

Abertay Housing Association
Performance Report
Quarter to 31 December 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 31/12/2018	To 30/9/2018	2017/18	Comments
Complaints					
Stage 1 Complaints - Other					Complaints resolved within timescale have improved since last year and are at a similar level to last quarter.
Number in period		142	100	158	
Percentage upheld		56.6%	56.0%	47.7%	
Percentage within timescale	95%	95.8%	96.0%	87.7%	
Stage 2 Complaints - other					
Number in period		3	3	1	
Percentage upheld		33.3%	33.3%	50.0%	
Percentage within timescale	100%	100.0%	100.0%	100.0%	
Repairs Performance					
Number of emergency repairs		510	313	715	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	2.00	1.75	1.97	
Number of non-emergency repairs		4,904	3,170	6,397	Performance has improved since the last quarter and is now back on track to achieve our target of 6 days.
Average working days taken to complete non-emergency repairs	6	6.0	6.26	5.9	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	88.7%	88.0%	88.0%	Consistent statistics and above set target.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	92.9%	93.5%	92.3%	Excellent achievement considering we limit ourselves to attending within a 2 hour window.

Indicator	Target	To 31/12/2018	To 30/9/2018	2017/18	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%	99.0%	99.1%	99.5%	Very high and consistent customer satisfaction results.
Percentage of tenants who responded to a satisfaction survey following a repair	15%	18.6%	16.0%	15.0%	Significant increase in response rate from last quarter, due to a phone data collection exercise carried out by the CS Team and we are achieving our set target. However, it remains a struggle to get customers to return completed Customer Satisfaction Surveys.
Number of properties in the scope of EESSH that meet the standard	1,118	1,280	1,221	1,191	New Build Housing has increased quota and programme of getting updated EPCs and targeting poor scores getting correct information
Percentage of properties within the scope of EESSH that meet the standard	64.5%	72.2%	68.9%	68.4%	
Tenancy issues					
Number of anti social behaviour cases reported		357	254	567	Numbers being reported are lower than the previous quarter due to time of year. ASB reports always higher in the summer months
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	87.4%	88.6%	92.1%	Slightly lower than previous quarter and below target. Resolution of these cases is highly dependent on the individual circumstances of each case. There are a greater number of serious cases requiring legal action this year. These take longer than agreed target to resolve.

Indicator	Target	To 31/12/2018	To 30/9/2018	2017/18	Comments
Percentage of tenants satisfied with the standard of their home when moving in	95%	98.5%	97.9%	95.9%	High level of satisfaction and further improvement from previous quarter.
Number of lettable houses that became vacant in the last year		131	98	138	Increase in properties due to new build becoming available. This figure includes 44 new build properties.
Percentage of new tenancies sustained for more than a year	85%	92.6%	89.7%	91.5%	High level of tenancy sustainment and well above target with a 3% 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%	3.44%	2.9%	2.3%	Continuing upward trend as a result of managing increasing numbers of UC cases with high arrears.
As above, excluding former tenant arrears	<3%	2.76%	2.3%	1.7%	
Number of universal credit cases		261	190	97	Ongoing increase since last quarter with approximately 15% of tenants now claiming UC
Rent arrears as percentage of rent due for universal credit cases		12.6%	9.4%	49.8%	Seems much higher but there has been a rapid increase in claimant numbers
Number of universal credit cases with more than one month's rent arrears		159			Over 60% of UC cases have more than one months rent arrears - several have £0 balances
Number of court actions which resulted in eviction		10	7	4	This is a large rise on previous years and number likely to increase over coming months
Voids					
Average calendar days taken to re-let properties in the last year	<= 21	17.5	14.6	17.21	Slight increase in days due to delays with allocation of new build and hard to let properties. Still well within target.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.5%	0.5%	0.4%	Void rent loss has increased because of the new properties resulting in more voids than normal.
Management Committee					

Indicator	Target	To 31/12/2018	To 30/9/2018	2017/18	Comments
Number of management committee vacancies	<2	3	2	6	Currently advertising for additional Committee Members
Management Committee attendance rate	80%	75.3%	73.5%	79%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	1.98%	2.2%	2.1%	Figures well within target and improved since last report
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	0.32%	1.3%	0.8%	

Committee is asked to note this report