

Abertay Housing Association
Operational Report
Quarter to 31 December 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 31/12/2016	Previous Year	To 30/9/2016	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period		0	0	0	10 of the 126 Stage 1 complaints received year to date have fallen just outside the 5 day target response timescale. Performance slightly better in Q3 but below target.
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		126	202	92	
Percentage upheld		58.6%	54.5%	56.4%	
Percentage within timescale	95%	92.1%	97.0%	91.2%	
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	8	
Percentage upheld		37.5%	66.7%	25.0%	
Percentage within timescale	100%	100.0%	100.0%	100%	
Repairs Performance					
Number of emergency repairs		503	744	319	Average time to complete slightly higher, but still well within target. 47 fewer repairs than Q3 last year.
Average length of time taken to complete emergency repairs	4 hours	2.2 hours	1.9 hours	1.6 hours	

Indicator	Target	To 31/12/2016	Previous Year	To 30/9/2016	Comments
Repairs Performance cont					
Number of non-emergency repairs		4,243	6,676	2,622	Average time to complete these repairs still within target. 633 fewer repairs than Q3 last year.
Average length of time taken to complete non-emergency repairs	6 working days	5. days	4.9 days	5.5 days	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	94.7%	92.3%	94.4%	Well above target.
Percentage of repairs appointments kept	>=95%	92.4%	94.2%	93.3%	Still hovering slightly below target which is based on a 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%	Consistently maintaining 100% record.
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%	99.6%	99.4%	Consistently high satisfaction.
Tenancy issues					
Number of anti social behaviour cases reported		379	317	262	
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	95.3%	97.2%	95.8%	Still above target
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.7%	96.5%	97.1%	Above target and better than Q2.
Percentage of new tenancies sustained for more than a year	85%	89.3%	89.3%	92.6%	Still above target
Number of lettable houses that became vacant in the last year		86	129	78	

Indicator	Target	To 31/12/2016	Previous Year	To 30/9/2016	Comments
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	95.8%	101.0%	97.7%	Affected by the timing of housing benefit payments and the late crediting of £90K of direct debit payments for December.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	2.45%	2.8%	2.3%	Both within target - rise largely due to the late crediting of direct debit payments.
As above, excluding former tenant arrears	<2%	1.66%	1.9%	1.5%	
Number of court actions which resulted in eviction		2	7	1	Just two evictions so far this year.
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	15.4 days	13 days	14.9	Average time slightly higher but still well within target.
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%	50.52%	41.6%	49.3%	Below target due to refusals of some properties as per tenant choice.
Management Committee					
Number of management committee vacancies	<2	1	4	2	We have the potential to co-opt one Committee member at the next meeting
Management Committee attendance rate	80%	80.85%	76.7%	68.4%	Now back above target.
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	5.72%	3.4%	2.9%	We have had 3 members of staff off for almost all of the last quarter. One has returned to work, one is due to return to work shortly and the other is investigating retirement due to ill-health.
Percentage of days lost through short term staff sickness absence in the reporting year	<1.5%	0.78%	N/A	0.8	Within target

Committee is asked to note this report