

Abertay Housing Association
Performance Report
Quarter to 31 March 2018

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 31/3/2018	2016/17	To 31/12/2017	Comments
Complaints					
Stage 1 Complaints - Other					19 complaints in the last year 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 this should help to reduce these cases.
Number in period		158	156	128	
Percentage upheld		47.7%	59.6%	46.5%	
Percentage within timescale	95%	87.7%	90.4%	88.2%	
Stage 2 Complaints - other					
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		715	739	528	Slightly less Emergency Repairs attended to this year but even better performance and still well within agreed targets.
Average hours taken to complete emergency repairs	4	1.96	2.22	2.08	
Number of non-emergency repairs		6,510	5,978	5,248	There were 9% more Non-Emergency Repairs this year. The average number of days to complete is higher than last year, but still within target, as we are trying to manage jobs by priority better, plus cut back on the use of 'extra labour'.
Average working days taken to complete non-emergency repairs	6	5.93	4.86	6.16	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	88.2%	90.5%	88.9%	Still exceeding target.

Indicator	Target	To 31/3/2018	2016/17	To 31/12/2017	Comments
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	92.3%	91.7%	91.8%	Despite our strict 2 hour window we are still exceeding target for Appointments kept.
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%	This indicator remains challenging and we continually need to manage Annual Gas Servicing very closely, with 'No Access' a common obstacle. We have achieved a 100% record this 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%	99.5%	99.5%	99.5%	Although we would like a higher response rate from our tenants, the feedback we are receiving is excellent.
Percentage of tenants who responded to a satisfaction survey following a repair	15%	15.0%		14.0%	
Tenancy issues					
Number of anti social behaviour cases reported		567	500	436	The number of ASB cases reported, continues to rise - 13% up on last year, and an 87% rise over the past 4 years.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	92.1%	93.6%	91.3%	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 two quarters and is now above target. We will watch this closely over the coming months.
Percentage of tenants satisfied with the standard of their home when moving in	95%	95.9%	96.8%	97.7%	The vast majority of new tenants are satisfied with the standard of their home when they first move in.
Number of lettable houses that became vacant in the last year		138	138	102	
Income Maximisation					

Indicator	Target	To 31/3/2018	2016/17	To 31/12/2017	Comments
Rent collected as percentage of total rent due for the reporting year	100%	99.7%	101.3%	96.0%	We received 13 four-weekly payments from Housing Benefit in the year (364 days HB), while there were 365 days in the year.
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<3%	2.25%	2.30%	1.91%	Gross rent arrears rose during the year. This has been due to the full roll out of Universal Credit from Nov 2017, with 97 tenants on UC at 31 March. Our rent arrears performance remains excellent in the face of this.
As above, excluding former tenant arrears	<2%	1.68%	1.40%	1.4%	
Number of court actions which resulted in eviction		4	3	3	
Voids					
Average calendar days taken to re-let properties in the last year	<= 21	17.2	17.1	15.27	Relet times, and void rent loss remain good, particularly given the extensive work required in a high proportion of voids.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.4%	0.4%	
Management Committee					
Number of management committee vacancies	<2	6	1	4	Committee membership fell during the year. We are now actively recruiting with a view to appointing new members at the AGM.
Management Committee attendance rate	80%	79.0%	78.7%	75.4%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	2.1%	5.8%	3.2%	Low absence levels despite having had two members of staff on long term sick for part of the year.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	0.75%	1.2%	1.0%	

Committee is asked to **note** this report