## Abertay Housing Association Operational Performance Report: Key Performance Indicators Quarterly Report 2023/24 Q2 Target Achieved

Desire and Relevant RU         ARC         Target All         Area is a spectra and Relevant RU         Datamet All Performance Periformance Performance Performance Performance Performanc												Target Not Applicable - Monitored Target Not Achieved
Dermote Service         Strate         Inter         Strate         Strae	Comments			Performance	Performance	Performance	Performance	-		-		
Ref     Board     Image     Image <t< th=""><th></th><th>2023/24</th><th>2022/23</th><th>2023/24</th><th>2023124</th><th>2023/24</th><th>2023/24</th><th></th><th></th><th></th><th></th><th>Corporate Services</th></t<>		2023/24	2022/23	2023/24	2023124	2023/24	2023/24					Corporate Services
1         Number of fixed Mander Visionance         Heile         1												KPI Board
1     Norther of Advances Manufactor Statements     No     0	Discussions are underway to increase Board		9			9	9	10	9	12	No	1 Number of Board Members
A     Internal field Regarding (ARM)     Internal ARM ARM ARM Regarding (ARM)     Internal ARM ARM ARM Regarding (ARM)     Internal ARM			6			6	6	5	6	3	No	2 Number of Board Member Vacancies
Image         Image <t< td=""><td></td><td>81.5%</td><td>79.4%</td><td></td><td></td><td>83.3%</td><td>77.8%</td><td>80%</td><td>79.4%</td><td>80%</td><td>No</td><td>3 Board Member Attendance Rate</td></t<>		81.5%	79.4%			83.3%	77.8%	80%	79.4%	80%	No	3 Board Member Attendance Rate
<th< th=""> <th< th=""></th<></th<>	Meetings on target according to timetable.	3	New KPI			2	1	6	New KPI	New KPI	No	4 Number of Board Meetings
Image: sector of PARAMC Member Vacancies         No.         State         No.         State         No.												Audit, Finance and Risk Management Committee (AF&RMC)
0     Number of ASARAC Mannee Vacannees Name     No     2     1   <	AF&RMC Membership was agreed at the September 2023 Board Meeting.		5			5	5	4	5	4	No	5 Number of AF&RMC Members (maximum 6)
Normal of ASARM Magnets and Development Committee (AMADC)     Now KP     Now KP <t< td=""><td>.023 Doard Meeting.</td><td>1</td><td>1</td><td></td><td></td><td>1</td><td>1</td><td>2</td><td>1</td><td>2</td><td>No</td><td>6 Number of AF&amp;RMC Member Vacancies</td></t<>	.023 Doard Meeting.	1	1			1	1	2	1	2	No	6 Number of AF&RMC Member Vacancies
Act Management and Quapter Committee (AM&DC)         No         Act         No		90.0%	94.4%			100.0%	80.0%	80%	94.4%	80%	No	7 AF&RMC Member Attendance Rate
Image of AMASEC Members (maximum 6)     No     3     6     4     9     5     (mode)     6     5     6     6     6       Image of ARARC Member Vacancies     No     3     1     2     1	Quarterly meetings on target.	2	New KPI			1	1	4	New KPI	New KPI	No	8 Number of AF&RMC Meetings
10Number of AFARMC Member VacanciesNoNo312No <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Asset Management and Development Committee (AM&amp;DC))</td></th<>												Asset Management and Development Committee (AM&DC))
10     Number of XRAMe Member Vacancies     No     3     1     2     1	AM&DC Membership was agreed at the September 2023		5			5	5	4	5	3	No	9 Number of AM&DC Members (maximum 6)
Image of AM&DC Meetings       Now KPI       New KPI       New KPI       A       Image of AM&DC Meetings       New KPI       A       Image of AMADC Meetings       New KPI       A       New KPI       New KPI       New KPI	Board Meeting.	1	1			1	1	2	1	3	No	10 Number of AF&RMC Member Vacancies
Image of the second		90.0%	63.6%			80.0%	100.0%	80%	63.6%	80%	No	11 AM&DC Member Attendance Rate
13       Number and percentage of days lost through staff sickness absence       C1       <3%       3.0%       <3%       6.2%-9.46%       A.7%       A.7%       S.8%       S.8%       F.0%	Quarterly meetings on target.	2	New KPI			1	1	4	New KPI	New KPI	No	12 Number of AM&DC Meetings
13       Number and percentage of days lost through staff sickness absence       C1       <3%       3.0%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <3%       <									<b></b>			Human Resources
11       Number and percentage of days lost through short-term (x4 weeks) said mass descence in through short-term (x4 weeks) said mas	The Q1 figure has been updated following the discovery of an error in the calculation. There was one long-term sickness absence throughout Q1 and three further long- term sickness absences during Q2.		3.0%			4.7%	5.27% <del>-3.5%</del>	<3%	3.0%	<3%	C1	
15       Stage 1 Complaints: Number in period       3 & 4       N/A       186       N/A       56       45       186       101       Number of same per s			1.4%			0.6%	0.5% <del>0.3%</del>	<1.5%	1.4%	<1.5%	No	sickness absence
Image: Complaints: Average working days to complete         3 & 4         <=5         3.2         <=5         4.0         3.4          3.2         3.7         Working very is will working very is will work in period           17         Stage 2 Complaints: Number in period         3 & 4         N/A         13         N/A         4         0         13         4         Number of period         3         4         0												
$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	Number of Stage 1 complaints are 23 higher than the same period last year.		186			45	56	N/A	186	N/A	3&4	15 Stage 1 Complaints: Number in period
17       Stage 2 Complaints: Number in period       3 & 4       N/A       13       N/A       4       0       13       4       Number of period as number of period and number of period as number of period as number of period a	Working days to complete Stage 1 complaints for the vear is within target.		3.2			3.4	4.0	<=5	3.2	<=5	3 & 4	16 Stage 1 Complaints: Average working days to complete
18       Stage 2 Complaints: Average working days to complete       3 & 4       <<20       8.9       <=20       31.0       N/A       Image: Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)       N/A       0       N/A       0       N/A       0       0       0       0       0       0       No omplete         19       Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)       No       N/A       0       N/A       0       0       0       0       0       0       No omplete       No omplete       No omplete       No omplete       No omplete       No       N/A       0       0       0       0       0       No omplete       No omplete       No omplete       No       N/A       1	Number of Stage 2 complaints are similar to the same	4	13			0	4	N/A	13	N/A	3 & 4	17 Stage 2 Complaints: Number in period
(SPSO)       Image: (SPSO)			8.9			N/A	31.0	<=20	8.9	<=20	3 & 4	18 Stage 2 Complaints: Average working days to complete
20       Freedom of Information Requests       No       N/A       7       N/A       2       4       Image: Constraint of Constrant of Constend on Constend of Constrant of Constraint of Constrai	No complaints to the SPSO.	0	0			0	0	N/A	0	N/A	No	
Image: constraint of the second of the sec												
21       Subject Access Requests       No       No       N/A       4       N/A       2       2       2       1       4       All requests	All requests received were responded to within the required statutory timescales.		7			4	2	N/A	7	N/A	No	20 Freedom of Information Requests
Acquisitions and DisposalsImage: Constraint of the Constrai	All requests received were responded to within the required statutory timescales.	4	4			2	2	N/A	4	N/A	No	21 Subject Access Requests
22Acquisitions (other than development)NoN/A3N/A14S35Four Acquisitions (other than development)23DisposalsNoN/A1N/A0010No disposeFactoringImage: Constraint of the sector of												Acquisitions and Disposals
Image: Constraint of the state of the s	Four Acquistions in Q2.	5	3			4	1	N/A	3	N/A	No	
24Total debt outstandingNoN/A£56,509.09N/A£95,527.80£64,513.49ImportantImport	No disposals were made in Q1 or Q2.	0	1			0	0	N/A	1	N/A	No	23 Disposals
24Total debt outstandingNoN/A£56,509.09N/A£95,527.80£64,513.49ImportanceAnd owners participation25Debt outstanding as a percentage of projected incomeNoN/A15.6%N/A28.9%19.5%19.5%15.6%19.5%19.5%26Change in debt since previous quarterNoN/A-£24,434.96N/A£39,018.71-£31,014.31-£24,434.96-£24,434.96Q2.27Action taken on arrears over £500 (number of cases)NoN/A5N/A0015.6%50									<b> </b>			Factoring
25Debt outstanding as a percentage of projected incomeNoN/A15.6%N/A28.9%19.5%19.5%15.6%19.5%therefore Q2.26Change in debt since previous quarterNoN/A-£24,434.96N/A£39,018.71-£31,014.31-£24,434.96-£24,434.96-£31,014.3127Action taken on arrears over £500 (number of cases)NoN/A5N/A0050	nvoices are sent out in November and May. Many		£56,509.09			£64,513.49	£95,527.80	N/A	£56,509.09	N/A	No	
26       Change in debt since previous quarter       No       NA       -£24,434.96       NA       £39,018.71       -£31,014.31       -£24,434.96       -£31,014.31         27       Action taken on arrears over £500 (number of cases)       No       N/A       5       N/A       0       0       5       0	owners pay by instalments, or following reminders. It is herefore expected that debt will reduce between Q1 and		15.6%			19.5%	28.9%	N/A	15.6%	N/A	No	25 Debt outstanding as a percentage of projected income
	J2.	-£31,014.31	-£24,434.96			-£31,014.31	£39,018.71	N/A	-£24,434.96	N/A	No	26 Change in debt since previous quarter
28         Timescale for issuing invoices achieved         No         100%		0	5			0	0	N/A	5	N/A	No	27 Action taken on arrears over £500 (number of cases)
		100%	100%			100%	100%	100%	100%	100%	No	28 Timescale for issuing invoices achieved
	Payment has been received in relation to some debt		£2,270.12			-£81.99	£1,058.44	N/A	£2,270.12	N/A	No	29 Owners Write-offs
Housing Services     Image: Construction of the service	already written-off.											Housing Services
KPI Income Management: Arrears												

		ARC	Target	Actual	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year End	Year to Date	Commente
Direct	orate and Relevant KPI	Indicator	2022/23	2022/23	2023/24	Performance 2023/24	Performance 2023/24	Performance 2023/24	Performance 2023/24	2022/23	2023/24	Comments
1	Rent collected as a percentage of total rent due in the reporting year	26	100%	100.70%	<del>100%</del> -98%	98.00%	98.3%	2023/24	2023/24	100.70%	98.3%	Within target, good performance.
2	Total current and former tenant arrears	27	<5%	2.4%	<5%	2.1%	2.1%			2.4%	2.1%	Excellent performance.
3	Total current tenant arrears before universal credit is taken into account	No	<4%	£195,442	<4%	£198,380	£187,274			£195,442	£187,274	As above.
4	Total current tenant arrears after universal credit is taken into account	No	<4%	2.2% £148,319	<4%	2.1% £147,996	2.0% £138,433			2.2% £148,319	2.0% £138,433	As above.
5	Total former tenant arrears	No	N/A	1.7% £60,297.00	N/A	1.6% £47,817	1.5% £55,558			1.7% £60,297.00	1.5% £55,558	
	Universal Credit											
	Number of Universal Credit cases received by direct payment	No	N/A	479	N/A	477	467			479	467	Refers only to direct payment to the Association.
7	Rent arrears as a percentage of rent due for universal credit direct payme	r No	N/A	3.3%	N/A	2.4%	2.3%			3.3%	2.3%	As above
	Number of universal credit direct payment cases with more than one month's rent arrears	No	N/A	57	N/A	39	34			57	34	As above
	Former Tenant Arrears Write-Offs											
	Amount of former tenant rent arrears written-off above £1,000.00 (Board Approval)	No	N/A	£19,912.66	N/A	£1,587.03	£4,767.07			£19,912.66	£6,354.10	The Q2 figure relates to 5 cases approved by Board at the August 2023 Board Meeting and written-off in Q2 this financial year.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£14,420.97	N/A	£1,171.65	£7,933.50			£14,420.97	£9,105.15	The Q2 figure relates to 6 cases approved by Board at the August 2023 Board Meeting and written-off in Q2 this financial year.
11	Amount of former tenant rent arrears written off below £1,000.00 (CE Approval)	No	N/A	£4,330.31	N/A	£0.00	£4,462.10			£4,330.31	£4,462.10	The Q2 figure relates to 16 cases.
12	Amount of former tenant rechargeable repairs written off (CE Approval)	No	N/A	£5,357.86	N/A	£0.00	£3,242.46			£5,357.86	£3,242.46	The Q2 figure relates to 9 cases.
	Lettings											
13	Number of first lettings (new build and/or acquisitions)	No	N/A	5	N/A	3	1			5	4	Relates to 4 acquisitions, 2 of which were purchased in 2022/23.
14	Number of general needs housing re-lets	No	N/A	83	N/A	23	26			83	49	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	30	N/A	3	7			30	10	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	9	N/A	6	2			9	8	As per HS14 above.
17	Total number of re-lets	No	N/A	122	N/A	32	35			122	67	As per HS14 above.
	Average re-let time for general needs housing	No	<=21 days	26.8 days	<=21 days	30.7 days	21 days			26.8 days	25.5 days	Outside of target
19	Average re-let time for retirement housing	No	<=21 days	22.8 days	<=21 days	22.3 days	20.1 days			22.8 days	20.8 days	Within target
20	Average re-let time for supported housing	No	<=21 days	45.3 days	<=21 days	10.7 days	76 days			45.3 days	27 days	Outside of target.
21	Average re-let time for all properties	No	<=21 days	27.2 days	<=21 days	26.1 days	24 days			27.2 days	25 days	Overall outside of target due to a few properties. All others within target.
22	Amount of rent lost through void properties	18	£42,240 0.5%	£46,396 0.53%	£45,185 0.5%	£13,959 0.6%	£8,755 0.4%			£46,396 0.53%	£22,714 0.5%	The increased relet times in Q2 are starting to improve.
23	Number of homes vacant and available to let (at end of year)	No	N/A	14	N/A	N/A	N/A	N/A		14	N/A	N/A - reported at year end only.
24	Number of homes vacant and unavailable to let (at end of year)	No	N/A	1	N/A	N/A	N/A	N/A		1	N/A	N/A - reported at year end only.
	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	93.64%	95%	100.0%	93.33%			93.64%	95.12%	Q1 = 11 responses in total. 7 very satisfied & 4 fairly satisfied. Q2 = 30 responses in total. 24 very satisfied, 4 fairly satisfied, 1 neither/nor & 1 fairly dissatisfied. Year To Date = 41 responses in total.
26	New Tenant Sustainability Checks	No	New KPI	New KPI	90%	<del>100%</del> 50%	74.60%			New KPI	62.3%	Q1 updated due to reporting error. Q2 below target due to tenants not requiring sustainability check.
27	Percentage of new tenancies sustained for more than a year	16	85%	95.8%	85%	95.9%	92.2%			95.8%	92.2%	Very reassuring to observe a high level of tenancy sustainment and well in excess of target.
28	Number of properties abandoned	C4	N/A	8	N/A	4	1			8	5	Abandonment figure in line with previous years.
	Anti-Social Behaviour											
	Number of anti-social behaviour cases reported	15	N/A	337	N/A	93	69			337	162	Fewer reported ASB than Q1 in line with previous year.
	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	No	90%	94.7%	90%	81.7%	107.2%			94.7%	92.6%	Due to how this indicator is calculated, the percentage will be lower towards the beginning of the year. Q2 figure is higher than 100% as cases reported in Q1 were resolved in Q2.

Direc	torate and Relevant KPI	ARC Indicator	Target 2022/23	Actual 2022/23	Target 2023/24	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Year End	Year to Date	Comments
						2023/24	2023/24	2023/24	2023/24	2022/23	2023/24	
31	Percentage of anti-social estate management cases reported which were resolved within locally agreed targets	No	90%	99.0%	90%	94.6%	101.0%			99.0%	98.0%	Good performance on target. Q2 figure is higher than 100% as cases reported in Q1 were resolved in Q2.
	Evictions											
32	Evictions for non payment of rent	22	N/A	2	N/A	0	1			2	1	Rent eviction figures in line with previous years.
33	Evictions for anti-social behaviour	22	N/A	2	N/A	1	0			2	1	ASB eviction figures in line with previous years.
34	Customer Services           Total number of telephone calls (incoming and outgoing)	No	New KPI	New KPI	N/A	9,966	10,722			New KPI	20,688	Q2 average of 165 total calls per day.
35	Incoming telephone calls as a % of total number of telephone calls.	No	New KPI	New KPI	N/A	56.6%	53.4%			New KPI	54.9%	Q2 average of 88 incoming calls per day.
36	Outgoing telephone calls as a % of total number of telephone calls.	No	New KPI	New KPI	N/A	43.4%	46.6%			New KPI	45.1%	Q2 average of 77 outgoing calls per day.
Prop	erty Services											
-	Health and Safety											
1	Fire Safety and Prevention: Number of Fire Risk Assessments due in the year	No	7	7	<u>7</u> 12	0	12			<u>7</u> 12	12	DPD Fire & Safety carried out all 12 Fire Risk Assessments in Q2.
2	Asbestos report updates	No	N/A	29	N/A	2	5			29	7	No Asbestos Containing Materials in any of the 7 Surveys carried out Year To Date.
3	Electric Safety: number and percentage of properties with compliant 5 year electrical certificate	No	100%	1,828/98.9%	100%	1,835/99.24%	1,831/98.87%			1,828/98.9%	1,831/98.87%	This figure will fluctuate (increase and decrease) throughtout the year as certification expires and we carry out tests.
4	Electric Safety: number of notified forced access in order to carry out electrical safety check	No	New KPI	New KPI	N/A	0	0			New KPI	0	No notified forced access in Q1 or 2.
5	Electric Safety: number of actual forced access in order to carry out electrical safety check	No	New KPI	New KPI	N/A	0	0			New KPI	0	No actual forced access in Q1 or 2.
6	Gas Servicing: number of times the statutory obligation to complete a gas safety check within 12 months was not met	11	0	2	0	0	0				0	100% performance.
7	Gas Servicing: number of notified forced access in order to carry out gas safety check	No	N/A	12	N/A	1	3				4	One notified forced access in Q1 and 3 in Q2.
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	2	N/A	0	0				0	No actual forced access in Q1 or Q2.
9	Legionella inspections: Monthly (11 per month)	No	132	132	132	33	33				66	All monthly Legionella Monitoring Inspections carried out.
10	Legionella inspections: Quarterly (15 per quarter)	No	52	52	60	15	15				30	All quarterly Legionella Monitoring Inspections carried
11	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	48	12	12				24	All monthly Lift Inspections carried out.
12	Sprinkler System Testing: Finavon Street - Quarterly	No	New KPI	New KPI	4	1	1			New KPI	2	Two Quarterly Sprinkler System Tests carried out Year To Date.
13	Number of condensation, damp and mould cases reported by tenants	No	New KPI	New KPI	N/A	2	1			New KPI	3	One property reported issues with condensation and damp and measures have been taken to deal with these.
	Reactive Repairs											
14	Number of emergency repairs completed	8	N/A	1,443	N/A	240	247			1,443	487	Emergency and Out of Hours Call-Outs very consistent with previous years.
15	Average hours taken to complete emergency repairs	8	4	2.58	4	2.81	2.22			2.58	2.52	Maintaining excellent performance.
16	Number of non-emergency repairs completed	9	N/A	5,830	N/A	1,424	1,338			5,830	2,762	Familiar patterns now starting to emerge as per previous years KPIs.
17	Average working days to complete non-emergency repairs	9	6	7.94 days	6	7.6 days	8.9 days			7.94 days	8.6 days	Not achieving target as yet, and demand on tradesmen has made the situation even worse in Q2. For example, Joiners are booked up 4-6 weeks in advance this year, which impacts the average days from when tenants first report an issue. However, we will continue to work towards trying to achieve this challenging KPI.
18	Percentage of reactive repairs carried out completed right first time	10	>85%	98.2%	>85%	97.9%	98.8%			98.2%	98.4%	Maintaining excellent performance.
19	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	98.5%	>90%	99.1%	99.2%			98.5%	99.1%	Maintaining excellent performance.
20	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%	98.9%	98%	100.0%	99.4%			98.9%	99.4%	Maintaining excellent performance.
21	Percentage of tenants who responded to a satisfaction survey following a repair	No	15%	11.4%	15%	15.0%	17.4%			11.4%	16.2%	Number of returned Tenant Surveys starting to increase and we are now achieving our target.
	Planned Maintenance											

Direct	orate and Relevant KPI	ARC Indicator	Target 2022/23	Actual 2022/23	Target 2023/24	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Year End	Year to Date	Comments
Direct		muicator	2022/23	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2022/23	2023/24	Comments
22	Number of boiler replacements	No	New KPI	New KPI	N/A	20	37			New KPI	57	The figure quoted is the position as at the end of Q2. As at 20 October 2023, 56 Boiler Replacements had been carried out: as per the Planned Maintenance Programme Q2 Progress Report to AM&DC.
23	Number of Bathroom replacements	No	New KPI	New KPI	N/A	14	9			New KPI	23	The figure quoted is the position as at the end of Q2. As at 20 October 2023, 22 Bathroom Replacements had been carried out: as per the Planned Maintenance Programme Q2 Progress Report to AM&DC.
24	Number of Kitchen replacements	No	New KPI	New KPI	N/A	0	26			New KPI	26	The figure quoted is the position as at the end of Q2. As at 20 October 2023, 29 Kitchen Replacements had been carried out: as per the Planned Maintenance Programme Q2 Progress Report to AM&DC.
	Energy Efficiency Standard for Social Housing (EESSH)											
	Number and percentage of properties in the scope of EESSH that meet the standard	C10	1,711 93.45%	1,718 93.62%	1,711 93.45%	1,718 93.62%	1,720 92.72%			1,718 93.62%	1,720 92.72%	We need to carry out EPCs in properties that have had Planned Maintenance works, particularly where the EPC is out of date, or the previous EPC did not pass EESHH. This exercise should then boost performance whilst also updating records. Properties with an EPC Sap Rating of under 69 (Band C) fail EESSH. Therefore, work to be done in this regard.
	Scottish Housing Quality Standard (SHQS)											
26	Number and percentage of properties in the scope of SHQS that meet the standard	6	92.27%	1,715 92.75%	92.27%	1,715 92.75%	1,717 92.56%			1,715 92.75%	1,717 92.56%	Our properties generally meet the requirements of SHQS but there remains failures where homeowners in tenement blocks refuse to allow Communal Door Entry system upgrades due to the cost. Hence why it appears that we have some failures.
	Development	NI -	N1/A	6	N1/A					0		
27	Number of new build completions	No	N/A	0	N/A	0	0			0	0	