

Abertay Housing Association
Operational Report
Quarter to 31 March 2017

It has been agreed that a number of Charter Indicators will be reported to the

Indicator	Target	To 31/3/2017	Previous Year	To 31/12/2016	Comments
Complaints					
Stage 1 Complaints - Equalities					
Number in period	0	0	0	0	22% fewer stage 1 complaints were recorded this year. 15 of the 156 complaints received have fallen just outside the 5 day target response time. All 10 stage 2 complaints were responded to within 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		156	202	126	
Percentage upheld		59.6%	54.5%	58.6%	
Percentage within timescale	95%	90.4%	97.0%	92.1%	
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		10	6	8	
Percentage upheld		44.4%	66.7%	37.5%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Repairs Performance					
Number of emergency repairs		739	744	503	Number of emergency repairs consistent with last year. Although the average time has increased it was still well within target.
Average length of time taken to complete emergency repairs	4 hours	2.22 hours	1.9 hours	2.2 hours	
Number of non-emergency repairs		5,978	6,676	4,243	Number of non-emergency repairs 10% lower than last year. Average completion time consistently within target.
Average length of time taken to complete non-emergency repairs	6 working days	4.86 days	4.9 days	5. days	

Indicator	Target	To 31/3/2017	Previous Year	To 31/12/2016	Comments
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.5%	92.3%	94.7%	Still comfortably above target and not far short of last year's performance despite change to definition (Nov 2016)
Percentage of repairs appointments kept (2 hour appointment slot)	>=95%	91.7%	94.2%	92.4%	More realistic 90% target agreed for 2017/18 based upon our 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%	99.9%	100.0%	100.0%	2 properties were not serviced on time. Procedures have been revised & tightened to address this.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	99.52%	99.6%	99.5%	Excellent satisfaction despite disappointing level of survey responses (13%). New indicator introduced for 2017/18 with a 15% target.
Tenancy issues					
Number of anti social behaviour cases reported		500	317	379	High number of low level cases reported during the year.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	95%	93.6%	97.2%	91.8%	Improvement on last quarter but slightly below target which has been revised to 90% for 2017/18.
Percentage of tenants satisfied with the standard of their home when moving in	95%	96.7%	96.5%	97.7%	Slight improvement from previous year and within target.
Percentage of new tenancies sustained for more than a year	85%	85.2%	89.3%	89.3%	Down on last year but still above target. Indicator removed for 2017/18
Number of lettable houses that became vacant in the last year		140	129	86	Up 8.5% on last year.
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	101.3%	101.0%	95.8%	Above target and just above what we achieved in 2015/16.

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Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	2.3%	2.8%	2.5%	Excellent performance all year with both targets achieved despite the Welfare Reforms challenges.
As above, excluding former tenant arrears	<2%	1.4%	1.9%	1.7%	
Number of court actions which resulted in eviction		3	7	2	4 (57%) fewer evictions than last year.
Voids					
Average length of time taken to re-let properties in the last year	<= 21 calendar days	16.4	13 days	15.4 days	Not as good as previous year due to a number of larger voids and redecoration, however still well within our 21 day target.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.5%	0.4%	0.5%	Within target despite the higher number of void decant properties at Craigiebank during the year.
Percentage of tenancy offers refused during the year	<45%	47.33%	41.6%	50.5%	Indicator removed for 2017/18. Refusal reasons will be closely monitored internally.
Management Committee					
Number of management committee vacancies	<2	1	4	1	Target met.
Management Committee attendance rate	80%	78.7%	76.7%	80.9%	Just below target.
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	5.8%	3.4%	5.7%	Above target as a result of several long term sickness absences during Q3 & Q4.
Percentage of days lost through short term staff sickness absence in the reporting year	<1.5%	1.17%	N/A	0.78	Target met for the year.

Committee is asked to note this report