

Abertay Housing Association									
Operational Performance Report: Key Performance Indicators Quarterly Report 2023/24 Q4									
Target Achieved									
Target Not Applicable - Monitored									
Target Not Achieved									
Directorate and Relevant KPI		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	10	9	9	9	9	9	9	Discussions are underway to increase Board Membership.
2	Number of Board Member Vacancies	5	6	6	6	6	6	6	
3	Board Member Attendance Rate	80%	77.8%	83.3%	94.4%	92.6%	79.4%	88.9%	
4	Number of Board Meetings	6	1	2	2	3	New KPI	8	One extra meeting was held in March in relation to the Oak Gardens development.
Audit, Finance and Risk Management Committee (AF&RMC)									
5	Number of AF&RMC Members (maximum 6)	4	5	5	5	5	5	5	AF&RMC Membership was agreed at the September 2023 Board Meeting.
6	Number of AF&RMC Member Vacancies	2	1	1	1	1	1	1	
7	AF&RMC Member Attendance Rate	80%	80.0%	100.0%	100.0%	100.0%	94.4%	95.0%	
8	Number of AF&RMC Meetings	4	1	1	1	1	New KPI	4	Quarterly meetings on target.
Asset Management and Development Committee (AM&DC)									
9	Number of AM&DC Members (maximum 6)	4	5	5	5	5	5	5	AM&DC Membership was agreed at the September 2023 Board Meeting.
10	Number of AF&RMC Member Vacancies	2	1	1	1	1	1	1	
11	AM&DC Member Attendance Rate	80%	100.0%	80.0%	80.0%	100.0%	63.6%	90.0%	
12	Number of AM&DC Meetings	4	1	1	1	1	New KPI	4	Quarterly meetings on target.
Human Resources									
13	Number and percentage of days lost through staff sickness absence	<3%	3.5% 0.6%	4.7% 3.2%	10.7% 6.7%	5.6%	3.0%	4.0%	The figures for the year have been recalculated as absences spanning quarter ends were being double counted. Eight employees have had absences over 7 days during the year, two of which extended for significant periods.
14	Number and percentage of days lost through short-term (<4 weeks) staff sickness absence	<1.5%	0.3%	0.6% 0.8%	1.2% 1.1%	1.8%	1.4%	1.0%	
Complaints									
15	Stage 1 Complaints: Number in period	N/A	56	45	35	42	186	178	Number of Stage 1 complaints in Q4 lower than in Q1 and Q2.
16	Stage 1 Complaints: Average working days to complete	<=5	4.0	3.4	3.0	4.1	3.2	3.7	Working days to complete Stage 1 complaints for the year is within target.
17	Stage 2 Complaints: Number in period	N/A	4	0	1	1	13	6	Number of Stage 2 complaints are less than the previous year.
18	Stage 2 Complaints: Average working days to complete	<=20	31.0	N/A	5.0	3.5	8.9	28.6	Within target in Q4, but outside of target overall due to completion of historic complaints.
19	Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)	N/A	0	0	0	0	0	0	No complaints to the SPSO.
Freedom of Information Requests and Subject Access Requests									
20	Freedom of Information Requests	N/A	2	4	0	2	7	8	All requests received were responded to within the required statutory timescales.
21	Subject Access Requests	N/A	2	2	2	1	4	7	All requests received were responded to within the required statutory timescales.
Acquisitions and Disposals									
22	Acquisitions (other than development)	N/A	1	4	5	4	3	14	Four Acquisitions in Q4.
23	Disposals	N/A	0	0	0	0	1	0	No disposals were made in the year.
Factoring									

Directorate and Relevant KPI		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
24	Total debt outstanding	N/A	£95,527.80	£64,513.49	£89,680.56	£62,450.83	£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 decrease between Q3 and Q4.
25	Debt outstanding as a percentage of projected income	N/A	28.9%	19.5%	27.0%	18.9%	15.6%	27.0%	
26	Change in debt since previous quarter	N/A	£39,018.71	-£31,014.31	£25,167.07	-£27,229.73	-£24,434.96	£25,167.07	
27	Action taken on arrears over £500 (number of cases)	N/A	0	0	0	0	5	0	
28	Timescale for issuing invoices achieved	100%	100%	100%	100%	100%	100%	100%	
29	Owners Write-offs	N/A	£1,058.44	-£81.99	£1,436.41	£0.00	£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	100% 98%	98.00%	98.3%	98.20%	101.32%	100.70%	101.32%	Within target, good performance.
2	Total current and former tenant arrears	<5%	2.1%	2.1%	2.2%	1.87%	2.4%	1.87%	Excellent performance.
3	Total current tenant arrears before universal credit is taken into account	<4%	£198,380 2.1%	£187,274 2.0%	£207,593 2.2%	£160,196 1.71%	£195,442 2.2%	£160,196 1.71%	Excellent performance.
4	Total current tenant arrears after universal credit is taken into account	<4%	£147,996 1.6%	£138,433 1.5%	£151,519 1.6%	£115,406 1.23%	£148,319 1.7%	£115,406 1.23%	Excellent performance.
5	Total former tenant arrears	N/A	£47,817	£55,558	£57,813	59,574	£60,297.00	£59,574	This reflects good management of former tenant arrears.
Universal Credit									
6	Number of Universal Credit cases received by direct payment	N/A	477	467	505	535	479	1,984	Refers only to direct payment to the Association.
7	Rent arrears as a percentage of rent due for universal credit direct payment	N/A	2.4%	2.3%	2.4%	1.7%	3.3%	2.4%	As above.
8	Number of universal credit direct payment cases with more than one month's rent arrears	N/A	39	34	39	30	57	142	As above.
Former Tenant Arrears Write-Offs									
9	Amount of former tenant rent arrears written-off above £1,000.00 (Board Approval)	N/A	£1,587.03	£4,767.07	£10,263.32	£8,923.80	£19,912.66	£25,541.22	The Q4 figure relates to 3 cases approved by Board at the February 2024 Board Meeting and written-off in Q4 of this financial year.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	N/A	£1,171.65	£7,933.50	£11,654.94	£1,494.63	£14,420.97	£22,254.72	The Q4 figure relates to 2 cases approved by Board at the February 2024 Board Meeting and written-off in Q4 of this financial year.
11	Amount of former tenant rent arrears written off below £1,000.00 (CE Approval)	N/A	£0.00	£4,462.10	£0.00	£4,251.83	£4,330.31	£8,713.93	The Q4 figure relates to 15 cases approved by Chief Executive and written-off in Q4.
12	Amount of former tenant rechargeable repairs written off (CE Approval)	N/A	£0.00	£3,242.46	£0.00	£5,511.46	£5,357.86	£8,753.92	The Q4 figure relates to 21 cases approved by Chief Executive and written-off in Q4.
Lettings									
13	Number of first lettings (new build and/or acquisitions)	N/A	3	1	2	8	5	14	Relates to 14 acquisitions. 2 of which were purchased in 2022/23 & 12 purchased in 2023/24.
14	Number of general needs housing re-lets	N/A	23	26	17	19	83	85	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	N/A	3	7	8	6	30	24	As per HS14 above.
16	Number of supported housing re-lets	N/A	6	2	1	1	9	10	As per HS14 above.
17	Total number of re-lets	N/A	32	35	26	26	122	119	As per HS14 above.
18	Average re-let time for general needs housing	<=21 days	30.7 32.8 days	21 21.1 days	26 days	33.9 days	26.8 days	28.1 days	Performance is worse than Q1, Q2 & Q3. Previous periods have been updated as some periods had been wrongly excluded.
19	Average re-let time for retirement housing	<=21 days	22.3 days	20.1 22.3 days	24.8 days	22.5 days	22.8 days	23.2 days	Performance is worse than Q1 & Q2 but better than Q3. Previous periods have been updated as some periods had been incorrectly excluded.

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20	Average re-let time for supported housing	<=21 days	10.7 days	76 days	48 days	35 days	45.3 days	29.9 days	Performance is worse than Q1 but better than Q2 & better than Q3.
21	Average re-let time for all properties	<=21 days	26.1 27.7 days	24 24.5 days	26.5 days	31.3 days	27.2 days	27.3 days	Performance is worse than Q1, Q2 & Q3. The days attributable to supported housing re-lets throughout the Quarters has significantly and adversely impacted the re-let time for all properties. Previous periods have been updated as some periods had been incorrectly excluded.
22	Amount of rent lost through void properties	£45,185 0.5%	£13,959 0.6%	£8,755 0.4%	£12,831 0.6%	£14,118 0.6%	£46,396 0.53%	£49,663 0.53%	Performance is worse than Q1, Q2 and Q3.
23	Number of homes vacant and available to let (at end of year)	N/A	N/A	N/A	N/A	17	14	17	10 general needs (mainstream), 4 retirement & 3 supported housing properties awaiting sign-up. 1 of the general needs and 1 of the retirement properties are acquisitions/purchases. 2 of the supported properties are new builds.
24	Number of homes vacant and unavailable to let (at end of year)	N/A	N/A	N/A	N/A	3	1	3	1 general needs (mainstream) property held for decant and two acquisitions/purchases which require work to bring them up to standard prior to letting.
25	Percentage of tenants satisfied with the standard of their home when moving in	95%	100.0%	93.33%	89.47%	93.10%	93.64%	93.26%	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. Q4 = 29 responses in total. 19 very satisfied, 8 fairly satisfied, 1 fairly dissatisfied & 1 very dissatisfied. Year To Date = 89 responses in total. Year end slightly below target but in line with last year.
26	New Tenant Sustainability Checks	90%	100% 50%	74.60%	96.77%	91.2%	New KPI	78.1%	Q1 updated due to reporting error. Q2 below target due to tenants not requiring sustainability check. Q3 and Q4 back on target.
27	Percentage of new tenancies sustained for more than a year	85%	95.9%	92.2%	91.4%	86.6%	95.8%	86.6%	Very reassuring to observe a high level of tenancy sustainment and in excess of target.
28	Number of properties abandoned	N/A	4	1	2	2	8	9	Abandonment figure in line with previous years.
Anti-Social Behaviour									
29	Number of anti-social behaviour cases reported	N/A	93	69	74	69	337	301	Fewer reported ASB than in previous year - 36 fewer cases.
30	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	90%	81.7%	107.2%	105.4% 98.6%	87.7%	94.7%	93.0%	Due to how this indicator is calculated, the percentage will be lower towards the beginning of the year. Q2 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	90%	94.6%	101.0%	110.0%	97.6%	99.0%	99.4%	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	N/A	0	1	1	0	2	2	Rent eviction figures in line with previous years.
33	Evictions for anti-social behaviour	N/A	1 0	0	0	0	2	0	The eviction from Q1 originally classified as ASB actually related to a tenant sub-letting without permission, which is not an anti social reason. It has therefore been removed from the report.
Customer Services									

Directorate and Relevant KPI		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
34	Total number of telephone calls (incoming and outgoing)	N/A	9,966	10,722	10,440	10,992	New KPI	42,120	Q1 average of 166 total calls per day. Q2 average of 165 total calls per day. Q3 average of 171 total calls per day. Q4 average of 177 total calls per day.
35	Incoming telephone calls as a % of total number of telephone calls.	N/A	56.6%	53.4%	50.5%	52.1%	New KPI	53.1%	Q1 average of 94 incoming calls per day. Q2 average of 88 incoming calls per day. Q3 average of 86 incoming calls per day. Q4 average of 92 incoming calls per day.
36	Outgoing telephone calls as a % of total number of telephone calls.	N/A	43.4%	46.6%	49.5%	47.9%	New KPI	46.9%	Q1 average of 72 outgoing calls per day. Q2 average of 77 outgoing calls per day. Q3 average of 85 outgoing calls per day. Q4 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	≥ 12	0	12	0	0	≥ 12	12	DPD Fire & Safety carried out all 12 Fire Risk Assessments in Q2. Complete for the Year.
2	Asbestos report updates	N/A	2	5	5	8	29	20	No Asbestos Containing Materials in 14 of the properties surveyed. We have removed Asbestos Containing Materials in 6 properties.
3	Electric Safety: number and percentage of properties with compliant 5 year electrical certificate	100%	1,835/99.24%	1,831/98.87%	1822/98.27%	1838/98.82%	1,828/98.9%	1838/98.82%	This figure will fluctuate (increase and decrease) throughout the year as certification expires and we carry out tests. The objective for 2024/25 is to be 100% compliant at any given time throughout the year.
4	Electric Safety: number of notified forced access in order to carry out electrical safety check	N/A	0	0	0	0	New KPI	0	No notified forced accesses in Q1, 2, 3 or 4.
5	Electric Safety: number of actual forced access in order to carry out electrical safety check	N/A	0	0	0	0	New KPI	0	No notified forced accesses in Q1, 2, 3 or 4.
6	Gas Servicing: number of times the statutory obligation to complete a gas safety check within 12 months was not met	0	0	0	0	0		0	100% performance.
7	Gas Servicing: number of notified forced access in order to carry out gas safety check	N/A	1	3	2	4		10	10 notifications of forced access throughout the year with the highest number being in Q4.
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	N/A	0	0	1	2		3	1 Forced Access in Q3 and 2 in Q4.
9	Legionella inspections: Monthly (11 per month)	132	33	33	33	33		132	All monthly Legionella Monitoring Inspections carried out for the year.
10	Legionella inspections: Quarterly (15 per quarter)	60	15	15	15	15		60	All quarterly Legionella Monitoring Inspections carried out for the year.
11	Lift inspections: Dryburgh Gardens (four lifts)	48	12	12	12	12		48	All monthly Lift Inspections carried out for the year.
12	Sprinkler System Testing: Finavon Street - Quarterly	4	1	1	1	1	New KPI	4	Three Quarterly Sprinkler System Tests carried out followed by the Annual Service Inspection carried out in Q4 to complete things for the year.
13	Number of condensation, damp and mould cases reported by tenants	N/A	2	1	3	2	New KPI	8	We have created a new Urgency Indicator to enable us to track and monitor Condensation, Damp & Mould cases. However, work in progress.
Reactive Repairs									
14	Number of emergency repairs completed	N/A	240 232	247 237	462 404	373	1,443	1,246	Emergency and Out of Hours Call-Outs very consistent with previous years.
15	Average hours taken to complete emergency repairs	4	2.52	2.22 2.07	4.96 2.37	2.39	2.58	2.35	Maintaining excellent performance.
16	Number of non-emergency repairs completed	N/A	4,424 1,429	4,338 1,412	4,384 1,415	1,559	5,830	5,815	Familiar patterns now starting to emerge as per previous years KPIs.

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17	Average working days to complete non-emergency repairs	6	7.6 7.5 days	8.9 8.3 days	9.3 7.6 days	8.6 days	7.94 days	8.1 days	We have not been able to achieve the target of 6 days for the past couple of years. Post-pandemic, the demand on the service has increased dramatically and some trades are booked up to 4-6 weeks in advance, which impacts the average days from when tenants first report an issue. A review of the resources on the main Reactive Repairs and Voids Maintenance Contract will be considered in 2024/25.
18	Percentage of reactive repairs carried out completed right first time	>85%	97.9% 98.0%	98.8% 98.4%	97.9% 97.8%	98.1%	98.2%	98.1%	Excellent performance throughout the year.
19	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	>90%	99.1% 99.0%	99.2%	99.40%	98.8%	98.5%	99.1%	Excellent performance throughout the year.
20	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	98%	100.0%	99.4%	97%	97.70%	98.9%	98.1%	Excellent performance throughout the year.
21	Percentage of tenants who responded to a satisfaction survey following a repair	15%	15.0%	17.4%	15.00%	15.6%	11.4%	16.6%	Number of returned Tenant Surveys starting to increase and we are now achieving our target.
Planned Maintenance									
22	Number of boiler replacements	N/A	20	37	12	1	New KPI	70	70 boiler installations achieved for the year. Plus, another 25 boilers installed against Component Upgrades budget.
23	Number of Bathroom replacements	N/A	14	9	6	1	New KPI	30	30 bathroom replacements achieved for the year. Plus, another 2 bathrooms replaced against Component Upgrades budget.
24	Number of Kitchen replacements	N/A	0	26	4	0	New KPI	30	30 kitchen replacements achieved for the year. Plus, another 10 kitchens replaced under Component Upgrades budget.
Energy Efficiency Standard for Social Housing (EESH)									
25	Number and percentage of properties in the scope of EESH that meet the standard	1,711 93.45%	1,718 93.62%	1,720 92.72%	1,728 96.24%	1,749 94.49%	1,718 93.62%	1,749 94.49%	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 is slowly but surely boosting 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	92.27%	1,715 92.75%	1,717 92.56%	1,721 92.4	1,713 92.54%	1,715 92.75%	1,713 92.54%	Our properties generally meet the requirements of SHQS but there are some issues in relation to access for EICRs and some Abeyances where homeowners refuse to allow Communal Door Entry system installation, hence why there are some failures.
Development									
27	Number of new build completions	N/A	0	0	0	0	0	0	