Abertay Housing Association
Operational Performance Report: Key Performance Indicators Quarterly Report 2022/23
Target Achieved
Target Not Applicable - Monitored
Target Not Achieved

Directorate and Relevant KPI	ARC Indicator	Target 2021/22	Actual 2021/22	Target 2022/23	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Year End	Year to Date	Comments
					2022/23	2022/23	2022/23	2022/23	2021/22	2022/23	
Corporate Services											
KPI Board		10		10		10	10			10	
1 Number of Board Members	No	12	9	12	9	10	10		9		Following completion of a four year tenure one Board Member resigned at the 2022 AGM. Two new Board Members joined at the 2022 AGM.
2 Number of Board Member Vacancies	No	3	6	3	6	5	5		6		
3 Board Member Attendance Rate	No	80%	80.2%	80%	88.9%	73.7%	75.0%		80.2%	77.1%	
Audit, Finance and Risk Management Committee (AF&RMC)		-				_	_			_	
4 Number of AF&RMC Members (maximum 6)	No	4	4	4	4	5	5		4		AF&RMC Membership was agreed at the September 2022 Board Meeting.
5 Number of AF&RMC Member Vacancies	No	2	2	2	2	1	1		2	1	
6 AF&RMC Member Attendance Rate	No	80%	100.0%	80%	100.0%	75.0%	100.0%		100.0%	92.3%	
Asset Management and Development Committee (AM&DC))											
7 Number of AM&DC Members (maximum 6)	No	3	5	3	N/A	5	5		5		AM&DC Membership was agreed at the September 2022 Board Meeting. There was no meeting held in Quarter 3.
8 Number of AF&RMC Member Vacancies	No	3	1	3	N/A	1	1		1	1	Dodra mooting. There mae no mooting here in Quarter of
9 AM&DC Member Attendance Rate	No	80%	N/A	80%	N/A	50.0%	N/A		N/A	50.0%	
Human Resources											
10 Number and percentage of days lost through staff sickness absence	C1	<3%	533.5 days 6%	<3%	10.9%	1.5%	2.3%		533.5 days 6%		Three staff members who were on long-term sick left the organisation in Q2. One other was absent for almost two months.
11 Number and percentage of days lost through short-term (<4 weeks) staff sickness absence	No	<1.5%	106.5 days 1.2%	<1.5%	1.4%	1.0%	1.2%		106.5 days 1.2%	1.2%	THOTILIO.
Complaints		21/2		21/2						100	
12 Stage 1 Complaints: Number in period	3 & 4	N/A	175	N/A	36	42	50		175		Stage 1 complaints up from Q2 at 50.
13 Stage 1 Complaints: Average working days to complete	3 & 4	<=5	4.0	<=5	3.3	3.3	2.9		4.0		Working days to complete complaints for the year is within target.
14 Stage 2 Complaints: Number in period	3 & 4	N/A	9	N/A	2	3	7		9		There is an increase in the number of complaints taken to stage 2.
15 Stage 2 Complaints: Average working days to complete	3 & 4	<=20	18.1	<=20	2.0	14.0	6.4		18.1	7.8	Working days to complete complaints for the year is within target.
16 Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)	No	New KPI	New KPI	N/A	0	0	0		New KPI		No complaints made to SPSO.
Freedom of Information Requests and Subject Access Requests											
17 Freedom of Information Requests	No	N/A	5	N/A	1	2	1		5		All requests received were responded to within the required statutory timescales.
18 Subject Access Requests	No	N/A	7	N/A	1	2	0		7		All requests received were responded to within the required statutory timescales.
Acquisitions and Disposals											
19 Acquisitions (other than development)	No	N/A	0	N/A	0	0	1		0	1	One acquisition was made in Q2.
20 Disposals	No	N/A	4	N/A	1	0	0		4		One disposal was made in Q1. No disposals in Q2 or Q3.
Factoring											
21 Total debt outstanding	No	N/A	£53,004.00	N/A	£86,377.00	£62,614.19	£80,944.05		£53,004.00	£80,944.05	As invoices are sent out in May and November, there will
22 Debt outstanding as a percentage of projected income	No	N/A	20.0%	N/A	23.4%	17.0%	22.0%		20.0%		generally be an increase in total debt outstanding between Q2 and Q3.
23 Change in debt since previous quarter	No	N/A	-£3,258.00	N/A	£33,373.00	-£23,762.81	£18,329.86		-£3,258.00	£18,329.86	
24 Action taken on arrears over £500 (number of cases)	No	N/A	0	N/A	3	2	0		0		The action on arrears over £500 represents the number of cases sent to the debt collectors during the period.
25 Timescale for issuing invoices achieved	No	100%	100%	100%	100%	100%	100%		100%	100%	
26 Owners Write-offs	No	New KPI	New KPI	N/A	£516.00	£0.00	£1,306.18		New KPI	£1,822.18	
Housing Services											
KPI Income Management: Arrears											

Directorate and Relevant KPI	ARC Indicator	Target 2021/22	Actual 2021/22	Target 2022/23	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Year End	Year to Date	Comments
					2022/23	2022/23	2022/23	2022/23	2021/22	2022/23	
1 Rent collected as a percentage of total rent due in the reporting year	26	100%	99.60%	100%	96.63%	97.52%	96.23%		99.60%	96.23%	Whilst this is below target and down slightly from Q2 the performance is very good due bering in mind the extreme financial climate.
2 Total current and former tenant arrears	27	<5%	2.7%	<5%	2.6%	2.5%	2.8%		2.7%	2.80%	Well within target at 2.8% for Q3 - excellent performance.
3 Total current tenant arrears before universal credit is taken into account	No	<4%	£213,538 2.6%	<4%	£223,181 2.54%	£215,325 2.45%	£235,641 2.7%		£213,538 2.6%	£235,641 2.7%	Well within target at 2.7% for Q3 - excellent performance.
4 Total current tenant arrears after universal credit is taken into account	No	<4%	£172,563 2.1%	<4%	£184,541 2.1%	£174,757 1.99%	£188,629 2.2%		£172,563 2.1%	£188,629 2.2%	Within target at 2.2% for Q3 - excellent performance.
5 Total former tenant arrears	No	N/A	£55,265	N/A	£39,254	£46,568	£53,460		£55,265	£53,460	The Association's performance in respect of recovering former tenant arrears is excellent.
Universal Credit											
6 Number of Universal Credit cases	No	N/A	425	N/A	435	434	453		425	453	Number of UC claims are only in respect of the payments which are made direct to the Association, therefore not a true account of the actual number of tenants on UC.
7 Rent arrears as a percentage of rent due for universal credit cases	No	N/A	3.9%	N/A	2.9%	3.2%	2.7%		3.9%	2.7%	As above.
8 Number of universal credit cases with more than one month's rent arrears	No	N/A	57	N/A	49	46	41		57	41	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	£17,083.18	N/A	£0.00	£0.00	£12,376.43		£17,083.18	£12,376.43	This relates to 8 cases - approved by Board at the November 2022 Board Meeting.
10 Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£5,203.60	N/A	£0.00	£0.00	£5,429.30		£5,203.60	£5,429.30	This relates to 8 cases - approved by Board at the November 2022 Board Meeting.
11 Amount of former tenant rent arrears written off below £1,000.00 (CE Approval)	No	N/A	£4,921.55	N/A	£985.51	£0.00	£862.75		£4,921.55	£1,848.26	This relates to 7 cases
12 Amount of former tenant rechargeable repairs written off (CE Approval)	No	N/A	£7,235.96	N/A	£288.00	£0.00	£3,019.15		£7,235.96	£3,307.15	This relates to 10 cases
Lettings											
13 Number of first lettings (new build and/or acquisitions)	No	43	47	N/A	1	2	2		47	5	1 acquisition and 1 supported new build were first let in Q3. Delay with supported was due to awaiting the Care Provider to identify new tenant.
14 Number of general needs housing re-lets	No	N/A	94	N/A	16	17	30		94	63	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	No	N/A	23	N/A	9	4	4		23	17	As per HS14 above.
16 Number of supported housing re-lets	No	N/A	3	N/A	2	3	0		3	5	As per HS14 above.
17 Total number of re-lets	No	N/A	120	N/A	27	24	34		120	85	As per HS14 above.
18 Average re-let time for general needs housing	No	<=21 days	25.8 days	<=21 days	19.2 days	13.9 days	25 days		25.8 days	22.8 days	Slightly over target.
19 Average re-let time for retirement housing	No	<=21 days	24.9 days	<=21 days	22.2 days	9.3 days	28.5 days		24.9 days	20.6 days	Within target - excellent performance.
20 Average re-let time for supported housing	No	<=21 days	10.0 days	<=21 days	102 days	16.3 days	N/A		10.0 days	50.6 days	No supported re-lets in Q3. Major delay of 204 days for 1 property in Q1 due to awaiting DCC H&SCP to identify a new tenant.
21 Average re-let time for all properties	No	<=21 days	25.3 days	<=21 days	26.3 days	19.5 days	25.4 days		25.3 days	24 days	Slightly over target, with a significant number of voids in Q3 (42) - excellent performance for majority of properties throughout the year.
22 Amount of rent lost through void properties	18	£59,721 0.75%	£47,587 0.57%	£42,240 0.5%	£9,489 0.43%	£6,374 0.29%	£14,309 0.65%		£47,587 0.57%	£30,171 0.46%	There were a large number of voids in Q3 requiring significant work. However, the indicator remains on target.
23 Number of homes vacant and available to let (at end of year)	No	N/A	8	N/A	N/A	N/A	N/A		8	N/A	N/A - Reported at year end.
24 Number of homes vacant and unavailable to let (at end of year)	No	N/A	2	N/A	N/A	N/A	N/A		2	N/A	N/A - Reported at year end.
25 Percentage of tenants satisfied with the standard of their home when moving in	No	95%	97.4%	95%	97.1%	81.25%	94.12%		97.4%	92.54%	Out of 67 responses to date: 2 neither satisfied nor dissatisfied, 2 were fairly dissatisfied and 1 was very dissatisfied. HM and SHO taking appropriate action.
26 Percentage of new tenancies sustained for more than a year	16	85%	87.6%	85%	90.5%	91.0%	94.6%		87.6%	94.6%	High level of tenancy sustainment and above target.

		ARC	Target	Actual	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End	Year to Date	
)irec	torate and Relevant KPI	Indicator	2021/22	2021/22	2022/23	Performance 2022/23	Performance 2022/23	Performance 2022/23	Performance 2022/23	2021/22	2022/23	Comments
27	Number of properties abandoned	C4	N/A	6	N/A	3	1	3	2022/23	6	7	Abandonment figures in line with previous years.
	Anti-Social Behaviour											
28	Number of anti-social behaviour cases reported	15	N/A	406	N/A	98	88	77		406	263	Average reported anti-social behaviour cases reported for Q3.
29	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	No	90%	92.6%	90%	76.5%	112.5%	92.2%		92.6%	93.2%	On target. The Q2 figure is higher than 100% as unresolved cases at the end of Q1 were resolved in Q2. Q3 on target at 92.2%
30	Percentage of anti-social estate management cases reported which were resolved within locally agreed targets Evictions	No	New KPI	New KPI	90%	100.0%	97.8%	98.6%		New KPI	98.8%	On target.
31	Evictions for non payment of rent	22	N/A	1	N/A	0	1	0		1	1	No evictions in Q3. All avenues explored and exhausted before eviction was granted.
	Evictions for anti-social behaviour	22	N/A	2	N/A	1	0	2		2	3	Two evictions in Q3 one eviction was due to unlawful tenant subletting.
_	erty Services											
	Health and Safety Fire Safety and Prevention: Number of Fire Risk Assessments due in the year	No	12	12	7	7 6	0	1		12	7	Annual Fire Risk Assessments carried out by DPD Fire & Safety on Operational and High Rise buildings in Q1 (June 2022) which are deemed to be of higher risk. Retirement Housing Complexes are subject to 2 yearly FRAs. The figure reported for Q1 was incorrect the FRA at Dunholm Mews was carried out in Q3.
2	Asbestos report updates	No	N/A	23	N/A	4	3	11		23	18	18 Asbestos Surveys carried out Year To Date with 1 Asbestos Removal in Q1, 1 Asbestos Removal in Q2 and 2 Asbestos Removal jobs in Q3.
3	Electric Safety: number and percentage of properties with compliant 5 year electrical certificate	No	100%	1,664/90%	100%	1,655/89.5%	1,697/91.8%	1744/94.4%		1,655/89.5%	1744/94.4%	Compliance to be achieved by 31 March 2023. Performance figures as at 31 December 2022.
4	Gas Servicing: number of times the statutory obligation to complete a gas safety check within 12 months was not met	11	0	1	0	1	0	0		1	1	There was a sensitive case in Q1 where we had to wait until tenant was evicted before we could complete the Annual Gas Service.
	Gas Servicing: number of notified forced access in order to carry out gas safety check	No	New KPI	New KPI	N/A	4	4	2		New KPI	10	10 notifications of 'Forced Access' Year To Date. All but one was resolved before the deadline.
6	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	0	N/A	0	1	0		0	1	1 Forced Access carried out.
7	Legionella inspections: Monthly (11 per month)	No	132 52	132 52	132 52	33 13	33 13	33 13		132 52	99 39	All Monthly Legionella Inspections carried out. All Quarterly Legionella Inspections carried out.
	Legionella inspections: Quarterly (13 per quarter) Lift inspections: Dryburgh Gardens (four lifts)	No No	48	48	48	12	12	12		48	36	All Monthly Lift Inspections carried out.
	Reactive Repairs											·
10	Number of emergency repairs completed	8	N/A	1,451	N/A	238	226	469		1,451	933	Increase in Emergency Repairs which is to be expected and consistent with the time of year.
11	Average hours taken to complete emergency repairs	8	4	5.00	4	2.27	2.19	3.17		5.00	2.55	Maintaining good performance.
	Number of non-emergency repairs completed	9	N/A	5,488	N/A	1,370	1,448	1,400		5,488	2,818	Quantity of Non-Emergency Repairs starting to look like a familiar pattern again.
13	Average working days to complete non-emergency repairs	9	6	9.3 days	6	6.1 days	6.7 days	7.8 days		9.3 days	6.8 days	Performance started to show signs of improvement in Q1 but things appear to have slipped a little in both Q2 and Q3. However, the demand on the trades has been unprecedented, not least of all due to the increase in voids, and some trades are booked up for a month in advance at present.
14	Percentage of reactive repairs carried out completed right first time	10	>85%	92.1%	>85%	89.7%	90.9%	95.37%		92.1%	92.0%	Consistent performance and exceeding target again.
15	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	99.0%	>90%	98.3%	98.9%	98.30%		99.0%	98.5%	Consistent performance but KPIs have dropped off a bit.
16	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	12	98%	98.7%	98%	99.5%	99.5%	100%		98.7%	99.7%	Positive feedback from customers and exceeding targets.
17	Percentage of tenants who responded to a satisfaction survey following a repair	No	15%	4.3%	15%	13.9%	15.4%	6.96%		4.3%	12.1%	Another set back in relation to the number of Tenant Satisfaction Surveys being returned to the office. Work to be done on this by the Main Contractor's Supervisors and tradesmen.
	Energy Efficiency Standard for Social Housing (EESSH)											
$\overline{}$	Number and percentage of properties in the scope of EESSH that meet	C10	1,711	1,717	1,711	1,714	1,715	1,716		1,717	1,716	Additional property added to portfolio

		ARC	Target	Actual	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End	Year to Date	
Direc	ctorate and Relevant KPI	Indicator	2021/22	2021/22	2022/23	Performance	Performance	Performance	Performance			Comments
						2022/23	2022/23	2022/23	2022/23	2021/22	2022/23	
19	Number and percentage of properties in the scope of SHQS that meet the	6	92.27%	1,537	92.27%	1,498	1,623	1,625		1,537	1,625	Backlog in receiving completed EICR. Will improve
	standard			83.22%		81.72%	88.59%	88.65%		83.22%	88.65%	during Q4.
	Development											
20	Number of new build completions	No	43	43	N/A	0	0	0		43	0	