

Indicator	2019/20 Total	2020/21 Target	To 30/6/2020	To 30/9/2020	To 31/12/2020	Comments
<b>Complaints</b>						
Stage 1 Complaints - Other						The working days to complete is over target for both Stage 1 and 2. The 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. The three complaints resolved to date took a total of 656 days. One Stage 1 complaint has still to be resolved so figures are likely to get worse.
Number in period	214		23	65	96	
Average working days to complete	4.4	<=5	3.6	4.1	7.0	
Stage 2 Complaints - other						
Number in period	4		2	2	5	
Average working days to complete	20	<=20	15.0	73.3	58.8	
<b>Repairs Performance</b>						
Number of emergency repairs	1,021		755	1238	1,683	Emergency and Urgent Jobs remain the priority during these unprecedented and difficult times. However, there has been a marked improvement since the last quarter in the time taken to complete these. The Association is still delivering excellent performance and our customers appear to be very understanding in this regard.
Average hours taken to complete emergency repairs	2.2	4	2.7	3.5	2.6	
Number of non-emergency repairs	5,966		201	1,220	2,682	Excellent performance year to date considering the restrictions and protocols the Association is having to adhere to. However, the focus has shifted to Emergency Repairs for most of the last year.
Average working days taken to complete non-emergency repairs	5.7	6	4.6	9.8	9.0	
Percentage of reactive repairs carried out in the last year completed right first time	89.8%	>85%	96.8%	92.1%	94.1%	Excellent performance and exceeding target KPIs, especially considering the obstacles that have been put in our way due to the pandemic.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	98.9%	>=90%	98.1%	95.6%	97.3%	Excellent performance in relation to this KPI.

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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	19	27	28	28 properties passed the annual anniversary date; all but two due to COVID-19 issues. Members are to refer to the Gas Servicing Report.
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%	98.6%	99.0%	Due to social distancing, the return of Tenant Satisfaction Surveys has been poor. However, those received contain excellent feedback.
Percentage of tenants who responded to a satisfaction survey following a repair	15.3%	15%	N/A	6.0%	2.4%	Social distancing and the difficulties around obtaining signatures have resulted in very low returns.
Number of properties in the scope of EESSH that meet the standard	1,640	1,641	1,640	1,641	153	Increase in stock numbers due to completions of new builds, off set by one property sold within quarter. Due to reduction in external and internal works upgrades related to Covid-19, we have been able to carry out this year the positive trend has all but stalled.
Percentage of properties within the scope of EESSH that meet the standard	92.2%	95.0%	92.3%	92.3%	8.5%	
Tenancy issues						
Number of anti social behaviour cases reported	384		81	180	258	The pandemic has not affected the numbers of ASB 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%	92.2%	Although difficult to investigate and action due to Covid restrictions, ASB cases are being 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	N/A	As we were not entering properties to carry out new tenant surveys for the majority of the year due to COVID-19, figures are not available.
Number of lettable houses that became vacant in the last year	123		32	61	88	This is around the same as Q2 with 27 properties becoming available to let compared to 29 last quarter. Lettable houses becoming vacant from April up to Q3 end are slightly below the previous year's Q3 reported figure of 100 due to COVID-19 restrictions and tenant concerns on house moves throughout this year.

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Percentage of new tenancies sustained for more than a year	94.5%	85%	93.6%	91.9%	91.7%	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 fuel vouchers totalling £14,000 to date have been awarded to our tenants and the wider community to help with energy costs.
<b>Income Maximisation</b>						
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%	2.93%	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 and agree affordable payment plans with them.
As above, excluding former tenant arrears	1.9%	<4%	2.1%	2.1%	2.36%	
Number of universal credit cases	457		486	524	548	Increase in UC claimants due to redundancies and furlough.
Rent arrears as percentage of rent due for universal credit cases	4.2%		7.2%	7.8%	2.2%	UC payments have moved from bulk 4 weekly to daily payment (we get paid when the tenant is paid). The last 4 weekly bulk payment from UC was in November, we also started receiving payments on the UC payments daily basis then. As a result we received two UC payments that month for the majority of UC claimants.
Number of universal credit cases with more than one month's rent arrears	104		151	182	133	
Number of court actions which resulted in eviction	9		0	1	1	Courts have closed again for 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.
<b>Voids</b>						

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Average calendar days taken to re-let properties in the last year	15.5	<= 21	73.7	54.2	42.3	Average days and rent loss improving throughout the year. However, 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%	0.8%	
<b>Factoring</b>						
Total debt outstanding	£54,123		£78,852	£60,761	£77,828	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 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%	30.7%	
Change in debt since previous quarter	(£23,734)		£24,729	(£18,091)	£17,067	
Action taken on arrears over £500	£0		£0	-	£0	
Timescales for issuing invoices achieved	N/A		Yes	N/A	Yes	
<b>Management Committee</b>						
Number of management committee vacancies	5	<3	5	7	6	One member was co-opted during the quarter. A number of potential new Committee Members have been identified and will take up Committee Membership from the March 2020 meeting.
Management Committee attendance rate	74.6%	80%	60.0%	75.0%	80.4%	Increased attendance over the last quarter.
<b>Staff Absence</b>						
Percentage of days lost through staff sickness absence in the reporting year	2.7%	<3%	2.0%	1.9%	2.19%	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%	0.5%	0.46%	