained.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	100.0%	99.6%	100% satisfaction based on 149 responses (10% return rate)
Tenancy issues				
Number of anti social behaviour cases reported		121	317	Fairly high number of cases reported in Q1
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	90.1%	97.2%	This should improve during the year as the more complex cases which take a longer time are resolved.

Indicator	Target	To 30/6/2016	2015/16	Comments
Percentage of tenants satisfied with the standard of their home when moving in	95%	100.0%	96.5%	100% satisfaction
Percentage of new tenancies sustained for more than a year	85%	94.7%	89.3%	Well above target
Number of lettable houses that became vacant in the last year		35	129	50% more voids this quarter compared to Q1 last year.
Income Maximisation				
Rent collected as percentage of total rent due for the reporting year	100%	97.2%	101.0%	This will improve over the course of the year and is affected by timing of Housing Benefit receipts.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	2.4%	2.8%	Excellent arrears performance by the whole team despite the challenges of Universal Credit.
As above, excluding former tenant arrears	<2%	1.7%	1.89%	
Number of court actions which resulted in eviction		1	7	Just one eviction has taken place this year.
Voids				
Average length of time taken to re-let properties in the last year	<= 21 calendar days	14.9 days	13 days	Excellent start to the year
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.47%	0.4%	Well within target.
Percentage of tenancy offers refused during the year	<45%	49.3%	41.6%	Over target due to the number of hard to let properties in Q1.
Management Committee				
Number of management committee vacancies	<2	4	4	Although the numbers on Committee were less than we would like in the first quarter, we expect Committee to be at (or close to) full strength following the AGM.

Indicator	Target	To 30/6/2016	2015/16	Comments
Management Committee attendance rate	80%	50.0%	76.7%	There was only one meeting in the quarter, which a relatively high number of members were unable to attend.
Staff Absence				
Percentage of days lost through staff sickness absence in the reporting year	<3%	3.0%	3.4%	On target
Percentage of days lost through short term staff sickness absence in the reporting year	<1.5%	0.8%	N/A	Comfortably below target

Committee is asked to note this report