

Abertay Housing Association											
Operational Performance Report: Key Performance Indicators Quarterly Report 2024/25											
Target Achieved											
Target Not Applicable - Monitored											
Target Not Achieved											
Directorate and Relevant KPI		ARC Indicator	Target 2023/24	Actual 2023/24	Quarter 1 Performance 2024/25	Quarter 2 Performance 2024/25	Quarter 3 Performance 2024/25	Quarter 4 Performance 2024/25	Target 2024/25	Year to Date 2024/25	Comments
<b>Corporate Services</b>											
<b>KPI Board</b>											
1	Number of Board Members	No	10	9	9	9			10	9	A Board recruitment exercise is currently ongoing.
2	Number of Board Member Vacancies	No	5	6	6	6			5	6	
3	Board Member Attendance Rate	No	80%	88.9%	55.6%	66.7%			80%	63.0%	
4	Number of Board Meetings	No	6	8	1	2			6	3	Meetings on target.
<b>Audit, Finance and Risk Management Committee (AF&amp;RMC)</b>											
5	Number of AF&RMC Members (maximum 6)	No	4	5	5	5			4	5	Current AF&RMC Board Membership was agreed at the September 2024 Board Meeting.
6	Number of AF&RMC Member Vacancies	No	2	1	1	1			2	1	
7	AF&RMC Member Attendance Rate	No	80%	95.0%	80.0%	60.0%			80%	70.0%	
8	Number of AF&RMC Meetings	No	4	4	1	1			4	2	Quarterly meetings on target.
<b>Asset Management and Development Committee (AM&amp;DC)</b>											
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 2024 Board Meeting.
10	Number of AF&RMC Member Vacancies	No	2	1	1	1			2	1	
11	AM&DC Member Attendance Rate	No	80%	90.0%	100.0%	80.0%			80%	90.0%	
12	Number of AM&DC Meetings	No	4	4	1	1			4	2	Quarterly meetings on target.
<b>Human Resources</b>											
13	Percentage of days lost through staff sickness absence	C1	<3%	4.0%	4.83% 5.4%	3.3%			<3%	4.2%	Fifteen staff had absences during Q2, five of which related to long-term absences.
14	Percentage of days lost through short-term (<4 weeks) staff sickness absence	No	<1.5%	1.0%	2.24% 1.2%	1.1%			<1.5%	1.1%	
<b>Complaints</b>											
15	Stage 1 Complaints: Number in period	3 & 4	N/A	178	28	32			N/A	60	Fewer complaints recorded than this time last year.
16	Stage 1 Complaints: Average working days to complete	3 & 4	<=5	3.7	6.9	5.1			<=5	6.0	Four complaints took longer than the target of five working days to complete. In addition, four complaints from previous years were also outwith the 5 working day timescale.
17	Stage 2 Complaints: Number in period	3 & 4	N/A	6	3	0			N/A	3	More Stage 2 complaints than this time last year.
18	Stage 2 Complaints: Average working days to complete	3 & 4	<=20	28.6	16.0	44.0			<=20	34.7	One Stage 2 complaint was completed in Q1 and two in Q2.
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.
<b>Freedom of Information Requests and Subject Access Requests</b>											
20	Freedom of Information Requests	No	N/A	8	3	0			N/A	3	All Freedom of Information Requests responded to in full within the required timescale. A request purporting to be a Freedom of Information was received in quarter 2, but advice from our DPO was that it did not fall within the definition. The Association intends to provide the information requested regardless, but is waiting for authorisation from the tenant to provide it to their partner.
21	Subject Access Requests	No	N/A	7	0	0			N/A	0	No Subject Access Requests received in the first half of the year.
<b>Data Breaches</b>											
22	Number of Data Breaches	No	New KPI	New KPI	1	2			N/A	3	One email containing personal information was sent to the wrong person. A Gas Safety certificate was sent by our Gas Servicing contractor to the wrong tenant. An attachment containing personal information relating to others was sent to a tenant in error.
<b>Acquisitions and Disposals</b>											
23	Acquisitions (other than development)	No	N/A	14	4	4			N/A	8	Four flats purchased in each of Q1 and Q2.
24	Disposals	No	N/A	0	0	1			N/A	1	One former mortgage to rent property has been sold.
<b>Factoring</b>											
25	Total debt outstanding	No	N/A	£89,680.56	£104,837.32	£74,609.25			N/A	£104,837.32	Debt outstanding is expected to reduce between Q1 and Q2 as a number of invoices sent to around 2,000 owners

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26	Debt outstanding as a percentage of projected income	No	N/A	27.0%	38.3%	27.3%			N/A	38.3%	Q2 as a number of invoices sent to around 2,000 owners every May are paid in Q2, with the next batch of invoices being sent in November.
27	Change in debt since previous quarter	No	N/A	£25,167.07	£42,386.49	-£30,228.07			N/A	£42,386.49	
28	Action taken on arrears over £500 (number of cases)	No	N/A	0	0	0			N/A	0	
29	Timescale for issuing invoices achieved	No	100%	100%	100%	100%			100%	100%	
30	Owners Write-offs	No	N/A	£2,412.86	£283.27	£565.78			N/A	£849.05	
<b>Housing Services</b>											
<b>KPI Income Management: Arrears</b>											
1	Rent collected as a percentage of total rent due in the reporting year	26	98%	101.32%	96.37%	98.2%			98%	98.20%	This is dependent on the timing of housing benefit payments received and is likely to improve over the remainder of the year.
2	Total current and former tenant arrears	27	<5%	1.87%	1.6%	1.6%			<5%	1.60%	Excellent Performance.
3	Total current tenant arrears before universal credit is taken into account	No	<4%	£160,196 1.71%	£201,765 2.0%	£176,166 1.73%			<4%	£176,166 1.73%	As per comment above.
4	Total current tenant arrears after universal credit is taken into account	No	<4%	£115,406 1.23%	£135,248 1.34%	£115,147 1.13%			<4%	£115,147 1.13%	As per comment above.
5	Total former tenant arrears	No	N/A	£59,574	£29,000	£45,322			N/A	£45,322	As per comment above.
<b>Universal Credit</b>											
6	Number of Universal Credit cases received by direct payment	No	N/A	1,984	500	604			N/A	604	Refers only to direct payments to the Association.
7	Rent arrears as a percentage of rent due for universal credit direct payment cases	No	N/A	2.4%	1.6%	1.6%			N/A	1.6%	As per comment above.
8	Number of universal credit direct payment cases with more than one month's rent arrears	No	N/A	142	23	23			N/A	23	As per comment above.
<b>Former Tenant Arrears Write-Offs</b>											
9	Amount of former tenant rent arrears written-off above £1,300.00 (Board Approval)	No	N/A	£25,541.22	£6,078.75	£3,131.00			N/A	£9,209.75	This relates to 3 cases - approved by Board at the August 2024 Board Meeting.
10	Amount of former tenant rechargeable repairs written off (Board Approval)	No	N/A	£22,254.72	£5,455.76	£11,379.58			N/A	£16,835.34	This relates to 6 cases - approved by Board at the August 2024 Board Meeting.
11	Amount of former tenant rent arrears written off below £1,300.00 (CE Approval)	No	N/A	£8,713.93	£0.00	£0.00			N/A	£0.00	
12	Amount of former tenant rechargeable repairs written off below £1,300.00 (CE Approval)	No	N/A	£8,753.92	£0.00	£0.00			N/A	£0.00	
<b>Lettings</b>											
13	Number of first lettings (new build and/or acquisitions)	No	N/A	14	1	3			N/A	4	Relates to 4 acquisitions which were purchased in 2024/25.
14	Number of general needs housing re-lets	No	N/A	85	25	29			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	24	6	4			N/A	10	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	10	2	2			N/A	4	As per HS14 above.
17	Total number of re-lets	No	N/A	119	33	35			N/A	68	As per HS14 above.
18	Average re-let time for general needs housing	No	<=21 days	28.1 days	34.1 days	19.7 days			<=21 days	26.4 days	Performance in Q1 is worse than in previous year. Performance in Q2 is better than in previous year.
19	Average re-let time for retirement housing	No	<=21 days	23.2 days	20.2 days	22.5 days			<=21 days	21.1 days	Performance in Q1 is better than in previous year. Performance in Q2 is worse than in previous year.
20	Average re-let time for supported housing	No	<=21 days	29.9 days	2.5 days	11.5 days			<=21 days	7 days	Performance in Q1 is far better than in previous year. Performance in Q2 is far better than in previous year.
21	Average re-let time for all properties	30	<=21 days	27.3 days	29.7 days	19.5 days			<=21 days	24.4 days	Performance in Q1 is worse than in previous year. Performance in Q2 is better than in previous year.
22	Amount of rent lost through void properties	18	£45,185 0.5%	£49,663 0.53%	£11,195.79 0.44%	£11,394.15 0.45%			£49,379 0.5%	£22,589.94 0.45%	Within the target.
23	Number of homes vacant and available to let (at end of year)	No	N/A	17	N/A	N/A			N/A	N/A	N/A - reported at year end.
24	Number of homes vacant and unavailable to let (at end of year)	No	N/A	3	N/A	N/A			N/A	N/A	N/A - reported at year end.

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25	Percentage of tenants satisfied with the standard of their home when moving in	No	95%	93.26%	89.5%	100.0%			95%	92.9%	Year to date = 56 responses in total. Q1 = 38 responses in total. 19 very satisfied, 15 fairly satisfied, 1 neither/nor, 2 fairly dissatisfied & 1 very dissatisfied. Q2 = 18 responses in total. 13 very satisfied & 5 fairly satisfied.
26	New Tenant Sustainability Checks	No	90%	78.1%	100.0%	100.0%			90%	100.0%	Performance exceeds both last year's performance and this year's target.
27	Percentage of new tenancies sustained for more than a year	16	85%	86.6%	84.4%	88.3%			85%	88.3%	Lower than Q2 in previous year, however, above target.
28	Number of properties abandoned	C4	N/A	9	1	1			N/A	2	Abandonments for Q2 same number as Q2 previous year.
29	Number of Mutual Exchanges	No	New KPI	New KPI	1	3			N/A	4	Mutual Exchanges for Q2 same number as Q2 previous year.
30	Number of Successions	No	New KPI	New KPI	3	4			N/A	7	Successions in line with Q2 in previous year.
<b>Anti-Social Behaviour</b>											
31	Number of anti-social behaviour cases reported	15	N/A	301	93	63			N/A	156	Coincidentally the same figure as Q1 last year.
32	Percentage of anti-social behaviour cases reported which were resolved within locally agreed targets	No	90%	93.0%	86.0%	106.3%			90%	94.2%	The Q2 percentage is more than 100% as there were more cases outstanding at the end of Q1 than Q2.
33	Percentage of anti-social estate management cases reported which were resolved within locally agreed targets	No	90%	99.4%	97.9%	97.3%			90%	97.5%	Very good performance.
<b>Evictions</b>											
34	Evictions for non payment of rent	22	N/A	2	0	2			N/A	2	Previous Years: 1 in 2021/22. 2 in 2022/23. 2 in 2023/24.
35	Evictions for anti-social behaviour	22	N/A	0	0	0			N/A	0	Previous Years: 2 in 2021/22. 2 in 2022/23. 0 in 2023/24.
36	Evictions for other reasons	No	New KPI	New KPI	0	0			N/A	0	New KPI.
<b>Customer Services</b>											
37	Total number of telephone calls (incoming and outgoing)	No	N/A	42,120	9,371	9,447			N/A	18,818	Q1 average of 154 total calls per day. Q2 average of 143 total calls per day.
38	Incoming telephone calls as a % of total number of telephone calls	No	N/A	53.1%	53.1%	51.2%			N/A	52.1%	Q1 average of 82 incoming calls per day. Q2 average of 73 incoming calls per day.
39	Outgoing telephone calls as a % of total number of telephone calls	No	N/A	46.9%	46.9%	48.8%			N/A	47.9%	Q1 average of 72 outgoing calls per day. Q2 average of 70 outgoing calls per day.
40	Total number of emails received by the Customer Services Inbox	No	New KPI	New KPI	2,175	2,362			N/A	4,537	Q1 average of 36 emails per day. Q2 average of 36 emails per day.
41	Total number of customer visits to the office	No	New KPI	New KPI	830	775			N/A	1,605	Q1 average of 14 customer visits to office per day. Q2 average of 12 customer visits to office per day.
<b>Property Services</b>											
<b>KPI Health and Safety</b>											
1	Fire Safety and Prevention: Number of Fire Risk Assessments due in the year	No	12	12	0	7			7	7	Fire Risk Assessments are scheduled for August 2024.
2	Asbestos report updates	No	N/A	20	6	4			N/A	10	YTD - 10 Asbestos Surveys and 2 asbestos removals.
3	Electric Safety: number and percentage of properties with compliant 5 year electrical certificate	No	100%	1,838/98.82%	1,844/98.77%	1,849/98.88%			100%	1,849/98.88%	Objective is to be 100% compliant by 31 March 2025.
4	Electric Safety: number of notified forced access in order to carry out electrical safety check	No	N/A	0	0	1			N/A	1	One tenant was sent Notified Forced Access letters in Q2.
5	Electric Safety: number of actual forced access in order to carry out electrical safety check	No	N/A	0	0	0			N/A	0	No actual Forced Accesses were required in Q2.
6	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	100% of Gas Servicing visits achieved Year To Date.
7	Gas Servicing: number of notified forced access in order to carry out gas safety check	No	N/A	10	2	3			N/A	5	Three tenants were sent Notified Forced Access letters in Q2.
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	3	0	1			N/A	1	There was one property where we had no other option but to force access.
9	Legionella inspections: Monthly (11 per month)	No	132	132	11	33			132	66	All scheduled inspections carried out.
10	Legionella inspections: Quarterly (15 per quarter)	No	60	60	15	15			60	30	All scheduled inspections carried out.

Directorate and Relevant KPI		ARC Indicator	Target 2023/24	Actual 2023/24	Quarter 1 Performance	Quarter 2 Performance	Quarter 3 Performance	Quarter 4 Performance	Target	Year to Date	Comments
					2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
11	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	12	12			48	24	All scheduled inspections carried out.
12	Sprinkler System Testing: Finavon Street - Quarterly	No	4	4	1	1			4	2	All scheduled inspections carried out.
13	Number of condensation, damp and mould cases reported by tenants	No	N/A	8	3	3			N/A	6	Six Condensation, Damp and Mould cases reported and either remedial works or advice given to customers to mitigate issues. All reported issues under control.
<b>Reactive Repairs</b>											
14	Number of emergency repairs completed	8	N/A	1,246	221	182			N/A	403	Number of emergency repairs starting to reduce as considerably less than the same period last year.
15	Average hours taken to complete emergency repairs	8	4	2.35	2.16 hours	2.07 hours			4	2.13	Achieving target.
16	Number of non-emergency repairs completed	9	N/A	5,815	1,319	1,387			N/A	2,706	Number of non-emergency repairs also significantly less than the same period last year.
17	Average working days to complete non-emergency repairs	9	6	8.1 days	6.5 days	5.1 days			6	5.8 days	Back to achieving target again after a few years of struggling to bring the average days down to under 6 days.
18	Percentage of reactive repairs carried out completed right first time	10	>85%	98.1%	98.5%	98.9%			>85%	98.7%	Achieving target.
19	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	99.1%	98.8%	99.1%			>90%	98.9%	Achieving target.
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%	98.1%	99.1%	98.2%			98%	98.6%	Achieving target.
21	Percentage of tenants who responded to a satisfaction survey following a repair	No	15%	16.6%	18.2%	18.4%			15%	18.2%	Maintaining a reasonable response from tenants and the feedback is generally very positive.
<b>Planned Maintenance</b>											
22	Number of boiler replacements	No	N/A	95	55	9			80	64	As reported to the AM&DC as at 18 Oct 2024, 64 Boilers had been replaced YTD.
23	Number of Air Source Heat Pumps	No	New KPI	New KPI	1	4			10	5	As reported to the AM&DC, as at 18 Oct 2024, 5 ASHPs had been replaced YTD.
24	Number of Bathroom replacements	No	N/A	32	8	10			50	18	As reported to the AM&DC, as at 18 Oct 2024, 21 Bathrooms had been replaced and Invoiced for.
25	Number of Kitchen replacements	No	N/A	40	8	8			50	16	As reported to the AM&DC, as at 18 Oct 2024, 18 Kitchens had been replaced and Invoiced for.
<b>Energy Efficiency Standard for Social Housing (ESSH)</b>											
26	Number and percentage of properties in the scope of ESSH that meet the standard	C10	1,711 93.45%	1,749 94.5%	1,752 93.84%	1,754 93.80%			1,768 94.5%	1,754 93.80%	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.
<b>Scottish Housing Quality Standard (SHQS)</b>											
27	Number and percentage of properties in the scope of SHQS that meet the standard	6	92.27%	1,713 92.54%	1,719 92.07%	1,729 92.46%			1,758 93.41%	1,729 92.46%	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.
<b>Development</b>											
28	Number of new build completions	No	0	0	0	0			10	0	No new build completions Year To Date.