

Indicator	2019/20 Total	2020/21 Target	To 30/6/2020	To 30/9/2020	To 31/12/2020	To 31/3/2021	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 four complaints resolved during the year took a total of 700 days.
Number in period	214		23	65	96	129	
Average working days to complete	4.4	<=5	3.6	4.1	7.0	7.8	
Stage 2 Complaints - other							
Number in period	4		2	2	5	6	
Average working days to complete	20	<=20	15.0	73.3	58.8	39.1	
<b>Repairs Performance</b>							
Number of emergency repairs	1021		755.0	1,238	1,683	2,216	The Number of Emergency Repairs, which includes call outs, is very high, and more than double 2019/20 figures as COVID-19 and the subsequent restrictions dictated this situation. There were periods throughout the year where non-essential works were not permitted in occupied homes. Despite this, target times to complete have been achieved.
Average hours taken to complete emergency repairs	2.2	4	2.7	3.5	2.6	2.8	
Number of non-emergency repairs	5,966		201.0	1,220	2,683	3,883	The number of non-emergency repairs has reduced for the reasons mentioned above. This has also meant that these repairs took longer to complete, so the average time taken is over target. We still tried to carry out as many repairs as possible throughout the year, adhering to Scottish Government guidelines.
Average working days taken to complete non-emergency repairs	5.7	6	4.6	9.8	8.9	8.2	
Percentage of reactive repairs carried out in the last year completed right first time	89.8%	>85%	97.0%	96.4%	94.2%	93.4%	Despite a very challenging year we still managed to deliver KPIs well above target.
Percentage of repairs appointments kept (Abertay has a 2 hour appointment slot)	98.9%	>=90%	66.7%	95.6%	97.3%	97.5%	Excellent performance in this category.

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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	29	Although we usually achieve 100% in this category, this year COVID-19 presented unprecedented challenges and tenants were reluctant to allow access in 29 cases. There are similar issues throughout the sector. Cases where the anniversary date had passed were reported to SHR as Notifiable Events during the year.
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%	99.40%	Due to COVID-19, 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%	3.86%	Responses were received for only a small sample of repairs carried out as we had to respect social distancing and other government guidelines due to Covid-19.
Number of properties in the scope of EESSH that meet the standard	1,640	1,641	1,640	1,641	1,653	1,657	External to a certain extent and internal works have been impacted by COVID-19 restrictions. We will pay particular focus on this throughout 2021/22.
Percentage of properties within the scope of EESSH that meet the standard	92.2%	95.0%	92.3%	92.3%	92.3%	92.7%	
Tenancy issues							
Number of anti social behaviour cases reported	384		81	180	258	358	The pandemic has not affected the numbers of ASB being reported.
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%	91.3%	Although difficult to investigate and action due to COVID-19 restrictions, ASB cases are being resolved throughout the year within timescales.
Percentage of tenants satisfied with the standard of their home when moving in	90.9%	95%	N/A	N/A	N/A	100.0%	Satisfaction has increased, however, as we were not entering properties to carry out new tenant surveys for the majority of the year due to COVID-19, the return rate was low at 22 surveys.
Number of lettable houses that became vacant in the last year	123		32	61	88	121	A slight increase in Q4 with 33 properties becoming available to let compared to 27 in Q3. 121 lettable houses becoming vacant this year is back in line with the previous year's reported figure of 123, even with COVID-19 restrictions and tenant concerns on house moves throughout parts of 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%	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 £640 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%	2.9%	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 and agree affordable payment plans with them.
As above, excluding former tenant arrears	1.9%	<4%	2.1%	2.1%	2.4%	2.0%	
Number of universal credit cases	457		486	524	548	551	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%	1.20%	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
Number of universal credit cases with more than one month's rent arrears	104		151	182	133	109	
Number of court actions which resulted in eviction	9		0	1	1	2	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 make numerous attempts to engage with tenants some continue to fail to make payments toward their accounts.
<b>Voids</b>							
Average calendar days taken to re-let properties in the last year	15.5	<= 21	73.7	54.2	42.3	37.5	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 should 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%	0.7%	

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<b>Factoring</b>							
Total debt outstanding	£54,123		£78,852	£60,761	£77,828	£56,262	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 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%	22.2%	
Change in debt since previous quarter	(£23,734)		£24,729	(£18,091)	£17,067	-£21,566	
Action taken on arrears over £500	£0		£0	-	0	0	
Timescales for issuing invoices achieved	N/A		Yes	N/A	Yes	N/A	
<b>Management Committee</b>							
Number of management committee vacancies	5	<3	5	7	6	3	Three Members were co-opted during the quarter. Although the maximum number of Members who can be co-opted has been reached, a number of potential new Committee Members have been identified and will take up Committee Membership as the Rules allow.
Management Committee attendance rate	74.6%	80%	60.0%	75.0%	80.4%	84.1%	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%	2.2%	1.7%	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%	0.5%	0.4%	