

Indicator	2019/20 Total	2020/21 Target	To 30/6/2020	To 30/9/2020	Comments
Complaints					
Stage 1 Complaints					The working days to complete is within target for Stage 1. The Stage 2 figures have been adversely affected by a number of complaints carried forward from 2019/20 in relation to how Robertson have dealt with defect repairs to properties at Finavon Street, which have been delayed due to COVID-19. Some Stage 1 and Stage 2 complaints have still to be resolved so figures for both are likely to get worse as these are resolved.
Number in period	214		23	65	
Average working days to complete	4.4	<=5	3.6	4.1	
Stage 2 Complaints					
Number in period	4		2	2	
Average working days to complete	20.0	<=20	15.0	73.3	
Repairs Performance					
Number of emergency repairs	1,021		755	1,238	COVID-19 has presented the Association with major challenges. However, we have continued to maintain the service to our customers and still managed to achieve our target.
Average hours taken to complete emergency repairs	2.2	4	2.7	3.5	
Number of non-emergency repairs	5,966		201	1,220	Emergency and Urgent Jobs have been our priority during these difficult times. As a result the average number of days to complete non-emergency jobs has increased. We are still delivering excellent performance and our customers appear to be very understanding in this regard.
Average working days taken to complete non-emergency repairs	5.7	6	4.6	9.8	
Percentage of reactive repairs carried out in the last year completed right first time	89.8%	>85%	96.8%	92.1%	Again, very good performance considering the circumstances and exceeding set target by a considerable margin.
Percentage of repairs appointments kept. (Abertay has a 2 hour appointment slot)	98.9%	>=90%	66.7%	95.6%	Excellent performance considering the restrictions and protocols we are having to adhere to.
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	19	27	27 Landlords Gas Safety Checks were not completed within the statutory 12 month timescale. Many tenants were self-isolating but some were cautious about allowing tradesmen into their home during a pandemic. Notifiable Events have been submitted to the SHR.

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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	98.7%	98%	83.3%	98.60%	There has not been much emphasis put on this KPI this year, as social distancing and the difficulties around obtaining signatures has resulted in very low returns.
Percentage of tenants who responded to satisfaction survey following a repair	15.3%	15%	6%	6%	
Number of properties in the scope of EESSH that meet the standard	1,640	1,641	1,640	1,641	Testing regime is ongoing with homes with significant upgrades targeted for tests. We currently have 134 properties still not meeting EESSH targets. Most are specific house types and are due to costly upgrades required which will return little economic benefit in return.
Percentage of properties within the scope of EESSH that meet the standard	92.2%	95.0%	92.3%	92.3%	
Tenancy issues					
Number of anti social behaviour cases reported	384		81	180	The pandemic has not affected the number of ASB cases being reported. The figures are in line with the previous year.
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	92.7%	90%	85.2%	91.1%	Although difficult to investigate and action due to Covid-19 restrictions, Q2 ASB cases were resolved within the target timescale.
Percentage of tenants satisfied with the standard of their home when moving in	90.9%	95%	N/A	N/A	As we were not entering properties to carry out new tenant surveys for the majority of Q1 & Q2 due to COVID-19, figures are not available.
Number of lettable houses that became vacant in the last year	123		32	61	Houses becoming vacant within the first six months of the year are in line with the previous year's reported figures.
Percentage of new tenancies sustained for more than a year	94.5%	85%	93.6%	91.9%	Very good performance and within target. Even though the office has been closed the Tenancy Sustainment Officer is keeping in regular contact with residents to offer support and make referrals to appropriate agencies such as the Foodbank, Community Care Grants and the Energy Redress Scheme. Monetary vouchers totalling £8,974 to date have been awarded to our tenants and the wider community to help with energy costs
Income Maximisation					
Gross rent arrears (all tenants) as at period end as a percentage of rent due for the reporting year	2.7%	<5%	2.6%	2.7%	Exceptional performance considering the difficulties tenants are having with reduced income as a result of COVID-19. Rent and Welfare Team working closely to maximise income for tenants

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As above, excluding former tenant arrears	1.9%	<4%	2.1%	2.1%	and agree affordable payment plans with them.
Number of universal credit cases	457		486	524	Numbers increasing due to tenants losing their employment / reduced hours with lower incomes.
Rent arrears as percentage of rent due for universal credit cases	4.2%		7.2%	7.8%	The increase in arrears is to be expected due to increase in numbers of people moving onto UC. The recent introduction of payments direct to landlord by DWP at same time as tenant is enabling us to get UC payments quicker to their account.
Number of universal credit cases with more than one month's rent arrears	104		151	182	Although we are receiving payments direct quicker now it is still paid in arrears. COVID-19 has had an adverse impact on a number of tenants income with many in difficulties to pay their rent. We are actively engaging with our tenants to discuss their situation and agree affordable payment plans.
Number of court actions which resulted in eviction	9		0	0	Courts only just recently opening up to rent arrears summary actions. A small number of cases are awaiting dates for a hearing. These are tenants who have failed to engage with the Association even though we attempt to on a number of occasions and they have failed to make payments toward their accounts.
Voids					
Average calendar days taken to re-let properties in the last year	15.5	<= 21	73.7	54.2	As we were not reletting properties for the majority of Q1, due to COVID-19, these figures are significantly higher than target. Members are to refer to the Income Report: Void Rent Loss.
Percentage of rent due lost through properties being empty during the last year	0.3%	<=0.6%	1.2%	1.0%	
Factoring					
Total debt outstanding	£54,123		£78,852	£60,761	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 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 on May bills being delayed until a week after the office opens to allow those who can only pay by cash the opportunity to make a payment
Debt Outstanding as % Projected Income	27.0%		31.1%	24.0%	
Change in debt since previous quarter	-£23,734		£24,729	-£18,091	
Action taken on arrears over £500	-		-	-	
Timescales for issuing invoices achieved	Yes		Yes	N/A	
Management Committee					

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Number of management committee vacancies	5	<3	5	7	One member has been co-opted since the previous quarter end. A number of potential new Committee Members have been identified.
Management Committee attendance rate	74.6%	80%	60.0%	75.0%	
Staff Absence					
Percentage of days lost through staff sickness absence in the reporting year	2.7%	<3%	2.0%	1.86%	Reassuring to note that throughout the coronavirus pandemic we remain within our target.
Percentage of days lost through short term (<4 weeks) staff sickness absence in the reporting year	0.7%	<1.5%	0.2%	0.53%	