

Abertay Housing Association
Performance Report
Quarter to 30 September 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 30/9/2017	2016/17	To 30/6/2017	Comments
Complaints					
Stage 1 Complaints					10 complaints in the last 6 months 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		91	156	34	
Percentage upheld		43.3%	59.6%	45.7%	
Percentage within timescale	95%	88.9%	90.4%	91.4%	
Stage 2 Complaints					
Number in period		1	10	1	
Percentage upheld		50.0%	44.4%	50.0%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Repairs Performance					
Number of emergency repairs		323	739	165	Average time to complete emergency repairs is higher than last year, but still within target.
Average hours taken to complete emergency repairs	4	3.5	2.22	3.1	
Number of non-emergency repairs		2,883	5,978	1,502	This is over target, due in part to the correction of jobs which should have been cancelled being left "live". We expect the average repair time to fall over the next 6 months.
Average working days taken to complete non-emergency repairs	6	6.5	4.86	6.3	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	90.1%	90.5%	90.4%	This is on target and in line with last year.
Percentage of repairs appointments kept. (Abertay has a 2 hour appointment slot)	>=90%	91.7%	91.7%	90.1%	This is on target and in line with last year.

Indicator	Target	To 30/9/2017	2016/17	To 30/6/2017	Comments
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%	100.0%	All gas safety checks were carried out within the legally required timescale.
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%	100.0%	The percentage of tenants responding who are happy with the repair remains extremely high.
Percentage of tenants who responded to satisfaction survey following a repair	15%	11.0%		17.0%	Return rate in the quarter has been poor, and we will take action to improve this.
Tenancy issues					
Number of anti social behaviour cases reported		306	500	132	The number of reported cases was exceptionally high in the quarter.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	88.2%	93.6%	83.3%	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 since last year, it has improved over the last quarter. 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%	100.0%	All new tenants responding have been happy with their new home.
Number of lettable houses that became vacant in the last year		67	138	34	In line with last year.
Income Maximisation					
Rent collected as percentage of total rent due for the reporting year	100%	95.9%	101.3%	95.4%	This figure is very dependant on the timing of the 4-weekly Housing Benefit payments. The figure here simply reflects the fact that we received 24 weeks HB (6 payments) in the 26 week period.

Indicator	Target	To 30/9/2017	2016/17	To 30/6/2017	Comments
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	1.8%	2.3%	1.7%	Rent collection performance continues to be excellent. This is very important as we reach the full roll out of Universal Credit.
As above, excluding former tenant arrears	<2%	1.4%	1.40%	1.4%	
Number of court actions which resulted in eviction		2	3	1	
Voids					
Average calendar days taken to re-let properties in the last year	<= 21	19.1	17.1	16.2	A high proportion of voids in the period have needed extensive work. This has increased relet times.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.4%	0.4%	In line with last year.
Management Committee					
Number of management committee vacancies	<2	4	1	2	Committee recruitment to be discussed at the Strategy Day on 21 October.
Management Committee attendance rate	80%	74.4%	78.7%	76.9%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	0.7%	5.8%	1.2%	Sickness rates have been low and there have been no long term absences.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	0.7%	1.2%	0.6%	

Committee is asked to note this report