

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</b>	<b>Board</b>										
1	Number of Board Members	No	10	9	9	9	9		10	9	Three prospective Board Members attended the Board Meeting on 22 January 2025 and have since been co-opted onto the Board
2	Number of Board Member Vacancies	No	5	6	6	6	6		5	6	
3	Board Member Attendance Rate	No	80%	88.9%	55.6%	66.7%	75.0%		80%	67.4%	
4	Number of Board Meetings	No	6	8	1	2	2		6	5	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	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	1		2	1	
7	AF&RMC Member Attendance Rate	No	80%	95.0%	80.0%	60.0%	80.0%		80%	73.3%	
8	Number of AF&RMC Meetings	No	4	4	1	1	1		4	3	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	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	1		2	1	
11	AM&DC Member Attendance Rate	No	80%	90.0%	100.0%	80.0%	100.0%		80%	93.3%	
12	Number of AM&DC Meetings	No	4	4	1	1	1		4	3	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%	3.1%	<3%	3.9%	There were no long-term absences in Q3.
14	Percentage of days lost through short-term (<4 weeks) staff sickness absence	No	<1.5%	1.0%	2.21%	1.2%	1.1%	3.1%	<1.5%	1.8%	
<b>Complaints</b>											
15	Stage 1 Complaints: Number in period	3 & 4	N/A	178	28	32	19		N/A	79	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	3.4		<=5	5.3	Six 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	2		N/A	5	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	4.0		<=20	22.4	One Stage 2 complaint was completed in Q1, two in Q2 and two in Q3.
19	Stage 2 Complaints: Appeals to the Scottish Public Services Ombudsman (SPSO)	No	N/A	0	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	0		N/A	3	All Freedom of Information Requests responded to in full within the required timescale.
21	Subject Access Requests	No	N/A	7	0	0	0		N/A	0	No Subject Access Requests received in the year to date.
<b>Data Breaches</b>											
22	Number of Data Breaches	No	New KPI	New KPI	1	2	2		N/A	5	Two emails containing personal information were 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. A letter containing personal information was sent to the wrong tenant.
<b>Acquisitions and Disposals</b>											
23	Acquisitions (other than development)	No	N/A	14	4	4	6		N/A	14	Fourteen properties (flats) acquired/purchased in the year to December.
24	Disposals	No	N/A	0	0	1	1		N/A	2	One former mortgage to rent property and one four in a block property have been sold.
<b>Factoring</b>											
25	Total debt outstanding	No	N/A	£89,680.56	£104,837.32	£74,609.25	£93,154.92		N/A	£104,837.32	Debt outstanding is expected to increase between Q2 and Q3 as a batch of invoices is sent out in November.
26	Debt outstanding as a percentage of projected income	No	N/A	27.0%	38.3%	27.3%	34.0%		N/A	38.3%	

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27	Change in debt since previous quarter	No	N/A	£25,167.07	£42,386.49	-£30,228.07	£18,545.67		N/A	£42,386.49	
28	Action taken on arrears over £500 (number of cases)	No	N/A	0	0	0	0		N/A	0	
29	Timescale for issuing invoices achieved	No	100%	100%	100%	100%	100%		100%	100%	
30	Owners Write-offs	No	N/A	£2,412.86	£283.27	£565.78	£694.23		N/A	£1,543.28	
<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%	98.82%		98%	98.82%	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%	1.8%		<5%	1.80%	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%	£182,383 1.79%		<4%	£182,383 1.79%	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%	£125,048 1.23%		<4%	£125,048 1.23%	As per comment above.
5	Total former tenant arrears	No	N/A	£59,574	£29,000	£45,322	£53,967		N/A	£53,967	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	653		N/A	653	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%	1.5%		N/A	1.5%	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	30		N/A	30	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	£3,641.18		N/A	£12,850.93	Q3 relates to 6 cases - approved by Board at the November 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	£20,395.60		N/A	£37,230.94	Q3 relates to 7 cases - approved by Board at the November 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	£3,608.00		N/A	£3,608.00	This relates to 17 cases - approved by Chief Executive
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	£9,692.86		N/A	£9,692.86	This relates to 22 cases - approved by Chief Executive
<b>Lettings</b>											
13	Number of first lettings (new build and/or acquisitions)	No	N/A	14	1	3	4		N/A	8	Relates to 8 acquisitions which were purchased in 2023/24 and 2024/25.
14	Number of general needs housing re-lets	No	N/A	85	25	29	26		N/A	80	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	6		N/A	16	As per HS14 above.
16	Number of supported housing re-lets	No	N/A	10	2	2	2		N/A	6	As per HS14 above.
17	Total number of re-lets	No	N/A	119	33	35	34		N/A	102	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	23.2 days		<=21 days	25.3 days	Performance in Q1 is worse than in previous year. Performance in Q2 is better than in previous year. Performance in Q3 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	15.3 days		<=21 days	18.9 days	Performance in Q1 is better than in previous year. Performance in Q2 is worse than in previous year. Performance in Q3 is better than in previous year.
20	Average re-let time for supported housing	No	<=21 days	29.9 days	2.5 days	11.5 days	43 days		<=21 days	19 days	Performance in Q1 is far better than in previous year. Performance in Q2 is far better than in previous year. Performance in Q3 is 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	23 days		<=21 days	24 days	Performance in Q1 is worse than in previous year. Performance in Q2 is better than in previous year. Performance in Q3 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%	£15,894.97 0.63%		£49,379 0.5%	£38,484.91 0.51%	Slightly over 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	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	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%	82.4%		95%	88.9%	Year to date = 90 responses in total - 80 very satisfied or fairly satisfied. 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. Q3 = 34 responses in total. 21 very satisfied, 7 fairly satisfied, 3 fairly dissatisfied & 3 very dissatisfied.
26	New Tenant Sustainability Checks	No	90%	78.1%	100.0%	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%	90.4%		85%	90.4%	Higher than Q3 in previous year and above target.
28	Number of properties abandoned	C4	N/A	9	1	1	1		N/A	3	Abandonments for Q3 are 1 less than Q3 previous year.
29	Number of Mutual Exchanges	No	New KPI	New KPI	1	3	0		N/A	4	Mutual Exchanges for Q3 are 1 less than Q3 previous year.
30	Number of Successions	No	New KPI	New KPI	3	4	4		N/A	11	Successions for Q3 are 1 more than Q3 in previous year.
<b>Anti-Social Behaviour</b>											
31	Number of anti-social behaviour cases reported	15	N/A	301	93	63	80		N/A	236	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%	100.0%		90%	97.5%	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%	98.4%		90%	97.8%	Very good performance.
<b>Evictions</b>											
34	Evictions for non payment of rent	22	N/A	2	0	2	1		N/A	3	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	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	2		N/A	2	New KPI.
<b>Customer Services</b>											
37	Total number of telephone calls (incoming and outgoing)	No	N/A	42,120	9,371	9,447	8,720		N/A	27,538	Q1 average of 154 total calls per day. Q2 average of 143 total calls per day. Q3 average of 141 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%	51.3%		N/A	51.9%	Q1 average of 82 incoming calls per day. Q2 average of 73 incoming calls per day. Q3 average of 72 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%	48.7%		N/A	48.1%	Q1 average of 72 outgoing calls per day. Q2 average of 70 outgoing calls per day. Q3 average of 68 outgoing calls per day.
40	Total number of emails received by the Customer Services Inbox	No	New KPI	New KPI	2,175	2,362	1,914		N/A	6,451	Q1 average of 36 emails per day. Q2 average of 36 emails per day. Q3 average of 31 emails per day.
41	Total number of customer visits to the office	No	New KPI	New KPI	830	775	628		N/A	2,233	Q1 average of 14 customer visits to office per day. Q2 average of 12 customer visits to office per day. Q3 average of 10 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	0		7	7	All due Fire Risk Assessments carried out in August 2024.
2	Asbestos report updates	No	N/A	20	6	4	2		N/A	12	YTD - 12 Asbestos Surveys and 4 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%	1858/99.20%		100%	1,858/99.20%	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	0		N/A	1	No Notified Forced Access letters issued in Q3.
5	Electric Safety: number of actual forced access in order to carry out electrical safety check	No	N/A	0	0	0	0		N/A	0	No actual Forced Accesses were required in Q3.
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	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	1		N/A	6	One tenant was sent a Notified Forced Access letter in Q3.

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	
8	Gas Servicing: number of actual forced access in order to carry out gas safety check	No	N/A	3	0	1	0		N/A	1	No actual Forced Accesses were required in Q3.
9	Legionella inspections: Monthly (11 per month)	No	132	132	44	33	33		132	99	All scheduled inspections carried out.
10	Legionella inspections: Quarterly (15 per quarter)	No	60	60	15	15	15		60	45	All scheduled inspections carried out.
11	Lift inspections: Dryburgh Gardens (four lifts)	No	48	48	12	12	12		48	36	All scheduled inspections carried out.
12	Sprinkler System Testing: Finavon Street - Quarterly	No	4	4	1	1	1		4	3	All scheduled inspections carried out.
13	Number of condensation, damp and mould cases reported by tenants	No	N/A	8	3	3	10		N/A	16	Ten Condensation, Damp and Mould cases reported and either remedial works or advice given to customers to mitigate damage to property and tenant health. All reported issues under control.
<b>Reactive Repairs</b>											
14	Number of emergency repairs completed	8	N/A	1,246	221	182	283		N/A	686	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	2.78 hours		4	2.13 hours	Achieving target.
16	Number of non-emergency repairs completed	9	N/A	5,815	1,319	1,387	1,419		N/A	4,125	Number of non-emergency repairs also 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	5.8 days		6	6.0 days	Maintaining target now following a few years of struggling to bring the average days down to 6, or below.
18	Percentage of reactive repairs carried out completed right first time	10	>85%	98.1%	98.5%	98.9%	98.3%		>85%	98.5%	Achieving target.
19	Percentage of repairs appointments kept (the Association has a 2 hour appointment slot)	No	>90%	99.1%	98.8%	99.1%	99.6%		>90%	99.4%	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%	98.4%		98.0%	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%	9.3%		15.0%	15.3%	Maintaining a reasonable response from tenants and the feedback is generally very positive. However, return in Q3 has impacted on the year to date figure.
<b>Planned Maintenance</b>											
22	Number of boiler replacements	No	N/A	95	55	9	8		80	72	As reported to the AM&DC as at 17 Jan 2025, 72 Boilers had been replaced YTD.
23	Number of Air Source Heat Pumps	No	New KPI	New KPI	1	4	4		10	9	As reported to the AM&DC, as at 17 Jan 2025, 10 ASHPs had been replaced YTD.
24	Number of Bathroom replacements	No	N/A	32	8	10	12		50	30	As reported to the AM&DC, as at 17 Jan 2025, 35 Bathrooms had been replaced and Invoiced for.
25	Number of Kitchen replacements	No	N/A	40	8	8	14		50	30	As reported to the AM&DC, as at 17 Jan 2025, 32 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%	1,760 93.86%		1,768 94.5%	1,760 93.86%	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%	1,745 93.06%		1,758 93.41%	1,745 93.06%	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	0		10	0	No new build completions Year To Date.