











**Provanhall Housing Association - Management Committee Charter Performance Indicators**  
**1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023**

**What the Arrows And Colours Mean**

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






## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	97.10%	<b>97.10%</b>	97.10%	97.10%	97.30%	97.30%		7 Exemptions (kitchen storage) and 7 Fails (ESSH)  Q3 improvements were: Acquisition and ESSH works in a void.
A8	Average length of time taken to complete emergency repairs - Hours	1.99 hours	<b>4.00 hours</b>	1.94 hours	1.81 hours	2.13 hours	2.03 hours		Emergency repairs not impacted by COVID.
A9	Average length of time taken to complete non-emergency repairs – Days	12.64 days	<b>8 days</b>	4.81 days	4.79 days	4.79 days	4.79 days		Contractors complete urgent & routine repairs in 5.43 days (average)  Statistic based on when contractor instructed.
A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.45%	<b>99%</b>	95.1%	90.1%	91.9%	90.96%		Q1: 14 RFT fails Q2: 26 RFT fails Q3: 25 RFT fails Q4: 33 RFT fails  Late or not sufficient evidence to note tenants kept updated.





## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months?	85.44%	<b>100%</b>	100%	100%	100%	100%		100% Compliance  Average for year is 99.03% with fails at 0.97%
A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	94.38%	<b>99%</b>	99.19%	98.92%	94.25%	92.47%		Q1: 1 unsatisfied Q2: 1 unsatisfied Q3: 5 unsatisfied Q4: 7 unsatisfied  Yr Avg is 96.47%
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	<b>30 days</b>	61.33 days	61 days	118 days	41 days		Based on OT request date  Yr Avg is 78 days.
P1	Current Tenant Recharge Repairs Balance	12,794	<b>5,818</b>	12,731	13,231	13,514	13,008		
P2	Former Tenant Recharge Repairs Balance	8,573	<b>13,196</b>	13,690	14,278	14,186	14,164		





## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicators	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A14	% of tenancy offers refused during the year	0%	<b>10%</b>	0%	0%	0%	0%		Scottish ARC Average: 32.9%  Figures are for formal written offers only.  Verbal offer refusal details included in HS Sub Cttee Report.
A15	% of antisocial behaviour cases reported in the last year which were resolved	100%	<b>100%</b>	96%	100%	100%	100%		Scottish ARC Average 94.7%  10 complaints actioned in timescale in Q4.
A17	% of lettable houses that became vacant in the last year	8.12%	<b>7%</b>	1.16%	1.16%	1.54%	1.16%		Scottish ARC Average 7.8%  6 properties became available for let during Q4.
A18	% of rent due lost through properties being empty during the last year	0.46%	<b>0.25%</b>	0.01%	0.03%	0.05%	0.05%		Scottish ARC Average 1.4%  4 Lets in Q4.





# Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicators	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A23	% of Section 5 offers of rehousing that result in a let	85%	70%	0%	100%	100%	100%		Scottish ARC Average 90.72%
A30	Average length of time taken to re-let properties in the last year	17 Days	7 Days	8 Days	11 Days	11 Days	10 Days		Scottish ARC Average 51.6 Days  Average NIL days re-let time for Housing Services staff once void work complete.
C2	Number of Lets by source of Let: IT – Internal Transfer Sec 5 – Section 5 Referral W/L – Waiting List Other	49 in Total:  8 - IT 17 -Sec 5 24- W/L	N/A	5 in Total:  1 – IT 0 – Sec 5 4 – W/L	6 in Total:  0 – IT 1 – Sec 5 5 – W/L	8 in Total:  2 – IT 3 – Sec 5 3 – W/L	4 in Total:  1 – IT 3 – Sec 5 0 – W/L	N/A	
C4	Abandoned Properties	0	N/A	0	0	0	0	N/A	
P3	% Total Lets to Section 5 Referrals	35%	35%	0%	17%	38%	75%		
P4	% Total Lets to Provanhall Residents	45%	55%	60%	33%	50%	25%		Q4 summary: Internal Transfers: 1 let / 25% PHA Internal Waiting List: 0 lets / 0%



# Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A27	Gross Rent Arrears	£43,595 2.22%	3%	£43,151 2.11%	£42,918 2.10%	£44,771 2.19%	£40,564 2.00%		Scottish ARC Average 6.3%  Current Tenant Arrears <i>less</i> Technical Arrears <i>plus</i> Former Tenant Arrears
P5	Actual Rent Arrears  Actual £  Actual %	£26,895 1.35%	2%	£28,486 1.39%	£25,824 1.26%	£26,624 1.30%	£22,791 1.11%		Details of all cases over £300 Actual Arrears are reported to HS Sub Committee for action approval
P6	Technical Rent Arrears  Technical £  Technical %	£42,312 2.13%	2%	£53,349 2.61%	£26,904 1.32%	£31,257 1.52%	£36,041 1.76%		Housing Benefit and Universal Credit 5 weekly payment delay contributes to Technical Arrears cases.
P7	Total Rent Arrears  Total £  Total %	£69,207 3.48%	4%	£81,835 4.00%	£52,728 2.58%	£57,881 2.83%	£58,832 2.87%		




## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P8	Former Tenant Total Rent Arrears								Details of all cases are reported to HS Sub Committee for action approval
	Total £	£13,327		£14,665	£17,093	£18,146	£17,773		
	Total %	0.67%	1%	0.72%	0.84%	0.89%	0.87%		
P9	Factoring Arrears								Details of all cases are reported to HS Sub Committee for action approval
	Total £	£684		£712	£4,147	£2,482	£2,440		
	Total %	0.03%	0.5%	0.03%	0.20%	0.12%	0.12%		
P10	No. of NPRP's issued	1	N/A	2	1	0	2	N/A	
P11	No. of Court Actions Initiated	0	N/A	0	0	0	0	N/A	Cost of Living (Tenant (Protection) (Scotland) Act 2022 bans evictions until 31 <sup>st</sup> March 2023.

## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P12	Average Housing Applications Processing Timescales	2 days	<b>7 Days</b>	2 Days	2 Days	2 Days	2 days		178 HAF's received in Q4.  18 PHA only 160 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	80%	<b>100%</b>	88%	67%	100%	100%		6 NTV satisfaction surveys carried during Q4.  Full details for each case provided at HS Sub Committee.
P14	No. of Existing Tenant Visits	0	<b>259 / 65 per quarter</b>	0	48	67	64		Target is 65 tenants per quarter; all tenants visited every 2 years.







**Provanhall Housing Association - Management Committee Charter Performance Indicators**  
**1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023**

No	Indicator	Prev. Year	Target 2022/23	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P15	No. of Tenants on Universal Credit	182	N/A	200	198	202	202	N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£15,721	N/A	£18,014	£16,468	£18,118	£11,262	N/A	
	% of Total Actual Rent Arrears for all Tenants	58.45%		63.23%	63.77%	68.05%	49.41%		
P17	Technical Rent Arrears Universal Credit Tenants	£20,556	N/A	£22,202	£18,158	£18,928	£9,032	N/A	
	% of Total Technical Rent Arrears for all Tenants	48.57%		41.61%	67.49%	60.55%	25.06%		
P18	Total Rent Arrears Universal Credit Tenants	£36,277	N/A	£40,216	£34,626	£37,046	£20,294	N/A	
	% of Total Rent Arrears for all Tenants	52.41%		49.14%	65.67%	64.00%	34.49%		

## Provanhall Housing Association - Management Committee Charter Performance Indicators

1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023

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%	<b>75%</b>	73%	63%	66%			.
P20	Staff turnover in the year as a % of total Staff.	0%	<b>11%</b>	0	0	0			This target represents one member of Staff
P21	% days in the year lost through staff sickness.	0.73%	<b>1.5%</b>	1.71%	13.3%	8.91%			One Staff member off sick for 20 days in Q3
	% 1 <sup>st</sup> and 2 <sup>nd</sup> stage complaints responded to in full.	100%	<b>100%</b>	100%	100%	100%			
	% 1st and 2nd stage complaints responded to within timescale.	100%	<b>100%</b>	100%	100%	100%		