

**Abertay Housing Association
Performance Report
Quarter to 30 June 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 30/6/2018	2017/18	Comments
Complaints				
Stage 1 Complaints				In calculating this indicator, complaints carried forward from the previous year are counted as having been resolved, but not in the number of complaints. As we have more complaints carried forward resolved within timescale than complaints resolved outwith timescale, this indicator show at more than 100%. This is an improvement from last year.
Number in period		57	158	
Percentage upheld		57.4%	47.7%	
Percentage within timescale	95%	101.9%	87.7%	
Stage 2 Complaints				
Number in period		1	1	
Percentage upheld		0.0%	50.0%	
Percentage within timescale	100%	100.0%	100.0%	
Repairs Performance				
Number of emergency repairs		155	715	The number of Emergency Repairs is slightly less than forecast. However, these are likely to increase over the Autumn/Winter seasons. The time taken to complete these repairs remains consistent.
Average hours taken to complete emergency repairs	4	2.0	1.97	
Number of non-emergency repairs		1,613	6,397	The number of Non-Emergency Repairs is slightly more and the time to complete is slightly more than forecasted. However, this will be monitored closely throughout the year. The increased average number of days to complete these repairs is due to a couple of factors, but mainly as a result of trying to prevent bringing in 'extra labour' to cope with demand.
Average working days taken to complete non-emergency repairs	6	6.9	5.9	

Indicator	Target	To 30/6/2018	2017/18	Comments
Percentage of reactive repairs carried out in the last year completed right first time	>85%	87.9%	88.0%	Achieving targets and consistently in line with previous years.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	94.4%	92.3%	Excellent performance in this field.
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%	We have already serviced 45% of Gas properties for the year and remain on course to achieving 100% by the end of 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%	99.2%	99.5%	Tenant Satisfaction remains at a very high level and it is encouraging to see the percentage of tenants returning surveys has increased to 20%.
Percentage of tenants who responded to satisfaction survey following a repair	20%	17.0%	15.0%	We have been working hard with our Reactive and Void Repairs contractor to increase this rate and 20% is the highest return we have had for a while.
Number of properties in the scope of EESSH that meet the standard	1,118	1,191	1,191	Remains static
Percentage of properties within the scope of EESSH that meet the standard	64.5%	68.4%	68.4%	Remains static
Tenancy issues				
Number of anti social behaviour cases reported		117	567	Numbers being reported are slightly lower than the previous quarter.

Indicator	Target	To 30/6/2018	2017/18	Comments
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	84.6%	92.1%	As this looks at the percentage of cases reported in the year resolved in the year, there will be a higher proportion unresolved early in the year. We therefore expect this to improve as the year progresses. Resolution of these cases is highly dependent of the individual circumstances of each case.
Percentage of tenants satisfied with the standard of their home when moving in	95%	96.9%	95.9%	High level of satisfaction and further improvement from previous quarter.
Number of lettable houses that became vacant in the last year		32	138	This is consistent with the previous quarter at 34 lets.
Percentage of new tenancies sustained for more than a year	85%	89.5%	91.5%	Slightly lower than the previous year however still comfortably within the target.
Income Maximisation				
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<4%	2.5%	2.3%	Slight deterioration in performance due to increasing numbers of UC cases.
As above, excluding former tenant arrears	<3%	2.1%	1.7%	
Number of universal credit cases		144	97	Almost at 10% of all tenants now on UC
Rent arrears as percentage of rent due for universal credit cases		37.3%	49.8%	Applying for managed payments and arrears direct which is reducing
Number of court actions which resulted in eviction		3	4	Greater number of evictions for the quarter.
Voids				
Average calendar days taken to re-let properties in the last year	<= 21	13.8	17.21	Improved performance from previous year and well within target timescale.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.4%	Percentage same as previous year.

Indicator	Target	To 30/6/2018	2017/18	Comments
Management Committee				
Number of management committee vacancies	<2	8	6	Committee Member opportunities have been advertised and a number of people are interested in joining committee.
Management Committee attendance rate	80%	78%	79%	The two members who resigned in May did not attend the April meeting, and a number of members were on holiday at the time of the May meeting.
Staff Absence				
Percentage of days lost through staff sickness absence in the reporting year	<3%	0.7%	2.1%	We have experienced low absence levels in the first quarter of the year.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	0.7%	0.8%	

Committee is asked to note this report