

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

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

1st April 2020 - 31st March 2021

No	Indicator	Prev. Year	Target 2019/20	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	99.4%	100%	99.4%	99.4%				3no properties fail SHQS due to kitchen storage. Tenants will be offered additional units. 2 white ki
A8	Average length of time taken to complete emergency repairs - Hours	1.20 hours	4 hours	2.16 hours	4.13 hours				Definition of 'complete' repairs changed. Contractor performance remains same but completion times likely to increase 40-60 minutes. Q2 time affected by 1 no heating emergency which was not attended for 1 week. Job order not received by contractor and tenant did not report for 6 days. Average for Q1 & Q2 is 2.7 hours.
A9	Average length of time taken to complete non-emergency repairs – Days	3.4 days	6.5 days	3.33 days	6.46 days				Average for Q1 & Q2 is 3.3 days.
A10	% Reactive repairs completed right first time (non-emergency repairs only)	98.7%	99%	97.4%	97.1%				Number of RFT repairs substantially reduced due to COVID-19 (RFT's are non-emergencies) 1 late April repair reduced % for that month down to 92.3%. <ul style="list-style-type: none"> • 2020 Q1 RFT repairs = 41 • 2019 Q1 RFT repairs = 246

Provanhall Housing Association - Management Committee Charter Performance Indicators

1st April 2020 - 31st March 2021

A11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a new gas appliance being fitted or its last check?	100%	100%	89.32%	88.54%				59no gas safety service checks missed. Forced entry process paused. Tenants self-isolating and not wishing Contractors to attend. • Q1 = 55 fails • Q2 = 4 fails
No	Indicator	Prev. Year	Target 2019/20	Qtr. 1				Trend	Comments
A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	95.21%	99%	100%	100%				112 responses received with 105 very satisfied and 7 fairly satisfied. 0 were fairly dissatisfied. 0 were dissatisfied.
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	N/A	26 days				Q1 Internal medical adaptations paused due to COVID-19. External adaptations instructed during Q2. 9 Meds to do.
P1	Current Tenant Recharge Repairs Balance	10,675	5,818	11,490	12,211				2019/20 Target carried across.
P2	Former Tenant Recharge Repairs Balance	9,664	13,196	9,567	9,417				2019/20 Target carried across.

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicators	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A14	% of tenancy offers refused during the year	1.75%	10%	0%	0%				Scottish ARC Average: 34.2% Figures are for formal written offers only. Verbal refusal details included in HS Sub Cttee Report.
A15	% of antisocial behaviour cases reported in the last year which were resolved	100%	100%	96.3%	100%				Scottish ARC Average 94.1% 13 complaints all actioned in timescale.
A17	% of lettable houses that became vacant in the last year	10.46%	7%	1.61%	2.77%				Scottish ARC Average 8.4% Q2 includes additional lettable houses due to 8 tenants moving into Phase 13 during Q2.

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicators	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A18	% of rent due lost through properties being empty during the last year	0.14%	0.25%	0.07%	0.27%				Scottish ARC Average 1.2% Similar to Q1 GCC TFF leases due to lockdown, Q2 performance due to Covid-19 delays.
A23	% of Section 5 offers of rehousing that result in a let	56.52%	70%	0%	50%				Scottish ARC Average 74.1% Q1 due to lockdown.
A30	Average length of time taken to re-let properties in the last year	4.6 Days	7 Days	32 Days	20 Days				Scottish ARC Average 31.8 Days Q1 & Q2 performance due to lockdown & Covid-19 delays.
C2	Number of Lets by source of Let: IT – Internal Transfer Sec 5 – Section 5 Referral W/L – Waiting List Other	57 in Total: 20 - IT 13 –Sec 5 23 – WL 1 – Other	N/A	4 in Total: 0 - IT 0 – Sec 5 0 – WL 4 – Other	26 in Total: 16 - IT 5 – Sec 5 5 – WL 0 – Other			N/A	The 4 ‘Other’ Lets in Q1 were leases to GCC for Covid-19 temporary flats for homeless households.
C4	Abandoned Properties	2	N/A	0	1			N/A	
P4	% Total Lets Provanhall Residents	67%	60%	0%	80.77%				Q2 summary: Internal Transfers: 16 lets / 76% PHA Waiting List: 5 lets / 24%

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicator	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A27	Gross Rent Arrears	£44,350 2.44%	3%	£42,003 2.21%	£39,998 2.08%				Scottish ARC Average 5.8% Current Tenant Arrears <i>less</i> Technical Arrears <i>plus</i> Former Tenant Arrears
P5	Actual Rent Arrears Actual £ Actual %	£22,513 1.23%	2%	£30,003 1.58%	£25,550 1.33%				
P6	Technical Rent Arrears Technical £ Technical %	£32,036 1.74%	1%	£48,919 2.56%	£37,756 1.96%				Housing Benefit and Universal Credit 5 week payment delay contributes to Technical Arrears cases.
P7	Total Rent Arrears Total £ Total %	£54,549 2.97%	3%	£78,922 4.14%	£63,306 3.29%				

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicator	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P8	Former Tenant Total Rent Arrears								
	Total £	£12,224	1%	£12,000	£14,448				
	Total %	0.67%		0.63%	0.75%				
P9	Factoring Arrears								
	Total £	£104	0.5%	£258	£200				
	Total %	0.01%		0.01%	0.01%				
P10	No. of NPRP's issued	9	N/A	0	0			N/A	Coronavirus (Scotland) Act 2020 extended notice period from 1 month to 6 months.
P11	No. of Court Actions Initiated	1	N/A	0	0			N/A	Scottish Govt: no RSL evictions during lockdown. Coronavirus (Scotland) Act 2020 notice period extended further to March 2021.

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicator	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P12	Average Housing Applications Processing Timescales	2.25 days	7 Days	2 Days	1 Day				73 HAF's received and assessed in Q2 17 PHA only 56 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	84.5%	100%	0%	0%				No New Tenant visits due to Covid-19.
P14	No. of Existing Tenant Visits	169	162	0	0%				No Existing Tenant visits due to Covid-19.

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicator	Prev. Year	Target 2020/21	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P15	No. of Tenants on Universal Credit	95	N/A	116	124			N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£9,782	N/A	£13,251	£10,227			N/A	
	% of Total Actual Rent Arrears for all Tenants	43.45%		44.16%	40.02%				
P17	Technical Rent Arrears Universal Credit Tenants	£11,204	N/A	£19,306	£26,466			N/A	
	% of Total Technical Rent Arrears for all Tenants	34.97%		39.46%	70.09%				
P18	Total Rent Arrears Universal Credit Tenants	£20,986	N/A	£32,577	£36,693			N/A	
	% of Total Rent Arrears for all Tenants	38.47%		41.27%	57.96%				

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2020 - 31st March 2021

No	Indicators	Prev. Year	Target 2019/20	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
P19	Average% of committee members present at meetings	75%	75%	83%	70%				
P20	Staff turnover in the year as a % of total Staff.	11%	11%	0	0				
P21	% days in the year lost through staff sickness.	3.2%	1.5%	0	0				
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%	100%				
	% 1st and 2nd stage complaints responded to within timescale.	100%	100%	100%	100%				