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Directorate and Relevant KPI		ARC Indicator	Target 2020/21	Actual 2020/21	Target 2021/22	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Year End	Year to Date	Comments
						2021/22	2021/22	2021/22	2021/22	2020/21	2021/22	
1	Rent collected as a percentage of total rent due in the reporting year	26	100%	99.49%	100%	96.00%	96.70%	97.00%		99.49%	96.70%	Very good performance considering the difficulties tenants have faced with reduced income as a result of Covid-19. Income Team and Tenancy Sustainment Officer working well to support tenants and reduce rent arrears.
2	Total current and former tenant arrears	27	<5%	2.7%	<5%	2.7%	2.8%	2.9%		2.7%	2.9%	Income Team and Tenancy Sustainment Officer working well to support tenants, reduce rent arrears and maximise income.
3	Total current tenant arrears before universal credit is taken into account	No	<4%	£204,016 2.40%	<4%	£214,846 2.6%	£221,565 2.7%	£227,205 2.7%		£204,016 2.40%	£227,205 2.7%	Excellent performance.
4	Total current tenant arrears after universal credit is taken into account	No	<4%	£169,992 2.05%	<4%	£188,384 2.3%	£189,430 2.3%	£189,546 2.3%		£169,992 2.05%	£189,546 2.3%	Excellent performance.
5	Total former tenant arrears	No	N/A	New KPI	N/A	£39,185	£46,280	£53,897		New KPI	£53,897	As Members will note from the Former Tenant Arrears Write-Off Report, all responsible action is taken to recover former tenant arrears.
Universal Credit												
6	Number of Universal Credit cases	No	N/A	551	N/A	580	609	385		551	385	From Q3, this figure shows only tenants whose housing costs are being paid direct to the Association. Tenants who are on Universal Credit and pay their rent themselves are not reported as they do not have to inform us of this, so any figures reported would be inaccurate.
7	Rent arrears as a percentage of rent due for universal credit cases	No	N/A	1.2%	N/A	1.6%	3.2%	3.2%		1.2%	3.2%	Universal Credit claimants generally have higher arrears as they are paid a month in arrears.
8	Number of universal credit cases with more than one month's rent arrears	No	N/A	109	N/A	114	132	112		109	112	As Above.
Former Tenant Arrears Write-Offs												
9	Amount of former tenant rent arrears written-off above £1,000.00 (Board Approval)	No	N/A	£18,412.17	N/A	£0.00	£13,442.66	£190.76		£18,412.17	£13,633.42	Amount relates to 1 case in Q3.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£6,494.60	N/A	£0.00	£1,895.33	£1,383.96		£6,494.60	£3,279.29	Amount relates to 1 case in Q3.
11	Amount of former tenant rent arrears written off below £1,000.00 (CE Approval)	No	N/A	New KPI	N/A	£0.00	£1,896.44	£3,025.11		New KPI	£4,921.55	Amount relates to 10 cases in Q3.
12	Amount of former tenant rechargeable repairs written off (CE Approval)	No	N/A	New KPI	N/A	£0.00	£1,043.44	£6,192.52		New KPI	£7,235.96	Amount relates to 13 cases in Q3.
Lettings												
13	Number of first lettings (new build and/or acquisitions)	No	New KPI	New KPI	43	2	11	14		5	27	2 Finavon Street properties were first let in Q1 this financial year. In Q2 11 Charleston new builds were first let. In Q3 14 Charleston new builds were first let.
14	Number of general needs housing re-lets	C3		114	N/A	34	18	20		114	72	The definitions in the KPI Report are different to the ARC definitions. The KPI Report differentiates between first lets and re-lets and differentiates between 3 categories: general needs (mainstream), retirement and supported.
15	Number of retirement housing re-lets	C3			N/A	11	3	4			18	As per HS14 above.
16	Number of supported housing re-lets	C3		7	N/A	0	1	0		7	1	As per HS14 above.
17	Total number of re-lets	C3		121	N/A	45	22	24		121	91	As per HS14 above.
18	Average re-let time for general needs housing	No			<=21 days	25.3 days	25.9 days	25.5 days			25.5 days	This is still very good performance bearing in mind Covid-19 implications.
19	Average re-let time for retirement housing	No			<=21 days	23.5 days	22.0 days	20.8 days			22.6 days	This is still very good performance bearing in mind Covid-19 implications.
20	Average re-let time for supported housing	No			<=21 days	N/A	0 days	N/A			0 days	0 supported re-lets in Q3
21	Average re-let time for all properties	No	<=21 days	37.5	<=21 days	24.8 days	24.2 days	24.7 days		37.5	24.6 days	This is still very good performance bearing in mind Covid-19 implications.
22	Amount of rent lost through void properties	18	<=0.5	£84,323 0.68%	£59,721 0.5%	£19,634 0.94%	£7,896 0.38%	£10,551 0.50%		£84,323 0.68%	£38,081 0.61%	Void rent loss is still being affected by increased timescales due to Covid-19 implications. This has improved throughout Q2, but restrictions increased again towards the end of Q3.
23	Number of homes vacant and available to let (at end of year)	No	N/A	New KPI	N/A	N/A	N/A	N/A		New KPI	N/A	N/A - reported in Q4 at year end only.
24	Number of homes vacant and unavailable to let (at end of year)	No	N/A	New KPI	N/A	N/A	N/A	N/A		New KPI	N/A	N/A - reported in Q4 at year end only.
25	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	100%	95%	100.0%	95.2%	92.3%		100%	96.0%	Very high percentage satisfied: 50 responses to survey with 48 satisfied (YTD). In Q3 13 responses with 12 satisfied.
26	Percentage of new tenancies sustained for more than a year	16	85%	91.7%	85%	88.3%	89.5%	90.2%		91.7%	90.2%	High percentage of sustained tenancies. This is particularly beneficial to the Asset Management Strategy.

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17	Number and percentage of properties in the scope of EESSH that meet the standard	C10		1,658 92.7%	1,711 93.45%	1,671 93.46%	1,681 93.49%	1,692 93.43%		1,658 92.7%	1,692 93.43%	Q3 - we have taken possession of 14 new homes and disposed of 1 flat.
Scottish Housing Quality Standard (SHQS)												
18	Number and percentage of properties in the scope of SHQS that meet the standard	6		90.98%	92.27%	90.98%	91.95%	92.71%		90.98%	92.71%	No significant change to overall number of abeyances at present. However, more homes meeting standard through further new builds and sale of 1 non compliant flatted property
Development												
19	Number of new build completions		15	15	43	0	11	14		15	25	Full completion of the 43 properties at Charleston is expected by 18 February 2022. As at 31 December 2021, 25 properties had been completed and handed over. As at 1 February 2022, 35 properties were complete and handed over.