

**Abertay Housing Association**  
**Performance Report**  
**Quarter to 30 June 2019**

Agenda Item 19/08/12

Indicator	Target	To 30/6/2019	2018/19	Comments
<b>Complaints</b>				
Stage 1 Complaints				Increase in number of complaints since last year, but average completion time is well within target.
Number in period		52	180	
Average working days to complete	<=5	2.9		
Stage 2 Complaints				
Number in period		1	3	
Average working days to complete	<=20	20.0		
<b>Repairs Performance</b>				
Number of emergency repairs		150	705	The number of Emergency Repairs reported is slightly less than the same period last year. However, these are likely to increase over the Autumn/Winter seasons. The time taken to complete these repairs is very good.
Average hours taken to complete emergency repairs	4	1.7	2	
Number of non-emergency repairs		1,528	6,659	Again, the number of Non-Emergency Repairs reported is less than the same period last year which is encouraging and we have managed to drive the average number of days under our target for the first time in a while.
Average working days taken to complete non-emergency repairs	6	5.9	6.1	
Percentage of reactive repairs carried out in the last year completed right first time	>85%	89.0%	88.5%	Achieving targets and consistently in line with previous years.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	>=90%	93.0%	92.8%	Excellent performance in this field, considering we limit ourselves to only a 2 hour window.

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Number of times the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked was not met.	0	0	0	We have already serviced 41% 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%	96.9%	99.0%	Tenant Satisfaction has dipped slightly with many comments being in relation to the lack of tradesmen at our disposal. However, we are trying to balance the demand against the budget and there is no concern at present.
Percentage of tenants who responded to satisfaction survey following a repair	15%	18.5%	18.8%	Consistent with previous year and achieving target.
Number of properties in the scope of EESSH that meet the standard	1,300	1,494	1,298	Performance already over target as a result of improvements in information gathering and current improvement programmes
Percentage of properties within the scope of EESSH that meet the standard	71.8%	84.0%	73.0%	
<b>Tenancy issues</b>				
Number of anti social behaviour cases reported		96	443	Consistent for the quarter and year end figures
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	90%	79.2%	88.3%	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. There are a number of serious ASB cases with legal action being taken. This can take upwards of 9 months to seek a decree.

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Percentage of tenants satisfied with the standard of their home when moving in	95%	100.0%	97.0%	100% satisfaction which is above target and 3% improvement from last year.
Number of lettable houses that became vacant in the last year		40	171	This is consistent with the previous quarter which had 39 properties that became vacant.
Percentage of new tenancies sustained for more than a year	85%	93.3%	93.9%	High level of tenancy sustainment and well above target with Q1 being consistent with last year's figure.
<b>Income Maximisation</b>				
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	<5%	2.8%	2.9%	Although UC Cases up from previous year we are managing to keep within target. This is due to greater scrutiny of UC cases and close working with the welfare team
As above, excluding former tenant arrears	<4%	2.2%	2.2%	
Number of universal credit cases		310	302	Number of claims constantly changes due to tenants change in circumstances (in and out of work etc)
Rent arrears as percentage of rent due for universal credit cases		9.2%	9.8%	Seeing small reduction due to close monitoring of UC cases with more cases now on APA. (160) and arrears direct (48).
Number of universal credit cases with more than one month's rent arrears		92	65	Increase due to initial 5 week delay in payment and tenants taking hardship payment but not paying housing costs.
Number of court actions which resulted in eviction		4	12	On course to meet last years number of evictions.
<b>Voids</b>				
Average calendar days taken to re-let properties in the last year	<= 21	13.1	16.0	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.

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<b>Management Committee</b>				
Number of management committee vacancies	<2	0	3	There is currently a full committee, although we are aware there will be at least one vacancy at the AGM.
Management Committee attendance rate	80%	61.9%	76.9%	Management Committee attendance rate is low. Discussions will take place with members to identify barriers to attendance.
<b>Staff Absence</b>				
Percentage of days lost through staff sickness absence in the reporting year	<3%	2.9%	2.6%	Figures within target despite some long term absences.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	<1.5%	1.1%	1.1%	