

**Abertay Housing Association  
Performance Report  
Quarter to 31 December 2017**

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 31/12/2017 | 2016/17 | To 30/9/2017 | Comments   |
|--|--------|---------------|---------|--------------|--|
| <b>Complaints</b>  |        |               |         |              |  |
| Stage 1 Complaints - Other                                   |        |               |         |              | 13 complaints in the last 9 months were not resolved within timescale. This is largely due to delays in getting in touch with the person making the complaint to clarify details, or receiving information from the contractor involved. We have reviewed our procedures and this should help to reduce these cases.   |
| Number in period   |        | 128           | 156     | 91           |  |
| Percentage upheld  |        | 46.5%         | 59.6%   | 43.3%        |  |
| Percentage within timescale                                  | 95%    | 88.2%         | 90.4%   | 88.9%        |  |
| Stage 2 Complaints - other                                   |        |               |         |              |  |
| Number in period   |        | 1             | 10      | 1            |  |
| Percentage upheld  |        | 50.0%         | 44.4%   | 50.0%        |  |
| Percentage within timescale                                  | 100%   | 100.0%        | 100.0%  | 100%         |  |
| <b>Repairs Performance</b>                                   |        |               |         |              |  |
| Number of emergency repairs                                  |        | 528           | 739     | 339          | Attendance to Emergency Repairs and Call-Outs has remained consistent throughout the year with an average of 2 hrs to complete every job, which is well within target. (Note that the figure of 3.1 hours given in the Q2 report has been corrected.)  |
| Average hours taken to complete emergency repairs            | 4      | 2.08          | 2.22    | 2.0          |  |
| Number of non-emergency repairs                              |        | 5,248         | 5,978   | 3,024        | The average days to complete non-emergency jobs has increased progressively since April and started to go over target in August, as we are trying to reduce having to bring in 'extra labour' by fully utilising the contracted labour force we have. This means that we are looking at scheduling lower priority repairs for up to a week later, which has an impact on the average working days to complete. |
| Average working days taken to complete non-emergency repairs | 6      | 6.2           | 4.86    | 6.0          |  |

| Indicator   | Target | To 31/12/2017 | 2016/17 | To 30/9/2017 | Comments  |
|---|--------|---------------|---------|--------------|---|
| Percentage of reactive repairs carried out in the last year completed right first time  | >85%   | 88.9%         | 90.5%   | 90.2%        | Very consistent performance throughout the year and exceeding target.   |
| Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)   | >=90%  | 91.8%         | 91.7%   | 91.4%        | Consistent performance considering the strict 2 hour appointment times, with performance slightly improving in Q3 of this year.   |
| 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%        | 99.9%   | 100.0%       | This indicator remains challenging and we continually need to manage Annual Gas Servicing very closely, with 'No Access' a common obstacle. We will ensure that a 100% record is achieved this year.  |
| Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service. | 98%    | 99.5%         | 99.5%   | 99.6%        | Tenant Satisfaction is very high from the tenants who respond, but it has always been a challenge to get tenants to fill in the forms, either when the tradesmen leave the property or in the Freepost envelopes given to them.   |
| Percentage of tenants who responded to satisfaction survey following a repair   | 15%    | 14.0%         |         | 11.0%        | As above comments, although the Tenant Satisfaction returns are getting slightly better, they remain just under our target of 15% for the year to date.   |
| <b>Tenancy issues</b>   |        |               |         |              |   |
| Number of anti social behaviour cases reported  |        | 436           | 500     | 306          | We are seeing a rise in the number of cases reported, compared with last year.  |
| Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets                           | 90%    | 91.3%         | 93.6%   | 88.2%        | Resolution of these cases is highly dependant on the circumstances of each case. While there is no obvious reason for the apparent fall in performance since last year, it has improved over the last quarter and is now above target. We will watch this closely over the coming months. |
| Percentage of tenants satisfied with the standard of their home when moving in  | 95%    | 97.7%         | 96.8%   | 100.0%       |   |

| Indicator  | Target | To 31/12/2017 | 2016/17 | To 30/9/2017 | Comments   |
|--|--------|---------------|---------|--------------|--|
| Number of lettable houses that became vacant in the last year  |        | 102           | 138     | 70           | The number of tenancies ending is much in line with last year.   |
| <b>Income Maximisation</b>   |        |               |         |              |  |
| Rent collected as percentage of total rent due for the reporting year                                | 100%   | 96.0%         | 101.3%  | 95.9%        | This figure is very dependant on the timing of the 4-weekly Housing Benefit payments. We are due two payments in March, so the percentage should improve then. |
| Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year | <3%    | 1.91%         | 2.3%    | 1.8%         | Rent collection performance remains excellent, particularly as arrears tend to rise over the Christmas period, and numbers of tenants on UC are increasing.    |
| As above, excluding former tenant arrears  | <2%    | 1.39%         | 1.40%   | 1.4%         |  |
| Number of court actions which resulted in eviction   |        | 3             | 3       | 2            |  |
| <b>Voids</b>   |        |               |         |              |  |
| Average calendar days taken to re-let properties in the last year                                    | <= 21  | 15.3          | 17.1    | 18.17        | This is an improvement on the previous quarter, and well within target.  |
| Percentage of rent due lost through properties being empty during the last year                      | <=0.6% | 0.4%          | 0.4%    | 0.4%         |  |
| <b>Management Committee</b>  |        |               |         |              |  |
| Number of management committee vacancies   | <2     | 4             | 1       | 4            | Committee to discuss skills on 18 April.   |
| Management Committee attendance rate   | 80%    | 75.4%         | 78.7%   | 74.4%        |  |
| <b>Staff Absence</b>   |        |               |         |              |  |
| Percentage of days lost through staff sickness absence in the reporting year                         | <3%    | 3.17%         | 5.8%    | 0.7%         | We currently have two members of staff off on long term sickness.  |
| Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year   | <1.5%  | 1.03%         | 1.2%    | 0.8          |  |

Committee is asked to note this report