

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>

Pink shaded cells reflect statistics reported to Scottish Housing Regulator. SHR published guidance requesting landlords complete their ARC return 'as normal' despite non-essential repairs being paused as per Government Guidance.

Previous Committee Reports provided repairs timescales for when the Repair was instructed (eg post summer 2020) Two sets of statistics now detailed 1) contractor attendance when instructed, and 2) timescales based on original report date.

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No	Indicator	Prev. Year	Target 2020/21	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%	99.4%	99.4%		3no properties fail SHQS due to kitchen storage. Tenants will be offered additional units 2021-22.
A8	Average length of time taken to complete emergency repairs - Hours	1.20 hours	4 hours	2.16 hours	4.13 hours	1.71 hours	2.04 hours		Average for year is 2.24 hours. Emergency repairs not impacted by COVID
A9	Average length of time taken to complete non-emergency repairs – Days	3.4 days	6.5 days	2.21 days	2.18 days	2.44 days	2.53 days		Average for year is 2.32 days. *Contractor performance ignoring lost COVID days
A9 arc	Average length of time taken to complete non-emergency repairs – Days	3.4 days	6.5 days	3.33 days	6.53 days	7.92 days	3.78 days		Average for year is 6.83 days. *including lost COVID days (eg held repairs)
A10	% Reactive repairs completed right first time (non-emergency repairs only)	98.7%	99%	100%	98.3%	98.5%	98.2%		Number of RFT repairs substantially reduced due to COVID-19 (RFT's are non-emergencies) Average for year is 98.7% *Contractor performance ignoring lost COVID days

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A10 arc	% Reactive repairs completed right first time (non-emergency repairs only)	97.7%	99%	97.4%	97.4%	98.8%	95.9%		<p>Number of RFT repairs substantially reduced due to COVID-19 (RFT's are non-emergencies)</p> <p>Average for year is 97.3%</p> <p>*including lost COVID days (eg held repairs)</p>
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%	86.92%	85.44%		<p>68no gas safety service checks missed. Forced entry process paused. Tenants self-isolating or experiencing symptoms.</p> <ul style="list-style-type: none"> • Q1 = 55 fails • Q2 = 4 fails • Q3 = 9 fails • Q4 = 7 fails
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%	96.97%	84.42%		<p>Average for Q1 – Q4 is 94.38%. 249 responses received with 235 satisfied and 14 not satisfied. 12 non satisfied responses came in Q4.</p> <p>Tenant satisfaction dropped in frustration that follow-up repairs not available until April.</p>

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A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	N/A	26 days	N/A	178.5 days		Average for Q1 – Q4 is 120 days. Adaptations paused in Q1 and Q3. Clarification in January that medical adaptations could be deemed essential works.
P1	Current Tenant Recharge Repairs Balance	10,675	5,818	11,490	12,211	14,069	12,794		
P2	Former Tenant Recharge Repairs Balance	9,664	13,196	9,567	9,417	9,327	10,595		

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A14	% of tenancy offers refused during the year	1.75%	10%	0%	0%	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%	100%	100%		Scottish ARC Average 94.1% 7 complaints all actioned in timescale.
A17	% of lettable houses that became vacant in the last year	10.46%	7%	1.61%	2.77%	3.17%	4.27%		Scottish ARC Average 8.4% Q4: 22 lettable houses (excluding new builds). Includes 10 additional domino lettable houses following tenants moving into Phase 13.

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A18	% of rent due lost through properties being empty during the last year	0.14%	0.25%	0.07%	0.27%	0.26%	0.16%		Scottish ARC Average 1.2% Reduced performance due to Covid-19 delays.
A23	% of Section 5 offers of rehousing that result in a let	56.52%	70%	0%	50%	85%	44%		Scottish ARC Average 74.1% 5 S5 applicants refused offers during Q4.
A30	Average length of time taken to re-let properties in the last year	4.6 Days	7 Days	32 Days	20 Days	24 Days	12 Days		Scottish ARC Average 31.8 Days Reduced performance due to 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	20 in Total: 5 - IT 6 – Sec 5 9 – WL 0 – Other	26 in Total: 15 - IT 4 – Sec 5 7 – WL 0 – Other	N/A	
C4	Abandoned Properties	2	N/A	0	1	0	0	N/A	
P4	% Total Lets Provanhall Residents	67%	60%	0%	80.77%	55%	76.92		Q4 summary: Internal Transfers: 15 lets / 75% PHA Waiting List: 5 lets / 25%

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A27	Gross Rent Arrears	£44,350 2.44%	3%	£42,003 2.21%	£39,998 2.08%	£41,620 2.16%	£38,657 2.00%		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%	£26,388 1.37%	£24,240 1.25%		
P6	Technical Rent Arrears Technical £ Technical %	£32,036 1.74%	1%	£48,919 2.56%	£37,756 1.96%	£24,996 1.30%	£34,101 1.77%		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%	£51,384 2.67%	£58,341 3.02%		

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P8	Former Tenant Total Rent Arrears								Q4 does not include 6,181 Written Off at end of March
	Total £	£12,224	1%	£12,000	£14,448	£15,232	£8,236		
	Total %	0.67%		0.63%	0.75%	0.79%	0.43%		
P9	Factoring Arrears								
	Total £	£104	0.5%	£258	£200	£239	£225		
	Total %	0.01%		0.01%	0.01%	0.01	0.01		
P10	No. of NPRP's issued	9	N/A	0	0	0	0	N/A	Coronavirus (Scotland) Act 2020 extended notice period from 1 month to 6 months in April 2020. Extended once again until September 2021.
P11	No. of Court Actions Initiated	1	N/A	0	0	0	0	N/A	Coronavirus (Scotland) Act 2020 evictions ban introduced April 2020. Extended once again until September 2021: Level 3 & 4 areas only (Glasgow currently Level 2).

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P12	Average Housing Applications Processing Timescales	2.25 days	7 Days	2 Days	1 Day	2 Days	3 Days		123 HAF's received and assessed in Q4 33 PHA only 90 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	84.5%	100%	0%	0%	46%	76%		25 NTV satisfaction surveys carried out via zoom or by telephone during Q4. Majority not done within 4 weeks due to 2 weeks Xmas & NY break.
P14	No. of Existing Tenant Visits	169	162	0	0%	0%	0%		No Existing Tenant visits due to Covid-19.

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P15	No. of Tenants on Universal Credit	95	N/A	116	124	134	150	N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£9,782	N/A	£13,251	£10,227	£9,914	£14,610	N/A	
	% of Total Actual Rent Arrears for all Tenants	43.45%		44.16%	40.02%	37.57%	60.27%		
P17	Technical Rent Arrears Universal Credit Tenants	£11,204	N/A	£19,306	£26,466	£12,734	£15,271	N/A	Reduction in UC Technical Arrears due to changes introduced in Q3 regards when UC housing costs are paid to landlords. Will now get same day as tenant is paid their UC payment.
	% of Total Technical Rent Arrears for all Tenants	34.97%		39.46%	70.09%	50.94%	44.78%		
P18	Total Rent Arrears Universal Credit Tenants	£20,986	N/A	£32,577	£36,693	£22,648	£29,881	N/A	
	% of Total Rent Arrears for all Tenants	38.47%		41.27%	57.96%	44.07%	51.21%		

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P19	Average% of committee members present at meetings	75%	75%	83%	70%	82%	73%		Overall average attendance in year was 75% which was on target.
P20	Staff turnover in the year as a % of total Staff.	11%	11%	0	0	0	0		
P21	% days in the year lost through staff sickness.	3.2%	1.5%	0	0	0	0.73%		Still well within target for the year. One Staff member was off due to COVID.
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%	100%	100%	100%		
	% 1 st and 2 nd stage complaints responded to within timescale.	100%	100%	100%	100%	100%	100%		