

**Abertay Housing Association**  
**Operational Report**  
**Quarter to 31 December 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	31/12/2014	Previous Year	To 30/9/2014	Comments
<b>Complaints</b>					
Stage 1 Complaints - Equalities					
Number in period		1	N/A	N/A	All but one of the complaints received in the year had been dealt with by 31 December. A higher percentage of complaints are being resolved within timescale than at 30 September but we will miss the 100% target. We received our first Equalities complaint in this period, which was also taken to Stage 2. It was not upheld.
Percentage upheld		0.0%	N/A	N/A	
Percentage within timescale	100%	100.0%	N/A	N/A	
Stage 1 Complaints - Other					
Number in period		122	110	70	
Percentage upheld		59.8%	71.8%	51.4%	
Percentage within timescale	100%	85.0%	87.3%	81.4%	
Stage 2 Complaints - Equalities					
Number in period		1	N/A	N/A	
Percentage upheld		0.0%	N/A	N/A	
Percentage within timescale	100%	100.0%	N/A	N/A	
Stage 2 Complaints - Other					
Number in period		9	10	8	
Percentage upheld		33.3%	60.0%	37.5%	
Percentage within timescale	100%	100.0%	90.0%	100.0%	
<b>Housing Quality</b>					
Percentage of stock meeting the SHQS	100% by 31/3/15	99.0%	83.0%	95.3%	17 failures - 14 are new kitchens which will be installed by 20 Feb. 2 awaiting confirmation that loft insulation work is complete & 1 will have a new gas central heating system installed shortly.

Housing Quality	Target	31/12/2014	Previous Year	To 30/9/2014	Comments
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	99.8%	93.4%	99.3%	Target met. Just 4 properties fall short of the target - 3 are refusals and 1 is awaiting is new central heating system mentioned above.
<b>Repairs Performance</b>					
Number of emergency repairs		538	723	260	Average time continues to fall and is now under 2 hours - well within target.
Average length of time taken to complete emergency repairs	5 hours	1.6 hours	3.8 hours	2.2 hours	
Number of non-emergency repairs		6,041	7,364	3,602	Slight increase to Q3 but still well within target.
Average length of time taken to complete non-emergency repairs	7 working days	5.4 days	6.19 days	4.9 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.7%	80.95%	88.8%	Above target.
Percentage of repairs appointments kept	>=95%	94.9%	92.23%	95.8%	Just below target - we expect to achieve target by year end though.
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100.00%	99.93%	100.00%	All properties have been serviced within 12 months so far this year.
<b>Medical Adaptations</b>					
Number of approved applications for medical adaptations received		91	124	60	Similar volume of application to last year.
The average time to complete applications	28 working days	16.1 days	31.27 days	12.4 days	Comfortably within target.

<b>Tenancy issues</b>	<b>Target</b>	<b>31/12/2014</b>	<b>Previous Year</b>	<b>To 30/9/2014</b>	<b>Comments</b>
Number of anti social behaviour cases reported		344	302	251	The number of cases reported is already higher than the total for last year. The percentage resolved within timescale is increasing but below the 100% target which is perhaps unrealistically high.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	100%	95.3%	88.40%	91.6%	
Number of lettable houses that became vacant in the last year		104	160	86	
<b>Income Maximisation</b>					
Rent collected as percentage of total rent due for the reporting year	100%	102.2%	99.19%	105.1%	Above target but down on Q2.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3.5%	3.5%	3.6%	3.3%	Arrears have risen in Q3 largely due to a significant level of non-payment over Christmas. We remain on target (just) but expect to recover the position and expect to meet target in Q4.
As above, excluding former tenant arrears	<2.5%	2.5%	2.7%	2.4%	
Number of court actions which resulted in eviction		5	1	4	
<b>Voids</b>					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	16.6 days	32.4 days	17.2 days	Consistently well withing target all year.
Percentage of rent due lost through properties being empty during the last year	<=1.13%	0.5%	0.81%	0.6%	Well below target
Percentage of tenancy offers refused during the year	<50%	47.3%	50.76%	50.5%	Now back within target.

Committee is asked to note this report