

Abertay Housing Association
Performance Report
Quarter to 30 September 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 30/9/2018	2017/18	To 30/6/2018	Comments
Complaints					
Stage 1 Complaints					Complaints resolved within timescale have improved since last year.
Number in period		100	158	57	
Percentage upheld		56.0%	47.7%	57.4%	
Percentage within timescale	95%	96.0%	87.7%	101.9%	
Stage 2 Complaints					
Number in period		3	1	1	
Percentage upheld		33.3%	50.0%	0.0%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Repairs Performance					
Number of emergency repairs		313	715	155	The number of emergency repairs is consistent with previous months / years and the time taken to complete them remains excellent and well within target.
Average hours taken to complete emergency repairs	4	1.8	1.97	2.01	
Number of non-emergency repairs		3,170	6,397	1,613	While the time is slightly over target for the half year, performance in July - September has improved since the first quarter and was within target at 5.6 days.
Average working days taken to complete non-emergency repairs	6	6.3	5.9	6.9	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	88.0%	88.0%	87.9%	Consistent statistics and above set target.
Percentage of repairs appointments kept. (Abertay has a 2 hour appointment slot)	>=90%	93.5%	92.3%	94.4%	Excellent achievement considering we limit ourselves to attending within a 2 hour window.

Indicator	Target	To 30/9/2018	2017/18	To 30/6/2018	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%	100.0%	100.0%	We keep a close eye on this target and take tough steps to ensure that we achieve a 100% record in this field, as it is always a struggle to gain access to some properties.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	99.1%	99.5%	99.5%	Very high and consistent customer satisfaction results.
Percentage of tenants who responded to satisfaction survey following a repair	15%	16.0%	15.0%	15.0%	It remains a struggle to get anywhere near the percentage of customer satisfaction survey returns we would like.
Number of properties in the scope of EESSH that meet the standard	1,118	1,221	1,191	1,191	New Build Housing has increased quota
Percentage of properties within the scope of EESSH that meet the standard	64.5%	68.9%	68.4%	68.4%	
Tenancy issues					
Number of anti social behaviour cases reported		254	567	117	Numbers being reported are higher than the previous quarter-this is normal in the summer holiday period .
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	88.6%	92.1%	84.6%	Improvement since previous quarter. 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%	97.9%	95.9%	96.9%	High level of satisfaction and further improvement from previous quarter.
Number of lettable houses that became vacant in the last year		98	138	32	Increase in properties due to new build becoming available. This figure includes 32 New Build properties

Indicator	Target	To 30/9/2018	2017/18	To 30/6/2018	Comments
Percentage of new tenancies sustained for more than a year	85%	89.7%	91.5%	89.5%	High level of tenancy sustainment and a slight increase from previous quarter.
Income Maximisation					
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<4%	2.9%	2.3%	2.5%	Continuing upward trend as a result of managing increasing numbers of UC cases with high arrears.
As above, excluding former tenant arrears	<3%	2.3%	1.7%	2.1%	
Number of universal credit cases		190	97	144	Well over 10% of tenants now claiming UC
Rent arrears as percentage of rent due for universal credit cases		9.4%	49.8%	37.3%	A high percentage of tenants on UC are in arrears
Number of court actions which resulted in eviction		7	4	3	Number likely to increase over coming months
Voids					
Average calendar days taken to re-let properties in the last year	<= 21	14.6	17.21	13.8	Slight increase in days due to delays with allocation of new build. Still well within target.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.5%	0.4%	0.4%	Void rent loss has increased because the new properties has meant there have been more voids than normal.
Management Committee					
Number of management committee vacancies	<2	2	6	8	Committee now at 13, however still need to focus on recruitment.
Management Committee attendance rate	80%	73%	79%	78%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	2.2%	2.1%	0.7%	Figures have increased since Q1 due to one long term absence, but still below target
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	1.3%	0.8%	0.7%	

Committee is asked to **note** this report .