

**Abertay Housing Association
Performance Report
Quarter to 31 March 2019**

Appendix 1

Indicator	Target	To 31/3/2019	To 31/12/2018	2017/18	Comments
Complaints					
Stage 1 Complaints - Other					Complaints resolved within timescale have improved since last year, but are slightly below target.
Number in period		180	142	158	
Percentage upheld		58.1%	56.6%	47.7%	
Percentage within timescale	95%	93.3%	95.8%	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		705	510	715	Similar figures to last year and average time to complete Emergency Repairs remains consistent and well within target.
Average hours taken to complete emergency repairs	4	2.0	2.00	1.97	
Number of non-emergency repairs		6,659	4904	6,397	There were more repairs carried out in 2018/19 than in the previous year and the average days to complete has increased very slightly. This is as we cut back on booking in 'extra labour' to turn things around as quickly as possible, which led to savings against budget.
Average working days taken to complete non-emergency repairs	6	6.1	5.97	5.9	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	88.5%	88.7%	88.0%	Very consistent over the years since this KPI was introduced and meeting target.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	92.8%	92.9%	92.3%	Good performance in this category considering that Abertay only allows a 2 hour window to achieve this KPI. Many other organisations give either an am or pm appointment slot.

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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%	Abertay knows the importance of achieving a 100% success rate in this category and has strict procedures in place to ensure this target is achieved.
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	98.96%	99.0%	99.5%	Mostly constructive feedback from tenants in this field, however, we still struggle to get any more than 19% return against all jobs carried out by all our contractors.
Percentage of tenants who responded to a satisfaction survey following a repair	15%	18.80%	18.6%	15.0%	If we isolate our main Reactive Repairs Contractors, the number of Tenant Survey returns increases significantly to just under 28%.
Number of properties in the scope of EESSH that meet the standard	1,118	1,298	1280	1,191	We have identified properties to target with a view to increasing compliance.
Percentage of properties within the scope of EESSH that meet the standard	64.5%	73.0%	72.2%	68.4%	
Tenancy issues					
Number of anti social behaviour cases reported		443	357	567	Numbers reported are significantly lower than last year.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	88.3%	87.4%	92.1%	There were a higher number of cases which required legal action leading to decree to evict (5). The average length of time can be 9-12 months which is well outwith locally agreed target.
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.0%	98.5%	95.9%	High level of satisfaction, above target and 1.1% improvement from last year.
Number of lettable houses that became vacant in the last year		114	133	138	This has now been adjusted to exclude new builds
Percentage of new tenancies sustained for more than a year	85%	93.9%	92.6%	91.5%	High level of tenancy sustainment and well above target with an increase from previous quarter and last year.

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Income Maximisation					
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<4%	2.9%	3.4%	2.3%	Percentage higher than last year, however still within target. Performance very good considering UC claimants and their accounts are becoming more complex. The % of gross arrears for those on UC alone is 9.8%.
As above, excluding former tenant arrears	<3%	2.2%	2.8%	1.7%	
Number of universal credit cases		302	261	97	Numbers fluctuate as tenants move on and off UC when their circumstances change
Rent arrears as percentage of rent due for universal credit cases		9.80%	12.6%	49.8%	Now we have access to DWP portal we can get claimants onto housing element and arrears direct to landlord much quicker which has improved performance.
Number of universal credit cases with more than one month's rent arrears		65	159		Good performance reducing the numbers of cases with high arrears. Now down to 21% of all UC claims
Number of court actions which resulted in eviction		12	10	4	A higher number of ASB cases leading to eviction, 5 in total.
Voids					
Average calendar days taken to re-let properties in the last year	<= 21	16.0	15.10	17.21	Well within target and an improvement on last year's figure.
Percentage of rent due lost through properties being empty during the last year	<=0.6%	0.4%	0.5%	0.4%	Void rent loss increased slightly during the year due to the time taken to let the new properties, but fell back to the same level as last year.
Management Committee					
Number of management committee vacancies	<2	3	3	6	Three new members admitted to Committee as casual vacancies on 25 April 2019.
Management Committee attendance rate	80%	76.9%	75.3%	79%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	<3%	2.6%	2.0%	2.1%	Figures well within target despite sickness epidemic which hit the office in January

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Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	1.1%	0.3%	0.8%	