

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
30	Owners Write-offs	No	N/A	£1,543.28	£0.00	£280.33	£448.77	£227.53	N/A	£956.63	
31	Number of Owners Served with Late Payment Fee	No	New KPI	New KPI	N/A	257	N/A	19	N/A	257	Reported in Q2 and Q4.
Housing Services											
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%	100.81%	100.67%	98%	100.67%	Whilst influenced by the timing of receipt of Housing Benefit and UC, figure remains above target.
2	Total current and former tenant arrears	23	<5%	1.72%	1.53%	1.63%	1.81%	1.72%	<5%	1.72%	The figure remains constantly well below the target of 5%.
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%	£209,881 1.94%	£194,370 1.78%	<4%	£194,370 1.78%	Given the current economic climate the overall figure has remained consistently below the target of 4% which is excellent.
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%	£135,318 1.25%	£123,804 1.13%	<4%	£123,804 1.13%	As per comment above.
5	Total former tenant arrears	No	N/A	£55,209	£44,123	£54,480	£60,226	£64,291	N/A	£64,291	The Income Team utilise all resources to pursue former tenant arrears.
Universal Credit											
6	Number of Universal Credit cases received by direct payment	No	N/A	683	731	771	809	818	N/A	818	Refers only to direct payments to the Association. This figure is increasing as expected due to more tenants migrating 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%	1.3%	1.2%	N/A	1.2%	Very slight variance throughout the year.
8	Number of universal credit direct payment cases with more than one month's rent arrears	No	N/A	25	23	25	32	27	N/A	27	This figure is influenced by cut off date for calculation.
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	£5,750.45	£13,157.39	N/A	£24,877.30	Q4 relates to 9 cases - approved by Board at the February 2026 Board Meeting.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£48,173.42	£5,343.85	£329.73	£36,568.85	£18,928.49	N/A	£61,170.92	Q4 relates to 11 cases - approved by Board at the February 2026 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	£0.00	£6,291.62	N/A	£6,291.62	Q4 relates to 25 cases.
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	£0.00	£11,293.17	N/A	£11,293.17	Q4 relates to 35 cases.
Lettings											
13	Number of first lettings (new build and / or acquisitions)	No	N/A	16	2	15	13	3	N/A	33	Relates to 22 acquisitions and 11 new builds. 2 were purchased in 2024/25 and 20 were purchased in 2025/26. 10 new builds complete in 2025/26 and 1 new build (supported) complete in 2020/21.
14	Number of general needs housing re-lets	No	N/A	99	19	35	21	18	N/A	93	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	10	3	N/A	32	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	8	4	1	1	2	N/A	8	As per HS14 above.
17	Total number of re-lets	No	N/A	130	29	49	32	23	N/A	133	As per HS14 above.
18	Average re-let time for general needs housing	No	<=21 days	26.9 days	39.8 days	21 days	24.3 days	37.3 days	<=21 days	28.9 days	Performance at year end is worse than in previous year. Performance in Q1 is worse than in previous year. Performance in Q2 is worse than in previous year. Performance in Q3 is worse than in previous year. Performance in Q4 is worse than in previous year. Variety of reasons impacting this figure.
19	Average re-let time for retirement housing	No	<=21 days	21.4 days	19.2 days	19.6 days	19.5 days	34.7 days	<=21 days	20.9 days	Performance at year end is better than in previous year. Performance in Q1 is better than in previous year. Performance in Q2 is better than in previous year. Performance in Q3 is worse than in previous year. Performance in Q4 is worse than in previous year.
20	Average re-let time for supported housing	No	<=21 days	28.9 days	54 days	94 days	37 days	66 days	<=21 days	59.9 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.

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21	Average re-let time for all properties	26	<=21 days	26.0 days	37.5 days	22.1 days	23.2 days	39.5 days	<=21 days	28.8 days	Performance at year end is worse than in previous year. Performance in Q1 is worse than in previous year. Performance in Q2 is worse than in previous year. Performance in Q3 is worse than in previous year. Performance in Q4 is worse than in previous year. 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%	£17,449 0.64%	£19,317 0.71%	£52,506 0.5%	£79,097 0.72%	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	14	N/A	14	11 terminated within 2025/26 and 3 supported are vacant from previous years. 6 of these 14 homes are awaiting Supported Housing Provider and / or DCC to advise of suitable new tenants.
24	Number of homes vacant and unavailable to let (at end of year)	No	N/A	4	N/A	N/A	N/A	2	N/A	2	1 decant and 1 void with legal case blocking Abertay from re-letting for 6 months.
25	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	90.90%	90.0%	96.2%	91.7%	89.7%	95%	91.3%	Year End = 150 responses in total. 137 very satisfied or fairly satisfied. 6 neither/nor. 7 very dissatisfied or fairly dissatisfied. 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. Q3 = 36 responses: 27 very satisfied, 6 fairly satisfied, 2 neither satisfied or dissatisfied & 1 fairly dissatisfied. Q4 = 68 responses: 57 very satisfied, 4 fairly satisfied, 3 neither satisfied or dissatisfied, 2 very dissatisfied & 2 fairly dissatisfied.
26	New Tenant Sustainability Checks	No	90%	100.0%	100.0%	91.4%	74.5%	100.0%	90%	91.5%	Q1, Q2 & Q4 - performance above target. Q3, below target, due to the TSO temporarily working in Housing Services to cover a long-term absence.
27	Percentage of new tenancies sustained for more than a year	15	85%	94.0%	95.5%	90.3%	88.8%	89.0%	85%	89.0%	Higher than Q1 in previous year and above target. Higher than Q2 in previous year and above target. Lower than Q3 in previous year and above target. Lower than Q4 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	5	1	N/A	13	Year End is 7 more abandonments than previous year. Q1 there were 2 more than Q1 previous year. Q2 there were 3 more than Q2 previous year. Q3 there were 4 more than Q3 previous year. Q4 there were 2 less than Q4 previous year.
29	Number of Mutual Exchanges	No	New KPI	4	1	0	0	3	N/A	4	Year End is equal to Mutual Exchanges previous year. Q1 equal to Q1 previous year. Q2 there were 3 less than Q2 previous year. Q3 equal to Q3 previous year. Q4 there were 3 more than Q4 previous year.
30	Number of Successions	No	New KPI	12	2	2	3	1	N/A	10	2024/25 = 12 Successions. 2025/26 = 10 Successions.
Anti-Social Behaviour											
31	Number of anti-social behaviour cases reported per 100 properties	14	N/A	17.1	4.3	3.1	3.6	3.6	N/A	13.8	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%	76.8%	85.5%	90%	79.4%	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%	85.0%	92.7%	90%	92.0%	Emphasis on robust Estate Walkabouts and collaborative work with local authority. Performance effected by staff absence.
Evictions											
34	Evictions for non payment of rent	20	N/A	3	1	1	0	0	N/A	2	Strict procedures are adhered to for the prevention of homelessness which reflects in the low eviction figure.
35	Evictions for anti-social behaviour	20	N/A	2	0	0	0	0	N/A	0	N/A
36	Evictions for other reasons	20	N/A	1	0	0	0	0	N/A	0	N/A

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37	Removal of Unlawful Occupants	No	New KPI	New KPI	0	0	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	9,507	9,718	N/A	38,679	Year End average of 155 total calls per day. Q1 average of 153 total calls per day. Q2 average of 153 total calls per day. Q3 average of 156 total calls per day. Q4 average of 157 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%	49.4%	51.0%	N/A	50.3%	Year End average of 77 incoming calls per day. Q1 average of 79 incoming calls per day. Q2 average of 75 incoming calls per day. Q3 average of 77 incoming calls per day. Q4 average of 80 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%	50.6%	49.0%	N/A	49.7%	Year End average of 77 outgoing calls per day. Q1 average of 74 outgoing calls per day. Q2 average of 78 outgoing calls per day. Q3 average of 79 outgoing calls per day. Q4 average of 77 outgoing calls per day.
4	Total number of emails received by the Customer Services Inbox	No	N/A	8,539	2,099	2,175	2,331	2,681	N/A	9,286	Year End average of 37 emails per day. Q1 average of 34 emails per day. Q2 average of 33 emails per day. Q3 average of 38 emails per day. Q4 average of 43 emails per day.
5	Total number of customer visits to the office	No	N/A	2,903	860	668	573	648	N/A	2,749	Year End average of 11 customer visits to office per day. Q1 average of 14 customer visits to office per day. Q2 average of 10 customer visits to office per day. Q3 average of 9 customer visits to office per day. Q4 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	8	5	N/A	62	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	0	0	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	1	1	4	4	Q1 Testing carried out 28th May 2025. Q2 Testing carried out 24th September 2025. Q3 Testing carried out 14th November 2025. Q4 (Annual test) carried out 4th Feb 2026.
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	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	4	7	N/A	22	22 Asbestos Surveys carried out with 8 removals throughout the year.
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%	1,899/99.84%	1902/99.89%	100%	1902/99.89%	We still face obstructions in relation to access and therefore, our target of 100% remains something we need to aspire to in 2026/27.
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	10	23	0	39	1 property requires a rewire. 16 properties not allowing access. 22 properties are acquired (buy-back) properties.
7	Electric Safety: number of notified forced access in order to carry out electrical safety check	No	N/A	1	0	0	1	2	N/A	3	2 tenants have been notified that the Association intends to force access in order to carry out EICR. 1 tenant was notified twice that the Association intends to force access in order to carry out EICR.
8	Electric Safety: number of actual forced access in order to carry out electrical safety check	No	N/A	0	0	0	0	0	N/A	0	0 actual forced access visits were required in order to carry out EICR.
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	0	0	Excellent performance.
10	Gas Servicing: number of notified forced access in order to carry out gas safety check	No	N/A	9	3	3	6	6	N/A	18	18 tenants have been notified that the Association intends to force access in order to carry out gas safety check.

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11	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	2	1	1	2	2	N/A	6	2 actual forced access visits were required in order to carry out gas safety check in Q4. 6 in total throughout the year.
12	Legionella inspections: Monthly (11 per month)	No	132	132	33	33	33	33	132	132	All Legionella Monthly Inspections carried out year to date.
13	Legionella inspections: Quarterly (15 per quarter)	No	60	60	15	15	15	15	60	60	All Legionella Quarterly Inspections carried out year to date.
14	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	12	12	12	12	48	48	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	12.9 days	15.6 days	N/A	15.3 days	75 cases of Damp and Mould reported throughout the year in total required remedial works by our main contractor. The vast majority of reported Damp and Mould are caused by Condensation and many relate to bathrooms.
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	0 Days	2 days	N/A	5 days	2 repairs to Damp and Mould due to penetrating damp from external walls or roof throughout the year.
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 N/A	15 days N/A	13.7 days	6 days	N/A	6.5 days	2 repairs carried out in attics spaces due to cold spots / insulation displaced.
18	Percentage of cases of damp or mould caused by condensation that were reopened	32	New KPI	New KPI	0%	0%	0%	2.82%	N/A	2.82%	2 cases reopened due to report back by tenants.
19	Percentage of cases of damp or mould caused by structural issues that were reopened	32	New KPI	New KPI	0%	0%	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%	25% 0%	50%	N/A	50.0%	One case reopened due to cold spots in attic
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	0	8	N/A	8	8 cases of Condensation remain open at the end of year. These will be rectified in Q1 2026/27.
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	0	1	N/A	1	1 case of Damp or Mould due to structural issues remain open at the end of year. This issue will be resolved in Q1 2026/27.
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	0	0	N/A	0	No cases of Damp or Mould due to other issues remain open at the end of year.
Reactive Repairs											
24	Number of emergency repairs completed	8	N/A	994	176	160	215	226	N/A	777	
25	Average hours taken to complete emergency repairs	8	4	2.43 hours	1.71 hours	1.61 hours	2.01 hours	1.82 hours	4 hours	1.79 hours	Achieving target.
26	Number of non-emergency repairs completed	9	N/A	6,097	1,564	1,617	1,692	1,652	N/A	6,525	
27	Average working days to complete non-emergency repairs	9	6	5.9 days	7.4 days	5.3 days	5.1 days	6.4 days	6	6.0 days	Close to achieving target.
28	Percentage of reactive repairs reported again-completed right first time	10	<15% >85%	2.6% 98.7%	98.4%	98.0%	98.7%	98.3%	<15% >85%	98.4%	Only 105 reactive repairs out of 6,535 not completed first time throughout the complete year. 98.4% Repairs Completed Right First Time.
29	Percentage of reactive repairs post inspected	No	New KPI	New KPI	41% 19%	15.0%	10.0%	6.0%	5%	13.0%	Achieving target.
30	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	99.5%	99.3%	99.4%	99.1%	98.9%	>90%	99.2%	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%	99.5%	99.1%	98.0%	99.2%	Achieving target.
32	Percentage of tenants who responded to a satisfaction survey following a repair	No	15%	12.6%	25.4%	30.0%	23.1%	18.0%	15.0%	23.0%	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	17	20	100	100	100 Boilers replaced by end of Q4, as reported to the AM&DC on 29 April 2026.
34	Number of Air Source Heat Pumps	No	N/A	11	1	3	6	11	10	21	21 Air Source Heat Pumps replaced by the end of Q4, as reported to the AM&DC on 29 April 2026.
35	Number of Bathroom replacements	No	N/A	52	9	21	17	13	60	60	60 Bathrooms replaced by end of Q4, as reported to the AM&DC on 29 April 2026.
36	Number of Kitchen replacements	No	N/A	49	11	19	18	15	60	63	63 Kitchens replaced by end of Q4, as reported to the AM&DC on 29 April 2026.
Energy Efficiency Standard for Social Housing (EESH)											
37	Number and percentage of properties in the scope of EESH that meet the standard	C10	1,768 94.5%	1,759 94.31%	1,763 94.32%	1,778 94.27%	1,787 94.15%	1,790 94.5%	1,759 94.31%	1,790 94.5%	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%	1,774 93.47%	1,778 93.88%	1,748 93.73%	1,778 93.88%	Percentage of properties meeting the standard has changed due to buy-back properties which are having upgrade works to ensure that they meet the standard.
Development											

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39	Number of new build completions	No	0	0	0	6	4	0	10	10	Oak Gardens 6 new build completions handover in Quarter 2 (last week in September). 4 new build completions handed over in Quarter 3 (first week in October).