

**Abertay Housing Association
Operational Report
Quarter to 31 March 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 31/3/2016	Previous Year	To 31/12/2015	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period		0	1	0	All targets met. Huge improvement in stage 1 complaint response times compared to last year. 30% more stage 1 complaints recorded although fewer upheld and/or escalated to Stage 2.
Percentage upheld		N/A	0.0%	N/A	
Percentage within timescale	90%	N/A	100.0%	N/A	
Stage 1 Complaints - Other					
Number in period		202	156	146	
Percentage upheld		54.5%	59.0%	51.4%	
Percentage within timescale	90%	97.0%	87.7%	96.5%	
Stage 2 Complaints - equalities					
Number in period		0	1	0	
Percentage upheld		N/A	0.0%	N/A	
Percentage within timescale	100%	N/A	100.0%	N/A	
Stage 2 Complaints - other					
Number in period		6	9	5	
Percentage upheld		66.7%	33.3%	80.0%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Call Answering					
Percentage of calls lost	<5%	4.0%	2.4%	3.6%	Within target despite taking an extra 2306 calls.

Indicator	Target	To 31/3/2016	Previous Year	To 31/12/2015	Comments
Average ringing time	<10 seconds	8.09 seconds	9.4 seconds	8.2 seconds	Impressive call answering performance.
Housing Quality					
Percentage of stock meeting the SHQS	100%	98.4%	98.3%	98.3%	28 abeyances remaining - all work refusals
Percentage of properties at or above the appropriate NHER (National Home Energy	99.5%	99.7%	99.7%	99.7%	5 abeyances which will be addressed if and when properties become void.
Repairs Performance					
Number of emergency repairs		744	744	550	Performance well within target and maintained at just under 2 hours on average.
Average length of time taken to complete emergency repairs	4 hours	1.9 hours	1.9 hours	2. hours	
Number of non-emergency repairs		6,676	7,613	4,876	High level of performance all year maintained - now just under 5 days on average.
Average length of time taken to complete non-emergency repairs	6 working days	4.9 days	5.1 days	4.7 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	92.3%	90.9%	90.6%	Strong consistent performance every quarter and an improvement on last year.
Percentage of repairs appointments kept	>=95%	94.2%	94.3%	95.0%	Just missed out on achieving target but this is based on a tight 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%	Target met all year.

Indicator	Target	To 31/3/2016	Previous Year	To 31/12/2015	Comments
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	95%	99.6%	92.2%	99.5%	Excellent satisfaction results achieved.
Medical Adaptations					
Number of approved applications for medical adaptations received		92	107	66	14% fewer approved applications than last year.
The average time to complete applications	21 working days	10.8 days	15.6 days	9.7 days	Big improvement on last year.
Tenancy issues					
Number of anti social behaviour cases reported		317	455	236	30% fewer reported cases than last year which is encouraging.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	97.2%	96.3%	97.9%	Performance up nearly 1% on last year.
Percentage of tenants satisfied with the standard of their home when moving in	95%	96.5%	100.0%	97.7%	Just 2 'fairly dissatisfied' from 57 returned surveys.
Percentage of new tenancies sustained for more than a year	85%	89.3%	85.8%	89.6%	Above target and 3.5% up on last year.
Number of lettable houses that became vacant in the last year		122	153	108	20% fewer relets compared to last year
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	101.0%	103.3%	97.2%	Excellent result

Indicator	Target	To 31/3/2016	Previous Year	To 31/12/2015	Comments
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3.3%	2.8%	3.3%	2.4%	Our lowest ever arrears figures - fabulous outcome given the challenges of Welfare Reform.
As above, excluding former tenant arrears	<2.3%	1.89%	2.3%	1.7%	
Number of court actions which resulted in eviction		7	8	5	One fewer eviction than last year
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	13.0 days	16.3 days	12.5 days	3 days lower than last year - a superb result.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.5%	0.4%	Great result - even better than last year.
Percentage of tenancy offers refused during the year	<45%	41.6%	51.7%	43.4%	10% improvement on last year
Management Committee					
Number of management committee vacancies	<2	4	2	4	Following composition changes, a recruitment campaign is planned for 2016.
Management Committee attendance rate	75%	76.7%	75.0%	87.2%	Down on Q3 but above target.
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	3.4%	2.6%	5.0%	Big improvement on Q3 but target missed due to several long term absences earlier in the year.