

Abertay Housing Association												
Operational Performance Report: Key Performance Indicators Quarterly Report 2023/24 Q3												
Target Achieved												
Target Not Applicable - Monitored												
Target Not Achieved												
Directorate and Relevant KPI		ARC Indicator	Target 2022/23	Actual 2022/23	Target 2023/24	Quarter 1 Performance 2023/24	Quarter 2 Performance 2023/24	Quarter 3 Performance 2023/24	Quarter 4 Performance 2023/24	Year End 2022/23	Year to Date 2023/24	Comments
Corporate Services												
KPI	Board											
1	Number of Board Members	No	12	9	10	9	9	9		9	9	Discussions are underway to increase Board Membership.
2	Number of Board Member Vacancies	No	3	6	5	6	6	6		6	6	
3	Board Member Attendance Rate	No	80%	79.4%	80%	77.8%	83.3%	94.4%		79.4%	86.7%	
4	Number of Board Meetings	No	New KPI	New KPI	6	1	2	2		New KPI	5	Meetings on target according to timetable.
Audit, Finance and Risk Management Committee (AF&RMC)												
5	Number of AF&RMC Members (maximum 6)	No	4	5	4	5	5	5		5	5	AF&RMC Membership was agreed at the September 2023 Board Meeting.
6	Number of AF&RMC Member Vacancies	No	2	1	2	1	1	1		1	1	
7	AF&RMC Member Attendance Rate	No	80%	94.4%	80%	80.0%	100.0%	100.0%		94.4%	93.3%	
8	Number of AF&RMC Meetings	No	New KPI	New KPI	4	1	1	1		New KPI	3	Quarterly meetings on target.
Asset Management and Development Committee (AM&DC)												
9	Number of AM&DC Members (maximum 6)	No	3	5	4	5	5	5		5	5	AM&DC Membership was agreed at the September 2023 Board Meeting.
10	Number of AF&RMC Member Vacancies	No	3	1	2	1	1	1		1	1	
11	AM&DC Member Attendance Rate	No	80%	63.6%	80%	100.0%	80.0%	80.0%		63.6%	86.7%	
12	Number of AM&DC Meetings	No	New KPI	New KPI	4	1	1	1		New KPI	3	Quarterly meetings on target.
Human Resources												
13	Number and percentage of days lost through staff sickness absence	C1	<3%	3.0%	<3%	5.27% 3.5%	4.7%	10.7%		3.0%	6.4%	There was one long-term sickness absence throughout Q1 and three further long-term sickness absences during Q2. One of the long-term sickness absences continues throughout Q3 and we have another long-term absence in Q3.
14	Number and percentage of days lost through short-term (<4 weeks) staff sickness absence	No	<1.5%	1.4%	<1.5%	0.5% 0.3%	0.6%	1.2%		1.4%	0.8%	
Complaints												
15	Stage 1 Complaints: Number in period	3 & 4	N/A	186	N/A	56	45	35		186	136	Number of Stage 1 complaints in Q3 lower than in Q1 and Q2.
16	Stage 1 Complaints: Average working days to complete	3 & 4	<=5	3.2	<=5	4.0	3.4	3.0		3.2	3.6	Working days to complete Stage 1 complaints for the year is within target.
17	Stage 2 Complaints: Number in period	3 & 4	N/A	13	N/A	4	0	1		13	5	Number of Stage 2 complaints are similar to the same period last year.
18	Stage 2 Complaints: Average working days to complete	3 & 4	<=20	8.9	<=20	31.0	N/A	5.0		8.9	27.8	Within target in Q3, but outside of target overall.
19	Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)	No	N/A	0	N/A	0	0	0		0	0	No complaints to the SPSO.
Freedom of Information Requests and Subject Access Requests												
20	Freedom of Information Requests	No	N/A	7	N/A	2	4	0		7	6	All requests received were responded to within the required statutory timescales.
21	Subject Access Requests	No	N/A	4	N/A	2	2	2		4	6	All requests received were responded to within the required statutory timescales.
Acquisitions and Disposals												
22	Acquisitions (other than development)	No	N/A	3	N/A	1	4	5		3	10	Five Acquisitions in Q3.
23	Disposals	No	N/A	1	N/A	0	0	0		1	0	No disposals were made in Q1, Q2 or Q3.
Factoring												
24	Total debt outstanding	No	N/A	£56,509.09	N/A	£95,527.80	£64,513.49	£89,680.56		£56,509.09	£89,680.56	Invoices are sent out in November and May. Many owners pay by instalments, or following reminders. It is therefore expected that debt will increase between Q2 and Q3.
25	Debt outstanding as a percentage of projected income	No	N/A	15.6%	N/A	28.9%	19.5%	27.0%		15.6%	27.0%	
26	Change in debt since previous quarter	No	N/A	-£24,434.96	N/A	£39,018.71	-£31,014.31	£25,167.07		-£24,434.96	£25,167.07	
27	Action taken on arrears over £500 (number of cases)	No	N/A	5	N/A	0	0	0		5	0	
28	Timescale for issuing invoices achieved	No	100%	100%	100%	100%	100%	100%		100%	100%	
29	Owners Write-offs	No	N/A	£2,270.12	N/A	£1,058.44	-£81.99	£1,436.41		£2,270.12	£2,412.86	
Housing Services												
KPI	Income Management: Arrears											
1	Rent collected as a percentage of total rent due in the reporting year	26	100%	100.70%	100% 98%	98.00%	98.3%	98.20%		100.70%	98.2%	Within target, good performance.

Directorate 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	
2	Total current and former tenant arrears	27	<5%	2.4%	<5%	2.1%	2.1%	2.2%		2.4%	2.2%	Excellent performance.
3	Total current tenant arrears before universal credit is taken into account	No	<4%	£195,442 2.2%	<4%	£198,380 2.1%	£187,274 2.0%	£207,593 2.2%		£195,442 2.2%	£207,593 2.2%	As above.
4	Total current tenant arrears after universal credit is taken into account	No	<4%	£148,319 1.7%	<4%	£147,996 1.6%	£138,433 1.5%	£151,519 1.6%		£148,319 1.7%	£151,519 1.6%	Within target good performance.
5	Total former tenant arrears	No	N/A	£60,297.00	N/A	£47,817	£55,558	£57,813		£60,297.00	£57,813	This reflects good management of former tenant arrears.
Universal Credit												
6	Number of Universal Credit cases received by direct payment	No	N/A	479	N/A	477	467	505		479	505	Refers only to direct payment to the Association.
7	Rent arrears as a percentage of rent due for universal credit direct payer	No	N/A	3.3%	N/A	2.4%	2.3%	2.4%		3.3%	2.4%	As above.
8	Number of universal credit direct payment cases with more than one month's rent arrears	No	N/A	57	N/A	39	34	39		57	39	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	£19,912.66	N/A	£1,587.03	£4,767.07	£10,263.32		£19,912.66	£16,617.42	The Q3 figure relates to 5 cases approved by Board at the November 2023 Board Meeting and written-off in Q3 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	£11,654.94		£14,420.97	£20,760.09	The Q3 figure relates to 6 cases approved by Board at the November 2023 Board Meeting and written-off in Q3 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	£0.00		£4,330.31	£4,462.10	No write offs < £1000 in Q3
12	Amount of former tenant rechargeable repairs written off (CE Approval)	No	N/A	£5,357.86	N/A	£0.00	£3,242.46	£0.00		£5,357.86	£3,242.46	No write offs < £1000 in Q3
Lettings												
13	Number of first lettings (new build and/or acquisitions)	No	N/A	5	N/A	3	1	2		5	6	Relates to 6 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	17		83	66	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	8		30	18	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	9	N/A	6	2	1		9	9	As per HS14 above.
17	Total number of re-lets	No	N/A	122	N/A	32	35	26		122	93	As per HS14 above.
18	Average re-let time for general needs housing	No	<=21 days	26.8 days	<=21 days	30.7 days	21 days	26 days		26.8 days	25.7 days	Performance is better than Q1 but worse than Q2.
19	Average re-let time for retirement housing	No	<=21 days	22.8 days	<=21 days	22.3 days	20.1 days	24.8 days		22.8 days	23.4 days	Performance is worse than Q1 and worse than Q2.
20	Average re-let time for supported housing	No	<=21 days	45.3 days	<=21 days	10.7 days	76 days	48 days		45.3 days	29.3 days	Performance is worse than Q1 but better than Q2.
21	Average re-let time for all properties	No	<=21 days	27.2 days	<=21 days	26.1 days	24 days	26.5 days		27.2 days	25.6 days	Performance is worse than Q1 and Q2. The 48 days attributable to supported housing re-lets has significantly and adversely impacted the re-let time for all properties.
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%	£12,831 0.6%		£46,396 0.53%	£35,545 0.51%	Performance is better than Q1 but worse than Q2.
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.
25	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	93.64%	95%	100.0%	93.33%	89.47%		93.64%	93.33%	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. Q3 = 19 responses in total. 10 very satisfied, 7 fairly satisfied, 1 neither/nor & 1 fairly dissatisfied. Year To Date = 60 responses in total.
26	New Tenant Sustainability Checks	No	New KPI	New KPI	90%	100% 50%	74.60%	96.77%		New KPI	73.8%	Q1 updated due to reporting error. Q2 below target due to tenants not requiring sustainability check. Q3 back on target.
27	Percentage of new tenancies sustained for more than a year	16	85%	95.8%	85%	95.9%	92.2%	91.4%		95.8%	91.4%	Very reassuring to observe a high level of tenancy sustaiment and well in excess of target.
28	Number of properties abandoned	C4	N/A	8	N/A	4	1	2		8	7	Abandonment figure in line with previous years.
Anti-Social Behaviour												

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29	Number of anti-social behaviour cases reported	15	N/A	337	N/A	93	69	74		337	236	Fewer reported ASB than Q1 in line with previous year.
30	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	No	90%	94.7%	90%	81.7%	107.2%	105.4%		94.7%	98.7%	Due to how this indicator is calculated, the percentage will be lower towards the beginning of the year. Q2 & Q3 figures are higher than 100% as cases reported in the previous quarter were resolved in that quarter.
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%	110.0%		99.0%	100.0%	Good performance on target. Q2 & Q3 figures are higher than 100% as cases reported in the previous quarter were resolved in that quarter.
	Evictions											
32	Evictions for non payment of rent	22	N/A	2	N/A	0	1	1		2	2	Rent eviction figures in line with previous years.
33	Evictions for anti-social behaviour	22	N/A	2	N/A	1	0	0		2	1	ASB eviction figures in line with previous years.
	Customer Services											
34	Total number of telephone calls (incoming and outgoing)	No	New KPI	New KPI	N/A	9,966	10,722	10,440		New KPI	31,128	Q3 average of 171 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%	50.5%		New KPI	53.4%	Q3 average of 86 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%	49.5%		New KPI	46.6%	Q3 average of 85 outgoing calls per day.
	Property Services											
KPI	Health and Safety											
1	Fire Safety and Prevention: Number of Fire Risk Assessments due in the year	No	7	7	12	0	12	0		12	12	DPD Fire & Safety carried out all 12 Fire Risk Assessments in Q2. Complete for the Year.
2	Asbestos report updates	No	N/A	29	N/A	2	5	5		29	12	No Asbestos Containing Materials in 7 of the properties surveyed. We have removed Asbestos Containing Materials in 5 properties.
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%	1822/98.27%		1,828/98.9%	1,822/98.27%	This figure will fluctuate (increase and decrease) throughout 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	0		New KPI	0	No notified forced accesses in Q1, 2 or 3.
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	0		New KPI	0	No notified forced accesses in Q1, 2 or 3.
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			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	2			6	One notified forced access in Q1, 3 in Q2 and 2 in Q3.
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	2	N/A	0	0	1			1	1 Forced Access in Q3.
9	Legionella inspections: Monthly (11 per month)	No	132	132	132	33	33	33			99	All monthly Legionella Monitoring Inspections carried out.
10	Legionella inspections: Quarterly (15 per quarter)	No	52	52	60	15	15	15			45	All quarterly Legionella Monitoring Inspections carried out.
11	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	48	12	12	12			36	All monthly Lift Inspections carried out.
12	Sprinkler System Testing: Finavon Street - Quarterly	No	New KPI	New KPI	4	1	1	1		New KPI	3	Three 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	3		New KPI	6	We have created a new Urgency Indicator to enable us to track and monitor Condensation, Damp & Mould cases.
	Reactive Repairs											
14	Number of emergency repairs completed	8	N/A	1,443	N/A	240	247	462		1,443	949	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	4.96		2.58	3.33	Maintaining excellent performance.
16	Number of non-emergency repairs completed	9	N/A	5,830	N/A	1,424	1,338	1,381		5,830	4,143	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	9.3 days		7.94 days	8.6 days	Not achieving target as yet, and demand on tradesmen has made the situation even worse throughout Q 2 and 3. Some trades are booked up to 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%	97.90%		98.2%	98.1%	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%	99.40%		98.5%	99.2%	Maintaining excellent performance.

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						2023/24	2023/24	2023/24	2023/24	2022/23	2023/24	
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%	97%		98.9%	98.8%	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%	15.00%		11.4%	15.8%	Number of returned Tenant Surveys starting to increase and we are now achieving our target.
Planned Maintenance												
22	Number of boiler replacements	No	New KPI	New KPI	N/A	20	37	12		New KPI	69	The figure quoted is the position as at the end of Q3. As at 19 January 2024, 69 Boiler Replacements had been carried out: as per the Planned Maintenance Programme Q3 Progress Report to AM&DC.
23	Number of Bathroom replacements	No	New KPI	New KPI	N/A	14	9	6		New KPI	29	The figure quoted is the position as at the end of Q3. As at 19 January 2024, 29 Bathroom Replacements had been carried out: as per the Planned Maintenance Programme Q3 Progress Report to AM&DC.
24	Number of Kitchen replacements	No	New KPI	New KPI	N/A	0	26	4		New KPI	30	The figure quoted is the position as at the end of Q3. As at 20 January 2024, 30 Kitchen Replacements had been carried out: as per the Planned Maintenance Programme Q3 Progress Report to AM&DC.
Energy Efficiency Standard for Social Housing (EESH)												
25	Number and percentage of properties in the scope of EESH 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%	1,728 96.24%		1,718 93.62%	1,728 94.20%	We are actively carrying out EPCs in properties that have had Planned Maintenance works, particularly where the EPC is due for review, or the previous EPC did not pass EESH. This exercise will help boost performance whilst also updating our records. Properties with an EPC Sap Rating of under 69 (Band C) fail EESH. Therefore, work in progress.
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%	1,721 92.4		1,715 92.75%	1,721 92.4	Our properties generally meet the requirements of SHQS but some homeowners in tenement blocks refuse to allow Communal Door Entry system upgrades due to the cost and hence why there are some failures.
Development												
27	Number of new build completions	No	N/A	0	N/A	0	0	0		0	0	