

Indicator	2018/19 Total	2019/20 Target	To 30/6/2019	To 30/9/2019	To 31/12/2019	To 31/3/2020	Comments
Complaints							
Stage 1 Complaints - Other							The average working days has increased as five complaints in relation to the occupied properties at Finavon Street were resolved during the period. Despite Abertay following up the complaints on a regular basis, it took an average of 43 days for Robertsons to resolve the complaints. There are four similar complaints, one at stage 2, with long timescales not resolved at the year end.
Number in period	180		52	131	177	214	
Average working days to complete		<=5	2.9	3.2	3.4	4.4	
Stage 2 Complaints - other							
Number in period	3		1	1	2	4	
Average working days to complete		<=20	20.0	20.0	20.0	20.0	
Repairs Performance							
Number of emergency repairs	705		223	424	685	1,021	The number of Emergency Repairs has increased dramatically, following the recommendation in the ARC Validation Outcome Report to re-classify Same Day Repairs for 'No Heating / Hot Water' jobs as Emergency Jobs.
Average hours taken to complete emergency repairs	2.0	4	2.0	2.1	2.2	2.2	
Number of non-emergency repairs	6,659		1,468	2,953	4,612	5,966	The number of Non Emergency Repairs has reduced for the reasons mentioned above. It is pleasing to report that we are achieving better performance than last year.
Average working days taken to complete non-emergency repairs	6.1	6	6.0	6.1	5.7	5.7	
Percentage of reactive repairs carried out in the last year completed right first time	88.5%	>85%	89.0%	89.5%	90.7%	89.8%	Still achieving KPIs above target and an improvement on last year.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	92.8%	>=90%	93.0%	98.4%	98.6%	98.9%	Excellent performance in this field continues.
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	0	100% Annual Gas Safety checks achieved again this year - excellent performance.

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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%	98.7%	Although the percentage of tenants completing surveys is not as good as we would like, the ones who do respond generally give very positive feedback, with results above target.
Percentage of tenants who responded to a satisfaction survey following a repair	18.8%	15%	18.5%	14.9%	15.5%	15.3%	Number of Tenant Satisfaction Returns remains low (910 returns from 5,966 non emergency repairs carried out in the year). This has been consistent over the year, but lower than last year.
Number of properties in the scope of EESSH that meet the standard	1,298	1,300	1,494	1,531	1,569	1,640	We have gained up to date records on a number of properties which have further enabled us to make assessment on other properties.
Percentage of properties within the scope of EESSH that meet the standard	73.0%	71.8%	84.0%	94.8%	88.2%	92.24%	We currently have a small number of properties which will not meet EESSH (9) unless we invest heavily in costly external or internal wall insulation which due to their heating type will be unlikely to attract grant funding assistance. We are currently working to improve a number of other properties to achieve EESSH with assistance from external agencies.
Tenancy issues							
Number of anti social behaviour cases reported	443		96	220	307	384	Number of cases reduced from previous year. However a higher number of these requiring legal action to help resolve.
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%	92.7%	Slight improvement. Only a few cases which have involved taking legal action outwith timescales due to time it takes to prepare papers and get court enrolment etc.
Percentage of tenants satisfied with the standard of their home when moving in	97.0%	95%	100.0%	100.0%	95.2%	90.9%	Satisfaction is below target, a drop from Q3, however, the number of responses to the survey has increased.
Number of lettable houses that became vacant in the last year	171		40	73	100	123	This is slightly lower than Q3 with 23 properties becoming available to let compared to 27 last quarter.

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Percentage of new tenancies sustained for more than a year	93.9%	85%	93.3%	94.8%	95.8%	93.5%	High level of tenancy sustainment. Although a slight drop from Q3, still well above target.
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%	3.4%	2.7%	Within target for year end. Also within target for arrears excluding FT arrears. This performance is excellent given there has been a 50% increase in number of UC cases since the start of the year. Comparisons on Arrears performance will be reported to Committee from Q2 once all data from ARC is known.
As above, excluding former tenant arrears	2.2%	<4%	2.2%	2.2%	2.6%	1.9%	
Number of universal credit cases	302		310	369	377	457	Numbers of UC cases increasing due to (Covid) loss of income and tenants applying for UC. As UC is paid in arrears this increase in numbers will effect arrears performance in the following quarter.
Rent arrears as percentage of rent due for universal credit cases	9.8%		9.2%	14.9%	10.5%	4.2%	The double payments received in January has helped reduce the arrears for UC managed payments in Q4.
Number of universal credit cases with more than one month's rent arrears	65		92	124	158	104	A decrease in numbers with more than one month due to double payments being received in month of January by DWP. However we are likely to see a significant increase in numbers with more than 1 month rent in Q1 of 20/21 due to DWP putting arrears direct on hold as they manage new claims for UC as a result of Covid19.
Number of court actions which resulted in eviction	12		4	6	7	9	Down on the previous year's figure. Partially due to the ability to apply for arrears direct with UC cases. However Rent Team managing cases with significant arrears which would take a considerable length of time to clear.
Voids							
Average calendar days taken to re-let properties in the last year	16.0	<= 21	13.1	15.1	13.5	15.4	Slight Improvement in performance from previous year and well within target.

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Percentage of rent due lost through properties being empty during the last year	0.4%	<=0.6%	0.4%	0.4%	0.4%	0.3%	As above, despite the effects of Covid-19 towards the year end.
Factoring							
Total debt outstanding	£59,797		£86,237	£64,397	£ 77,847	£54,112.70	As invoices are sent out in May and November, there will generally be a decrease in total debt outstanding between Q3 and Q4. 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%	27.0%	
Change in debt since previous quarter	(£37,337)		£26,440	(£21,840)	£13,450	-£ 23,734	
Action taken on arrears over £500				24	1	0	
Timescales for issuing invoices achieved	Yes		Yes	N/A	Yes	N/A	
Management Committee							
Number of management committee vacancies	3	<2	0	3	3	5	Since 31 December, two further vacancies have arisen. Work to fill Committee vacancies will be taken forward when appropriate in the current circumstances.
Management Committee attendance rate	76.9%	80%	61.9%	66.7%	71.7%	74.6%	A new Committee Structure is planned for later in 2020 which should help to address these issues.
Staff Absence							
Percentage of days lost through staff sickness absence in the reporting year	2.6%	<3%	2.9%	3.6%	2.8%	2.7%	There have been some cases of long term absence during the year. Both short and long term absence are 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%	0.8%	0.7%	