

**Abertay Housing Association
Performance Report
Quarter to 30 June 2017**

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 30/6/2017	2016/17	Comments
Complaints				
Stage 1 Complaints				3 complaints in the quarter were not resolved within timescale. This is largely due to delays in getting in touch with the person making the complaint to clarify details, or receiving information from the contractor involved. We have reviewed our procedures and hope this will help to reduce these cases.
Number in period		34	156	
Percentage upheld		45.7%	59.6%	
Percentage within timescale	95%	91.4%	90.4%	
Stage 2 Complaints				
Number in period		1	10	
Percentage upheld		50.0%	44.4%	
Percentage within timescale	100%	100.0%	100.0%	
Repairs Performance				
Number of emergency repairs		165	739	The average time to repair is higher than last year, but still within target.
Average hours taken to complete emergency repairs	4	3.1	2.22	
Number of non-emergency repairs		1,502	5,978	The average time shown is high because a number of jobs which should have been cancelled because of "no access" were left as live jobs for long periods. (If a tenant fails to be in for two pre-arranged visits by our tradesman, we cancel should the job.) We have now tightened our procedure to pick up any jobs of this type, and the Customer Service Team have been reminded of the "no access" rules. Other than this reporting blip, repairs are carried out quickly.
Average working days taken to complete non-emergency repairs	6	6.3	4.9	

Indicator	Target	To 30/6/2017	2016/17	Comments
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.4%	90.5%	Performance continues to be good, and in line with last year.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	89.3%	91.7%	Performance is slightly below target, but put this down to random fluctuation, rather than any change in underlying performance.
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%	99.9%	We would expect to maintain this at 100% throughout the year.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	100.0%	99.5%	Satisfaction with our repairs service remains extremely high.
Percentage of tenants who responded to satisfaction survey following a repair	15%	17.0%		This measure was added from the start of the year. Response rate is reasonable.(There 286 responses in the quarter)
Tenancy issues				
Number of anti social behaviour cases reported		132	500	The number of cases is slightly up on the average each quarter last year. However, only 5 of the cases this quarter were classed as serious. 57 of the 500 cases last year were classed as serious.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	83.3%	93.6%	Resolution of these cases is highly dependant on the circumstances of each case. While there is no obvious reason for the apparent fall in performance we will watch this closely over the coming months,
Percentage of tenants satisfied with the standard of their home when moving in	95%	100.0%	96.8%	All tenants reported they were satisfied with the standard of their new home.
Number of lettable houses that became vacant in the last year		34	138	This is in line with last year.

Indicator	Target	To 30/6/2017	2016/17	Comments
Income Maximisation				
Rent collected as percentage of total rent due for the reporting year	100%	95.4%	101.3%	This figure is heavily dependant on the timing of the regular 4 weekly Housing Benefit payments we receive from DCC. We received fewer payments this quarter, but the low figure does not indicate a drop in performance.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	1.7%	2.3%	Performance continues to be extremely good.
As above, excluding former tenant arrears	<2%	1.4%	1.4%	
Number of court actions which resulted in eviction		1	3	
Voids				
Average calendar days taken to re-let properties in the last year	<= 21	16.2	17.1	Our relet times continue to be very good, particularly given the fact we do more work to improve properties while there are void than many social landlords.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.45%	0.4%	
Management Committee				
Number of management committee vacancies	<2	2	1	
Management Committee attendance rate	80%	77%	79%	There was only one meeting in the quarter, so this figure is of little significance!
Staff Absence				
Percentage of days lost through staff sickness absence in the reporting year	<3%	1.2%	5.8%	Last year's figure was particularly high due to several long term absences. The figures have improved this year

Indicator	Target	To 30/6/2017	2016/17	Comments
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	0.6%	1.2%	and we hope this will continue.

Committee is asked to note this report