












What the Arrows and Colours Mean

	Performance Is Improving Green means we have met our target		Performance has declined Red means we have not met our target
	Performance Is Improving Red means we have not met our target		Performance hasn't changed Green means we have still met our target
	Performance has declined Green means we have still met our target		Performance hasn't changed Red means we have not met our target





Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	97.30%	97.30%	97.30%					7 Exemptions (kitchen storage) and 7 Fails (ESSH)
A8	Average length of time taken to complete emergency repairs - Hours	2.02 hours	4.00 hours	1.71 hours					
A9	Average length of time taken to complete non-emergency repairs – Days	5.60 days	8 days	6.09 days					
A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.66%	94%	94.46%					Q1: 13 RFT fails Late or not sufficient evidence to note tenants kept updated.
A11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months?	100%	100%	100%					







Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	96.47%	95%	97.62%					Q1: 2 unsatisfied Yr Avg is TBC
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	78 days	30 days	62 days					Funding not approved until May – 30 days lost initially. Q2 likely to be 45 days. Yr Avg is TBC
P1	Current Tenant Recharge Repairs Balance	13,008	14,000	12,731					
P2	Former Tenant Recharge Repairs Balance	14,164	15,000	13,690					







Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicators	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A14	% of tenancy offers refused during the year	0%	10%	0%					Scottish ARC Average: <i>Figures are for formal written offers only</i>
A15	% of antisocial behaviour cases reported in the last year which were resolved	100%	100%	100%					Scottish ARC Average:
A17	% of lettable houses that became vacant in the last year	5.02%	7%	1.35%					Scottish ARC Average:
A18	% of rent due lost through properties being empty during the last year	0.12%	0.25%	0.07%					Scottish ARC Average:
A23	% of Section 5 offers of rehousing that result in a let	100%	80%	0%					Scottish ARC Average:
A30	Average length of time taken to re-let properties in the last year	10 Days	7 Days	21 days					Scottish ARC Average:
C2	Lets by source of Let: IT – Internal Transfer Sec 5 – Section 5 Referral W/L – Waiting List Other	Total: 23 48% 30% 22% 0%	N/A	Total: 7 43% 0% 43% 14%				N/A	






Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicators	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
C4	Abandoned Properties	0	N/A	0				N/A	
P3	% Total Lets to Section 5 Referrals	30%	35%	0%					
P4	% Total Lets to Provanhall Residents	48%	55%	43%					
A27	Gross Rent Arrears Actual %	£40,564 2.00%	3%	£38,784 1.80%					Scottish ARC Average: <i>Current Tenant Arrears less Technical Arrears plus Former Tenant Arrears</i>
P5	Actual Rent Arrears Actual %	£22,791 1.11%	2%	£24,340 1.13%					<i>Details of all cases over £300 Actual Arrears are reported to HS Sub Committee for action approval</i>
P6	Technical Rent Arrears Actual %	£36,041 1.75%	2%	£29,048 1.35%					<i>Housing Benefit and Universal Credit 5 weekly payment delay contributes to Technical Arrears cases.</i>
P7	Total Rent Arrears Actual %	£58,832 2.87%	4%	£53,888 2.50%					





Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicator	Prev. Year	Target 2023/24	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P8	Former Tenant Arrears Actual %	£17,773 0.87%	1%	£13,944 0.65%					Details of all cases are reported to HS Sub Committee for action approval
P9	Factoring Arrears Actual %	£2,440 0.12%	0.5%	£1,017 0.05%					Details of all cases are reported to HS Sub Committee for action approval
P10	No. of NPRP's issued	5	N/A	1				N/A	
P11	No. of Court Actions Initiated	0	N/A	0				N/A	Cost of Living (Tenant (Protection) (Scotland) Act 2022 bans evictions until 31 st March 2023.
P12	Average Housing Applications Processing Timescales	2 days	5 Days	2 days					
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	85%	100%	80%					Full details for each case provided at HS Sub Committee.
P14	No. of Existing Tenant Visits	179	259	58					Target is 65 tenants per quarter

Provanhall Housing Association - MC Charter Performance Indicators

1st April 2023 - 31st March 2024

No	Indicators	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
P19	Average% of committee members present at meetings	75%	75%	73%					.
P20	Staff turnover in the year as a % of total Staff.	0%	11%	0					This target represents one member of Staff
P21	% days in the year lost through staff sickness.	0.73%	1.5%	1.71%					One Staff member off sick for 20 days in Q3
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%					
	% 1 st and 2 nd stage complaints responded to within timescale.	100%	100%	100%				