

**Abertay Housing Association
Operational Report
Quarter to 30 September 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 30/9/2016	Previous Year	To 30/6/2016	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period		0	0	0	8 of the 91 Stage 1 complaints received year to date have fallen just outside the 5 day target response timescale.
Percentage upheld		N/A	N/A	N/A	
Percentage within timescale	95%	N/A	N/A	N/A	
Stage 1 Complaints - Other					
Number in period		92	202	52	
Percentage upheld		56.4%	54.5%	61.1%	
Percentage within timescale	95%	91.2%	97.0%	94.2%	
Stage 2 Complaints - equalities					
Number in period		0	0	0	
Percentage upheld		N/A	N/A	N/A	
Percentage within timescale	100%	N/A	N/A	N/A	
Stage 2 Complaints - other					
Number in period		8	6	4	
Percentage upheld		25.0%	66.7%	0.0%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Call Answering					
Percentage of calls lost	<5%	N/A	4.0%	13.3%	Despite exhaustive attempts, we have been unable to resolve the external software glitches to report figures accurately. As this is not an ARC indicator, we propose to cease reporting on this.

Indicator	Target	To 30/9/2016	Previous Year	To 30/6/2016	Comments
Call Answering					
Average ringing time	<10 seconds	N/A	8.09 seconds	7 seconds	As above. We therefore propose to cease reporting on this and focus on quality of handling rather than speed of answering as it is not a critical measure or one gives us cause for concern.
Repairs Performance					
Number of emergency repairs		329	744	188	Consistently within target.
Average length of time taken to complete emergency repairs	4 hours	1.6 hours	1.9 hours	1.6 hours	
Number of non-emergency repairs		2,622	6,676	1,373	Consistently within target.
Average length of time taken to complete non-emergency repairs	6 working days	5.5 days	4.9 days	5.4 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	94.4%	92.3%	98.9%	Above target.
Percentage of repairs appointments kept	>=95%	93.3%	94.2%	93.7%	Slightly down on Q1. Figure is based on a fairly unique 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 date	100%	100.0%	100.0%	100.0%	100% 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%	99.4%	99.6%	100.0%	Excellent satisfaction results.

Indicator	Target	To 30/9/2016	Previous Year	To 30/6/2016	Comments
Tenancy issues					
Number of anti social behaviour cases reported		262	317	121	High number of mainly low level cases recorded.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	95.8%	97.2%	90.1%	Now back above target.
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.1%	96.5%	100.0%	Above target.
Percentage of new tenancies sustained for more than a year	85%	92.6%	89.3%	94.7%	Still above target
Number of lettable houses that became vacant in the last year		78	129	35	Number of relets remains higher than last year
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	97.7%	101.0%	97.2%	0.5% up on Q1. Should continue to improve over the course of the year but 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%	2.3%	2.8%	2.4%	A further improvement on Q1 with arrears now at a all time low.
As above, excluding former tenant arrears	<2%	1.5%	1.9%	1.7%	
Number of court actions which resulted in eviction		1	7	1	Still just 1 eviction this year.
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	14.9	13 days	14.9 days	Excellent performance maintained in Q2

Indicator	Target	To 30/9/2016	Previous Year	To 30/6/2016	Comments
Voids					
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.5%	0.4%	0.5%	Within target.
Percentage of tenancy offers refused during the year	<45%	49.3%	41.6%	49.3%	Still above target due to multiple refusals of some properties as a result of tenant choice.
Management Committee					
Number of management committee vacancies	<2	2	4	4	On target following recruitment of new members. 2 places left for co-optees.
Management Committee attendance rate	80%	68.4%	76.7%	50.0%	Improvement on Q1 and heading in the right direction.
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	2.9%	3.4%	3.0%	Below target - slight improvement on Q1.
Percentage of days lost through short term staff sickness absence in the reporting year	<1.5%	0.9%	N/A	0.8%	Still well within target.

Committee is asked to note this report