

| Abertay Housing Association | | | | | | | | | | | Appendix 25/11/14 |
|---|--|---------------|----------------|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|----------------|----------------------|---|
| Operational Performance Report: Key Performance Indicators Quarterly Report 2025/26 | | | | | | | | | | | |
| Target Achieved | | | | | | | | | | | |
| Target Not Achieved | | | | | | | | | | | |
| Target Not Applicable - Monitored | | | | | | | | | | | |
| Directorate and Relevant KPI | | ARC Indicator | Target 2024/25 | Actual 2024/25 | Quarter 1 Performance 2025/26 | Quarter 2 Performance 2025/26 | Quarter 3 Performance 2025/26 | Quarter 4 Performance 2025/26 | Target 2025/26 | Year to Date 2025/26 | Comments |
| | | | | | | | | | | | |
| Corporate Services | | | | | | | | | | | |
| KPI | Board | | | | | | | | | | |
| 1 | Number of Board Members (maximum 15) | No | 10 | 11 | 10 | 10 | | | 10 | 10 | Numbers on target. |
| 2 | Number of Board Member Vacancies | No | 5 | 4 | 5 | 5 | | | 5 | 5 | |
| 3 | Board Member Attendance Rate | No | 80% | 74.2% | 80.0% | 77.8% | | | 80% | 78.6% | |
| 4 | Number of Board Meetings | No | 6 | 7 | 1 | 2 | | | 6 | 3 | Meetings on target. |
| Audit, Finance and Risk Management Committee (AF&RMC) | | | | | | | | | | | |
| 5 | Number of AF&RMC Members (maximum 6) | No | 4 | 4 | 4 | 5 | | | 4 | 5 | Current AF&RMC Board Membership was agreed at the September 2025 Board Meeting. One member joined at October 2025 Board Meeting so will be included in next quarter's figures. |
| 6 | Number of AF&RMC Member Vacancies | No | 2 | 2 | 2 | 1 | | | 2 | 2 | |
| 7 | AF&RMC Member Attendance Rate | No | 80% | 78.9% | 100.0% | 100.0% | | | 80% | 100.0% | |
| 8 | Number of AF&RMC Meetings | No | 4 | 4 | 1 | 1 | | | 4 | 2 | Quarterly meetings on target. |
| Asset Management and Development Committee (AM&DC)) | | | | | | | | | | | |
| 9 | Number of AM&DC Members (maximum 6) | No | 4 | 5 | 5 | 5 | | | 4 | 5 | Current AM&DC Board Membership was agreed at the September 2025 Board Meeting. |
| 10 | Number of AF&RMC Member Vacancies | No | 2 | 1 | 1 | 1 | | | 2 | 1 | |
| 11 | AM&DC Member Attendance Rate | No | 80% | 95.0% | 80.0% | 100.0% | | | 80% | 90.0% | |
| 12 | Number of AM&DC Meetings | No | 4 | 4 | 1 | 1 | | | 4 | 2 | Quarterly meetings on target. |
| Human Resources | | | | | | | | | | | |
| 13 | Percentage of days lost through staff sickness absence | C1 | <3% | 3.7% | 5.1% | 3.3% | | | <3% | 5.1% | One long term absence lasting the full quarter1, with another commencing during quarter 2. |
| 14 | Percentage of days lost through short-term (<4 weeks) staff sickness absence | No | <1.5% | 1.1% | 2.0% | 1.0% | | | <1.5% | 1.5% | |
| Complaints | | | | | | | | | | | |
| 15 | Stage 1 Complaints: Number in period | 3 & 4 | N/A | 103 | 30 | 21 | | | N/A | 51 | Nine fewer complaints than this period last year. |
| 16 | Stage 1 Complaints: Average working days to complete | 3 & 4 | <=5 | 4.9 | 4.5 | 3.3 | | | <=5 | 4.0 | Lower than target timescale. |
| 17 | Stage 2 Complaints: Number in period | 3 & 4 | N/A | 7 | 2 | 2 | | | N/A | 4 | One more complaint than this time last year. |
| 18 | Stage 2 Complaints: Average working days to complete | 3 & 4 | <=20 | 19.2 | 8.0 | 13.0 | | | <=20 | 10.0 | Lower than target timescale. |
| 19 | Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO) | No | N/A | 0 | 0 | 0 | | | N/A | 0 | No appeals to the SPSO have been investigated by the SPSO. |
| Freedom of Information Requests and Subject Access Requests | | | | | | | | | | | |
| 20 | Freedom of Information Requests | No | N/A | 4 | 2 | 3 | | | N/A | 5 | All Freedom of Information Requests responded to within the required timescale. One requested information which was exempt and one received a partial response. The remainder received a full response. |
| 21 | Subject Access Requests | No | N/A | 0 | 0 | 0 | | | N/A | 0 | No Subject Access Requests received in the year to date. |
| Data Breaches | | | | | | | | | | | |
| 22 | Number of Data Breaches | No | N/A | 6 | 0 | 0 | | | N/A | 0 | No Data Breaches in the year to date. |
| Acquisitions and Disposals | | | | | | | | | | | |
| 23 | Acquisitions (other than development) | No | N/A | 16 | 4 | 11 | | | 15 | 15 | With four further acquisitions in progress we are on course to exceed the target in the year. |
| 24 | Disposals | No | N/A | 2 | 1 | 0 | | | 1 | 1 | One property sale which was agreed in 2024/25 completed in 2025/26. |
| Factoring | | | | | | | | | | | |
| 25 | Total debt outstanding | No | N/A | £70,930.39 | £107,649.35 | £69,809.33 | | | N/A | £69,809.33 | As owners bills are sent out in May, we expect the debt outstanding to decrease between Q1 and Q2. |
| 26 | Debt outstanding as a percentage of projected income | No | N/A | 25.9% | 26.3% | 25.5% | | | N/A | 25.5% | |
| 27 | Change in debt since previous quarter | No | N/A | £8,479.56 | £36,718.96 | -£37,840.02 | | | N/A | -£37,840.02 | |
| 28 | Action taken on arrears over £500 (number of cases) | No | N/A | 0 | 1 | 0 | | | N/A | 1 | |
| 29 | Timescale for issuing invoices achieved | No | 100% | 100% | 100% | 100% | | | 100% | 100% | |

| Directorate and Relevant KPI | | ARC Indicator | Target 2024/25 | Actual 2024/25 | Quarter 1 Performance | Quarter 2 Performance | Quarter 3 Performance | Quarter 4 Performance | Target | Year to Date | Comments |
|----------------------------------|---|---------------|-----------------|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------|-------------------|---|
| | | | | | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | |
| 30 | Owners Write-offs | No | N/A | £1,543.28 | £0.00 | £280.33 | | | N/A | £280.33 | |
| 31 | Number of Owners Served with Late Payment Fee | No | New KPI | New KPI | N/A | 257 | N/A | | N/A | 257 | Reported in Q2 and Q4. |
| Housing Services | | | | | | | | | | | |
| KPI | Income Management: Arrears | | | | | | | | | | |
| 1 | Rent collected as a percentage of total rent due in the reporting year | 22 | 98% | 100.58% | 98.60% | 98.98% | | | 98% | 98.98% | This is dependent on the timing of Housing Benefit payments received. |
| 2 | Total current and former tenant arrears | 23 | <5% | 1.72% | 1.53% | 1.63% | | | <5% | 1.63% | Excellent performance. |
| 3 | Total current tenant arrears before universal credit is taken into account | No | <4% | £176,024 1.73% | £192,988 1.78% | £199,409 1.84% | | | <4% | £199,409 1.84% | As per comment above. |
| 4 | Total current tenant arrears after universal credit is taken into account | No | <4% | £119,556 1.18% | £121,186 1.12% | £122,295 1.13% | | | <4% | £122,295 1.13% | As per comment above. |
| 5 | Total former tenant arrears | No | N/A | £55,209 | £44,123 | £54,480 | | | N/A | £54,480 | As per comment above. |
| Universal Credit | | | | | | | | | | | |
| 6 | Number of Universal Credit cases received by direct payment | No | N/A | 683 | 731 | 771 | | | N/A | 771 | Refers only to direct payments to the Association. This figure will increase as more tenants are moved from Housing Benefit to Universal Credit. |
| 7 | Rent arrears as a percentage of rent due for universal credit direct payment cases | No | N/A | 1.4% | 1.3% | 1.2% | | | N/A | 1.2% | As per comment above. |
| 8 | Number of universal credit direct payment cases with more than one month's rent arrears | No | N/A | 25 | 23 | 25 | | | N/A | 25 | As per comment above. |
| Former Tenant Arrears Write-Offs | | | | | | | | | | | |
| 9 | Amount of former tenant rent arrears written-off above £1,300.00 (Board Approval) | No | N/A | £16,690.43 | £3,422.52 | £2,546.94 | | | N/A | £5,969.46 | Q2 relates to 2 cases - approved by Board at the August 2025 Board Meeting. |
| 10 | Amount of former tenant rechargeable repairs written off (Board Approval) | No | N/A | £48,173.42 | £5,343.85 | £329.73 | | | N/A | £5,673.58 | Q2 relates to 2 cases - approved by Board at the August 2025 Board Meeting. |
| 11 | Amount of former tenant rent arrears written off below £1,300.00 (CE Approval) | No | N/A | £4,275.83 | £0.00 | £0.00 | | | N/A | £0.00 | N/A |
| 12 | Amount of former tenant rechargeable repairs written off below £1,300.00 (CE Approval) | No | N/A | £14,273.93 | £0.00 | £0.00 | | | N/A | £0.00 | N/A |
| Lettings | | | | | | | | | | | |
| 13 | Number of first lettings (new build and / or acquisitions) | No | N/A | 16 | 2 | 15 | | | N/A | 17 | Relates to 12 acquisitions and 5 new builds. 1 was purchased in 2024/25 and 11 were purchased in 2025/26. 5 new builds complete in 2025/26. |
| 14 | Number of general needs housing re-lets | No | N/A | 99 | 19 | 35 | | | N/A | 54 | 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 | 6 | 13 | | | N/A | 19 | As per HS14 above. |
| 16 | Number of supported housing re-lets | No | N/A | 8 | 4 | 1 | | | N/A | 5 | As per HS14 above. |
| 17 | Total number of re-lets | No | N/A | 130 | 29 | 49 | | | N/A | 78 | As per HS14 above. |
| 18 | Average re-let time for general needs housing | No | <=21 days | 26.9 days | 39.8 days | 21 days | | | <=21 days | 27.6 days | Performance in Q1 is worse than in previous year. Performance in Q2 is worse than in previous year. Variety of reasons impacting on this figure. |
| 19 | Average re-let time for retirement housing | No | <=21 days | 21.4 days | 19.2 days | 19.6 days | | | <=21 days | 19.5 days | Performance in Q1 is better than in previous year. Performance in Q2 is better than in previous year. |
| 20 | Average re-let time for supported housing | No | <=21 days | 28.9 days | 54 days | 94 days | | | <=21 days | 62 days | The supported housing re-lets are outwith the Association's control as the allocation process is managed by DCC and / or Supported Housing Provider. |
| 21 | Average re-let time for all properties | 26 | <=21 days | 26.0 days | 37.5 days | 22.1 days | | | <=21 days | 27.8 days | Performance in Q1 is worse than in previous year. Performance in Q2 is worse than in previous year, but improving from Q1. Variety of reasons impacting on this figure. |
| 22 | Amount of rent lost through void properties | 17 | £45,185 0.5% | £53,971.21 0.53% | £24,801 0.92% | £17,530 0.65% | | | £52,506 0.5% | £42,331 0.79% | Increased number of voids and as a consequence of the condition of those voids, the re-let time increases as does the void rent loss. Performance is improving since Q1. |
| 23 | Number of homes vacant and available to let (at end of year) | No | N/A | 11 | N/A | N/A | N/A | | N/A | N/A | N/A - Reported at Q4 and year end only. |
| 24 | Number of homes vacant and unavailable to let (at end of year) | No | N/A | 4 | N/A | N/A | N/A | | N/A | N/A | N/A - Reported at Q4 and year end only. |

| Directorate and Relevant KPI | | ARC Indicator | Target 2024/25 | Actual 2024/25 | Quarter 1 Performance | Quarter 2 Performance | Quarter 3 Performance | Quarter 4 Performance | Target | Year to Date | Comments |
|------------------------------|---|---------------|----------------|----------------|-----------------------|-----------------------|-----------------------|-----------------------|---------|--------------|--|
| | | | | | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | |
| 25 | Percentage of tenants satisfied with the standard of their home when moving in | No | 95% | 90.90% | 90.0% | 96.2% | | | 95% | 93.5% | Q1 = 20 responses: 14 very satisfied, 4 fairly satisfied, 1 very dissatisfied & 1 fairly dissatisfied. Q2 = 26 responses: 21 very satisfied, 4 fairly satisfied & 1 neither satisfied or dissatisfied. |
| 26 | New Tenant Sustainability Checks | No | 90% | 100.0% | 100.0% | 91.4% | | | 90% | 95.7% | Performance continues to be above target. |
| 27 | Percentage of new tenancies sustained for more than a year | 15 | 85% | 94.0% | 95.5% | 90.3% | | | 85% | 90.3% | Higher than Q1 in previous year and above target. Higher than Q2 in previous year and above target. Very reassuring to observe a high level of tenancy sustainment and in excess of target. |
| 28 | Number of properties abandoned | C3 | N/A | 6 | 3 | 4 | | | N/A | 7 | Abandonments for Q1 are 2 more than Q1 previous year. Q2 are 3 more than Q2 previous year. |
| 29 | Number of Mutual Exchanges | No | New KPI | 4 | 1 | 0 | | | N/A | 1 | Mutual Exchanges for Q1 are equal to Q1 previous year. Q2 are 3 less than Q2 previous year. |
| 30 | Number of Successions | No | New KPI | 12 | 2 | 2 | | | N/A | 4 | Successions for Q1 are 1 less than Q1 in previous year. Q2 are 2 less than Q2 in previous year. |
| Anti-Social Behaviour | | | | | | | | | | | |
| 31 | Number of anti-social behaviour cases reported per 100 properties | 14 | N/A | 17.1 | 4.3 | 3.1 | | | N/A | 7.4 | ASB cases are being closely monitored for patterns of behaviours. |
| 32 | Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets | No | 90% | 95.6% | 80.3% | 74.1% | | | 90% | 77.7% | Challenging cases taking longer for resolution. Performance effected by staff absence. |
| 33 | Percentage of anti-social estate management cases reported which were resolved within locally agreed targets | No | 90% | 98.9% | 97.1% | 90.7% | | | 90% | 94.4% | Emphasis on robust Estate Walkabouts and collaborative work with local authority. |
| Evictions | | | | | | | | | | | |
| 34 | Evictions for non payment of rent | 20 | N/A | 3 | 1 | 1 | | | N/A | 2 | Robust procedures adhered to - to prevent eviction where possible. |
| 35 | Evictions for anti-social behaviour | 20 | N/A | 2 | 0 | 0 | | | N/A | 0 | N/A |
| 36 | Evictions for other reasons | 20 | N/A | 1 | 0 | 0 | | | N/A | 0 | N/A |
| 37 | Removal of Unlawful Occupants | No | New KPI | New KPI | 0 | 0 | | | N/A | 0 | N/A |
| Customer Services | | | | | | | | | | | |
| 1 | Total number of telephone calls (incoming and outgoing) | No | N/A | 36,617 | 9,338 | 10,116 | | | N/A | 19,454 | Q1 average of 153 total calls per day. Q2 average of 153 total calls per day. |
| 2 | Incoming telephone calls as a % of total number of telephone calls | No | N/A | 51.9% | 51.7% | 49.1% | | | N/A | 50.4% | Q1 average of 79 incoming calls per day. Q2 average of 75 incoming calls per day. |
| 3 | Outgoing telephone calls as a % of total number of telephone calls | No | N/A | 48.1% | 48.3% | 50.9% | | | N/A | 49.6% | Q1 average of 74 outgoing calls per day. Q2 average of 78 outgoing calls per day. |
| 4 | Total number of emails received by the Customer Services Inbox | No | N/A | 8,539 | 2,099 | 2,175 | | | N/A | 4,274 | Q1 average of 34 emails per day. Q2 average of 33 emails per day. |
| 5 | Total number of customer visits to the office | No | N/A | 2,903 | 860 | 668 | | | N/A | 1,528 | Q1 average of 14 customer visits to office per day. Q2 average of 10 customer visits to office per day. |
| 6 | Number of Planned Maintenance Satisfaction Surveys carried out | No | New KPI | New KPI | 28 | 21 | | | | 49 | Tenant Satisfaction Surveys in respect of Boiler Replacements and Window and Door Replacements were presented to AM&DC on 29 October 2025. Boiler, Bathroom and Kitchen Replacement Tenant Satisfaction Surveys are ongoing. |
| Property Services | | | | | | | | | | | |
| KPI | Health and Safety | | | | | | | | | | |
| 1 | Fire Safety and Prevention: Number of Fire Risk Assessments due in the year | No | 7 | 7 | 0 | 12 | | | 12 | 12 | Fire Risk Assessments for all operational buildings carried out in Q2. |
| 2 | Sprinkler System Testing: Finavon Street - Quarterly | No | 4 | 4 | 1 | 1 | | | 4 | 2 | Q1 Testing carried out 28th May 2025. Q2 Testing carried out 24th September 2025. |
| 3 | Fire safety: Number of homes that do not have "satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire" installed | 30 | New KPI | New KPI | 0 | 0 | | | 0 | 0 | All tenanted properties have had Fire Detection upgraded to current regulations and we check all properties on an annual basis. |
| 4 | Asbestos report updates | No | N/A | 22 | 7 | 4 | | | N/A | 11 | Q1 7 Surveys 3 Removals. Q2 4 Surveys 2 Removals. |
| 5 | Electric Safety: number and percentage of properties with compliant 5 year electrical certificate | No | 100% | 1,875/99.9% | 1,876/99.9% | 1,895/99.7% | | | 100% | 1,895/99.7% | Target to be achieved by 31 March 2026. |
| 6 | Electric Safety: number of times the requirement to complete an EICR within 5 years of last EICR not met | 29 | New KPI | New KPI | 0 | 6 | | | 0 | 6 | 1 property requires a rewire. 1 property not allowing access. 4 properties are acquired (buy-back) properties. |

| Directorate and Relevant KPI | | ARC Indicator | Target 2024/25 | Actual 2024/25 | Quarter 1 Performance | Quarter 2 Performance | Quarter 3 Performance | Quarter 4 Performance | Target | Year to Date | Comments |
|------------------------------|--|---------------|----------------|----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|--------------|---|
| | | | | | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | |
| 7 | Electric Safety: number of notified forced access in order to carry out electrical safety check | No | N/A | 1 | 0 | 0 | | | N/A | 0 | |
| 8 | Electric Safety: number of actual forced access in order to carry out electrical safety check | No | N/A | 0 | 0 | 0 | | | N/A | 0 | |
| 9 | Gas Servicing: number of times the statutory obligation to complete a gas safety check within 12 months was not met | 11 | 0 | 0 | 0 | 0 | | | 0 | 0 | |
| 10 | Gas Servicing: number of notified forced access in order to carry out gas safety check | No | N/A | 9 | 3 | 3 | | | N/A | 6 | 3 tenants were notified that the Association intends to force access in order to carry out gas safety check. |
| 11 | Gas Servicing: number of actual forced access in order to carry out gas safety check | No | N/A | 2 | 1 | 1 | | | N/A | 2 | 1 actual forced access visit was required in order to carry out gas safety check in Q2. |
| 12 | Legionella inspections: Monthly (11 per month) | No | 132 | 132 | 33 | 33 | | | 132 | 66 | All Legionella Monthly Inspections carried out year to date. |
| 13 | Legionella inspections: Quarterly (15 per quarter) | No | 60 | 60 | 15 | 15 | | | 60 | 30 | All Legionella Quarterly Inspections carried out year to date. |
| 14 | Lift inspections: Dryburgh Gardens (four lifts) | No | 48 | 48 | 12 | 12 | | | 48 | 24 | All Lift Inspections carried out year to date. |
| 15 | Average length of time taken to resolve cases of damp or mould caused by condensation | 31 | New KPI | New KPI | 26.66 days | 15 days | | | N/A | 20.85 days | 7 repairs due to Condensation issues completed Year To Date and they were completed within target at an average time of 20.85 days. |
| 16 | Average length of time taken to resolve cases of damp or mould caused by structural issues | 31 | New KPI | New KPI | 14 days | 0 days | | | N/A | 14 days | 1 repair due to penetrating damp from external walls Year To Date. |
| 17 | Average length of time taken to resolve cases of damp or mould caused by other issues | 31 | New KPI | New KPI | 18.5 days | 15 days | | | N/A | 18.5 days | 2 repairs carried out in attics spaces due to cold spots / insulation displaced and breakdown of a Positive Input Ventilation unit in Q1. 1 repair carried out in Q2 to wipe down mould caused by condensation inside cupboard. |
| 18 | Percentage of cases of damp or mould caused by condensation that were reopened | 32 | New KPI | New KPI | 0% | 0% | | | N/A | 0% | |
| 19 | Percentage of cases of damp or mould caused by structural issues that were reopened | 32 | New KPI | New KPI | 0% | 0% | | | N/A | 0% | |
| 20 | Percentage of cases of damp or mould caused by other issues that were reopened | 32 | New KPI | New KPI | 0% | 0% | | | N/A | 0% | |
| 21 | Number of cases of damp or mould caused by condensation that were open at the period end | 33 | New KPI | New KPI | 1 | 0 | | | N/A | 0 | No cases of Damp or Mould remain open at the end of Q2. |
| 22 | Number of cases of damp or mould caused by structural issues that were open at the period end | 33 | New KPI | New KPI | 0 | 0 | | | N/A | 0 | |
| 23 | Number of cases of damp or mould caused by other issues that were open at the period end | 33 | New KPI | New KPI | 0 | 0 | | | N/A | 0 | |
| Reactive Repairs | | | | | | | | | | | |
| 24 | Number of emergency repairs completed | 8 | N/A | 994 | 176 | 160 | | | N/A | 336 | |
| 25 | Average hours taken to complete emergency repairs | 8 | 4 | 2.43 hours | 1.71 hours | 1.61 hours | | | 4 hours | 1.66 hours | Achieving target. |
| 26 | Number of non-emergency repairs completed | 9 | N/A | 6,097 | 1,564 | 1,617 | | | N/A | 3,181 | |
| 27 | Average working days to complete non-emergency repairs | 9 | 6 | 5.9 days | 7.4 days | 5.3 days | | | 6 | 6.4 days | Not achieving target, but making progress towards this. |
| 28 | Percentage of reactive repairs reported again-completed right first time | 10 | <15% >85% | 2.6% 98.7% | 98.4% | 98.0% | | | <15% >85% | 98.3% | Only 25 reactive repairs out of 1,560 not completed first time. 98.4% Repairs Completed Right First Time. |
| 29 | Percentage of reactive repairs post inspected | No | New KPI | New KPI | 44%-19% | 15.0% | | | 5% | 17.0% | Achieving target. |
| 30 | Percentage of repairs appointments kept (the Association has a 2 hour appointment slot) | No | >90% | 99.5% | 99.3% | 99.4% | | | >90% | 99.4% | Achieving target. |
| 31 | 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% | 98.2% | 100.0% | | | 98.0% | 99.1% | Achieving target. |
| 32 | Percentage of tenants who responded to a satisfaction survey following a repair | No | 15% | 12.6% | 25.4% | 30.0% | | | 15.0% | 27.7% | Achieving target and huge improvements in this KPI due to new procedures introduced by Tenant Involvement Officer. |
| Planned Maintenance | | | | | | | | | | | |
| 33 | Number of Boiler replacements | No | N/A | 89 | 33 | 30 | | | 100 | 63 | 63 Boilers replaced by end of Q2. As reported to the AM&DC on 29 October 2025, as at 17 October 2025 - 65 Boilers had been replaced. |
| 34 | Number of Air Source Heat Pumps | No | N/A | 11 | 1 | 3 | | | 10 | 4 | 4 Air Source Heat Pump replaced by the end of Q2. As reported to the AM&DC on 29 October 2025, as at 17 October 2025 - 4 ASHP had been replaced. |

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| | | | | | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | 2025/26 | |
| 35 | Number of Bathroom replacements | No | N/A | 52 | 9 | 21 | | | 60 | 30 | 30 Bathrooms replaced by end of Q2. As reported to the AM&DC on 29 October 2025, as at 17 October 2025 - 33 Bathrooms had been replaced. |
| 36 | Number of Kitchen replacements | No | N/A | 49 | 11 | 19 | | | 60 | 30 | 30 Kitchens replaced by end of Q2. As reported to the AM&DC on 29 October 2025, as at 17 October 2025 - 33 Kitchens had been replaced. |
| | Energy Efficiency Standard for Social Housing (ESSH) | | | | | | | | | | |
| 37 | Number and percentage of properties in the scope of ESSH that meet the standard | C10 | 1,768 94.5% | 1,759 94.31% | 1,763 94.32% | 1,778 94.27% | | | 1,759 94.31% | 1,763 94.32% | Consistent with previous year but working towards improvement. |
| | Scottish Housing Quality Standard (SHQS) | | | | | | | | | | |
| 38 | Number and percentage of properties in the scope of SHQS that meet the standard | 6 | 1,758 93.41% | 1,748 93.73% | 1,750 93.03% | 1,777 93.77% | | | 1,748 93.73% | 1,750 93.03% | Percentage of properties meeting the standard has decreased due to buy-back properties which are having upgrade works to ensure that they meet the standard. |
| | Development | | | | | | | | | | |
| 39 | Number of new build completions | No | 0 | 0 | 0 | 6 | | | 10 | 6 | 6 new build completions handover in Quarter 2. 4 Remaining handed over early in Quarter 3. |