

Abertay Housing Association
Operational Report
Quarter to 31 March 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	31/03/2015	Previous Year	To 31/12/14	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period		1	N/A	1	All but two of the complaints received in the year had been dealt with by 31 March A higher percentage of complaints are being resolved within timescale than at 31 December but we have missed the 100% target, which is perhaps unrealistically high. 90% has been agreed for 15/16 which is still challenging.
Percentage upheld		0.0%	N/A	0.0%	
Percentage within timescale	100%	100.0%	N/A	100.0%	
Stage 1 Complaints - Other					
Number in period		156	110	122	
Percentage upheld		59.0%	71.8%	59.8%	
Percentage within timescale	100%	87.7%	87.3%	85.0%	
Stage 2 Complaints - Equalities					
Number in period		1	N/A	1	
Percentage upheld		0.0%	N/A	0.0%	
Percentage within timescale	100%	100.0%	N/A	100.0%	
Stage 2 Complaints - Other					
Number in period		9	10	9	
Percentage upheld		33.3%	60.0%	33.3%	
Percentage within timescale	100%	100.0%	90.0%	100.0%	
Housing Quality					
Percentage of stock meeting the SHQS	100% by 31/3/15	98%	83.0%	99%	All units pass SHQS with the exception of 30 abeyances where works have been refused. For reporting purposes, these are excluded to show the actual number passing.

Housing Quality	Target	31/03/2015	Previous Year	To 31/12/2014	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	99.7%	93.4%	99.80%	Whilst target has been met, 5 properties have refused new heating systems preventing us reaching 100%.
Repairs Performance					
Number of emergency repairs		744	723	538	Both attending and completing emergency works within 2 hours - target for 2015/16 reduced to 4 hours.
Average length of time taken to complete emergency repairs	5 hours	1.9 hours	3.8 hours	1.6 hours	
Number of non-emergency repairs		7,613	7,364	6,041	Nearly 2 days on average under the target which has been reduced for 2015/16 to 6 days.
Average length of time taken to complete non-emergency repairs	7 working days	5.1 days	6.19 days	5.4 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.8%	80.95%	90.7%	Performance has exceeded target by a large margin.
Percentage of repairs appointments kept	>=95%	94.3%	92.23%	94.9%	Just short of target but in contrast to others, we operate a more stringent 2 hour appointment window rather than just AM/PM.
Percentage of properties that require a gas safety record which had a gas safety check and record completed by	100%	100.00%	99.93%	100.00%	1,487 properties serviced, all within 12 months of their last service date.
Medical Adaptations					
Number of approved applications for medical adaptations received		107	124	91	Volume slightly down on last year.
The average time to complete applications	28 working days	15.6 days	31.27 days	16.1 days	Completed works well within target.

Tenancy issues	Target	31/03/2015	Previous Year	To 31/12/2014	Comments
Number of anti social behaviour cases reported		455	302	344	The number of cases reported is 32% higher than last year. The percentage resolved within timescale is increasing but below the 100% target. A more realistic target of 95% for 15/16 has been agreed.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	100%	96.3%	88.40%	95.3%	
Number of lettable houses that became vacant in the last year		153	160	104	Slightly fewer relets in 2014/15 than last year.
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	103.3%	99.19%	102.2%	Above target.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3.5%	3.3%	3.6%	3.5%	Both targets achieved and exceeded - fantastic result considering the bedroom tax, DHP and squeeze on tenant finances.
As above, excluding former tenant arrears	<2.5%	2.3%	2.7%	2.5%	
Number of court actions which resulted in eviction		8	1	7	1 ASB case, 7 rent arrears, Of these, 2 abandoned before we could carry out the eviction leaving 5 actual evictions.
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	16	32.41 days	16.6	A terrific performance, hitting target every month. Turnaround time now over 16 days lower than last year.
Percentage of rent due lost through properties being empty during the last year	<=1.13%	0.52%	0.81%	0.53%	Outstanding turnaround times resulted in target being easily met - target for 15/16 is a more challenging 0.6%.
Percentage of tenancy offers refused during the year	<50%	51.7%	50.76%	47.3%	Largely outside our control due to refusals by transfer and homeless applicants.

Committee is asked to note this report