

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

Indicator	2018/19 Total	2019/20 Target	To 30/6/2019	To 30/9/2019	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	180		52	131	
Average working days to complete		<=5	2.9	3.2	
Stage 2 Complaints					
Number in period	3		1	1	
Average working days to complete		<=20	20.0	20.0	
<b>Repairs Performance</b>					
Number of emergency repairs	705		150	285	The number of Emergency Repairs is less than the same period last year but the average time to complete is similar and consistent with previous months / years. However, these type of repairs are likely to increase over the Autumn / Winter seasons.
Average hours taken to complete emergency repairs	2.0	4	1.7	1.8	
Number of non-emergency repairs	6,659		1,528	3,063	Again, the number of Non-Emergency Repairs reported is slightly less than the same period last year which is encouraging and we have managed to maintain the average number of days under our target of 6 days.
Average working days taken to complete non-emergency repairs	6.1	6	5.9	5.8	
Percentage of reactive repairs carried out in the last year completed right first time	88.5%	>85%	89.0%	89.5%	Achieving targets and consistently in line with previous months / years. Slightly better performance than last year.
Percentage of repairs appointments kept. (Abertay has a 2 hour appointment slot)	92.8%	>=90%	93.0%	98.4%	There has been a concerted effort to drive performance up in this category and rise above the Scottish average of 95.5%. This has been achieved by running more in-depth Error Reports in SDM and the CS team carrying out more stringent data cleansing.
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	0	We keep a close scrutiny on this target and take proactive steps to ensure that we achieve a 100% record.

Indicator	2018/19 Total	2019/20 Target	To 30/6/2019	To 30/9/2019	Comments
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	99.0%	98%	96.9%	98.0%	Target achieved. 1.1% improvement from previous quarter.
Percentage of tenants who responded to satisfaction survey following a repair	18.8%	15%	18.5%	14.9%	Return of Tenant Satisfaction Surveys is slightly below target.
Number of properties in the scope of EESSH that meet the standard	1,298	1,300	1,494	1,531	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	73.0%	71.8%	84.0%	86.2%	
Tenancy issues					
Number of anti social behaviour cases reported	443		96	220	Figures are on course to match numbers for previous year
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	88.3%	90%	79.2%	92.3%	Slight improvement in numbers resolved within target. However a few long term court cases may impact on this figure at end of year.
Percentage of tenants satisfied with the standard of their home when moving in	97.0%	95%	100.0%	100.0%	100% satisfaction which is above target and 3% improvement from last year.
Number of lettable houses that became vacant in the last year	171		40	73	This is slightly lower than Q1 with 33 properties becoming available to let compared to 40 last quarter.
Percentage of new tenancies sustained for more than a year	93.9%	85%	93.3%	94.8%	High level of tenancy sustainment and well above target with 1.5% 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	2.9%	<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	2.2%	<4%	2.2%	2.2%	
Number of universal credit cases	302		310	369	Significant jump in numbers from previous quarter
Rent arrears as percentage of rent due for universal credit cases	9.8%		9.2%	14.9%	UC is paid in arrears and as a result the majority of tenants on UC have an arrear balance.

Indicator	2018/19 Total	2019/20 Target	To 30/6/2019	To 30/9/2019	Comments
Number of universal credit cases with more than one month's rent arrears	65		92	124	A significant percentage (34%) of UC claimants have over 1 month arrears. Once 8 weeks arrears are due we can apply for APA and arrears direct.
Number of court actions which resulted in eviction	12		4	6	Court actions are on course to be around the same figure as last year.
<b>Voids</b>					
Average calendar days taken to re-let properties in the last year	16.0	<= 21	13.1	15.1	Excellent performance, 2 day increase from previous quarter but still well within target timescale.
Percentage of rent due lost through properties being empty during the last year	0.4%	<=0.6%	0.4%	0.4%	Percentage under target and same as previous quarter and year.
<b>Factoring</b>					
Total debt outstanding	£72,187		£86,237	£64,397	These indicators are newly reported following an internal audit report. As invoices are sent out in May and November, there will generally be a decrease in total debt outstanding between Q1 and Q2. The action taken on arrears over £500 figure represents the number of cases with the debt collectors at the quarter end. Of these, 9 were passed over during the quarter. If action is unsuccessful, we will resend six months later in case circumstances have changed.
Change in debt since previous quarter	-£26,368		£26,440	-£21,840	
Action taken on arrears over £500				24	
Timescales for issuing invoices achieved	Yes		Yes	N/A	
<b>Management Committee</b>					
Number of management committee vacancies	3	<2	0	3	Work to fill Committee vacancies will commence once work on the assurance statement is complete.
Management Committee attendance rate	76.9%	80%	61.9%	66.7%	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	2.6%	<3%	2.9%	3.6%	There have been some cases of significant long term absence which have now come to an end. Short term absence is within target.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	1.1%	<1.5%	1.1%	0.8%	