

Indicator	2018/19 Total	2019/20 Target	To 30/6/2019	To 30/9/2019	To 31/12/2019	Comments
Complaints						
Stage 1 Complaints - Other						Increase in number of complaints since last year, but average completion time is well within target.
Number in period	180		52	131	177	
Average working days to complete		<=5	2.9	3.2	3.4	
Stage 2 Complaints - other						
Number in period	3		1	1	2	
Average working days to complete		<=20	20.0	20.0	20.0	
Repairs Performance						
Number of emergency repairs	705		150	285	444	The number of Emergency Repairs is less than the same period last year but the average time to complete them is slightly better. Emergency Repairs always tend to increase throughout the Winter months.
Average hours taken to complete emergency repairs	2.0	4	1.7	1.8	1.86	
Number of non-emergency repairs	6,659		1,528	3,063	4,546	Again, the number of Non-Emergency Repairs reported is slightly less than the same period last year and the average time to complete them is better. It is encouraging to learn that we have managed to maintain the average number of days under our target of 6 days this year.
Average working days taken to complete non-emergency repairs	6.1	6	5.9	5.8	5.5	
Percentage of reactive repairs carried out in the last year completed right first time	88.5%	>85%	89.0%	89.5%	91.1%	Achieving targets and consistently in line with previous months / years and even better performance than last year.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	92.8%	>=90%	98.1%	98.4%	98.6%	We have made major improvements in this area this year and exceeding KPI targets.
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	0	We keep a close scrutiny on this target and take proactive steps to ensure that we achieve a 100% record.

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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%	98.1%	Target achieved and we continue to improve from previous quarter as we strive to achieve the best Tenant Satisfaction that we can.
Percentage of tenants who responded to a satisfaction survey following a repair	18.8%	15%	18.5%	14.9%	15.5%	Numbers of returned Tenant Satisfaction Surveys returned is still lower than we would like, but we are achieving targets.
Number of properties in the scope of EESSH that meet the standard	1,298	1,300	1,494	1,531	1,569	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%	88.2%	
Tenancy issues						
Number of anti social behaviour cases reported	443		96	220	307	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%	89.3%	Slight decrease in numbers resolved within target. 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%	95.2%	Satisfaction is still above target, a drop from Q2, however, the number of responses to the survey has increased significantly.
Number of lettable houses that became vacant in the last year	171		40	73	100	This is slightly lower than Q2 with 27 properties becoming available to let compared to 33 last quarter.
Percentage of new tenancies sustained for more than a year	93.9%	85%	93.3%	94.8%	95.8%	High level of tenancy sustainment and well above target with 1% 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%	3.37%	Slight decrease in performance from previous Quarter, this is consistent due to time of year. Performance should improve in January because of UC payment system - 2 payments are expected in January due to 4 week cycle.
As above, excluding former tenant arrears	2.2%	<4%	2.2%	2.2%	2.63%	
Number of universal credit cases	302		310	369	377	Slight increase in numbers from previous quarter.

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Rent arrears as percentage of rent due for universal credit cases	9.8%		9.2%	10.9%	10.5%	The figure reported for quarter 2 was 14.9%. This was an error and it should have been 10.9%. Rent arrears as a percentage of rent due is settling at this level.
Number of universal credit cases with more than one month's rent arrears	65		92	124	158	Significant % of UC claimants with over 1 month's arrears (42%).
Number of court actions which resulted in eviction	12		4	6	7	Court actions are on course to be around the same figure as last year. However are unlikely to exceed last year's figure.
Voids						
Average calendar days taken to re-let properties in the last year	16.0	<= 21	13.1	15.1	13.5	Improved performance from previous Quarter and well within target.
Percentage of rent due lost through properties being empty during the last year	0.4%	<=0.6%	0.4%	0.4%	0.4%	Percentage under target and same as previous quarter and year.
Factoring						
Total debt outstanding	£59,797		£86,237	£64,397	£77,847	As invoices are sent out in May and November, there will generally be an increase in total debt outstanding between Q2 and Q3. The action taken on arrears over £500 represents the number of cases sent to the debt collectors during the period. This reflects the stage in the debt collection cycle we are at, with action being taken on November bills in Q4.
Debt Outstanding as % Projected Income	27.2%		45.1%	33.6%	40.7%	
Change in debt since previous quarter	(£24,947)		£26,440	(£21,840)	£13,450	
Action taken on arrears over £500				24	1	
Timescales for issuing invoices achieved	Yes		Yes	N/A	Yes	
Management Committee						
Number of management committee vacancies	3	<2	2.9%	3	3	Since 31 December, one further vacancy has arisen. Work to fill Committee vacancies will be taken forward in February.
Management Committee attendance rate	76.9%	80%	1.1%	66.7%	71.7%	Management Committee attendance rate is low. Discussions will take place with members to identify barriers to attendance. A new Committee Structure is planned for later in 2020.
Staff Absence						
Percentage of days lost through staff sickness absence in the reporting year	2.6%	<3%	2.9%	3.6%	2.82%	There have been some cases of long term absence two of which are ongoing. Short term absence is within target.

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Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	1.1%	<1.5%	1.1%	0.8%	0.79%	