

**Provanhall Housing Association - Management Committee Charter Performance Indicators**  
**1<sup>st</sup> April 2021 - 31<sup>st</sup> March 2022**

**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>

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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)	99.03%	<b>99.61%</b>	99.03%					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	2.24 hours	<b>4 hours</b>	1.98 hours					Emergency repairs not impacted by COVID.
A9	Average length of time taken to complete non-emergency repairs – Days	6.83 days	<b>6.5 days</b>	3.8 days					On average contractors completing urgent & routine repairs in 3.8 days. Statistic based on when contractors instructed.
A9 ARC	Average length of time taken to complete non-emergency repairs – Days	6.83 days	<b>6.5 days</b>	35.55 days					Based on tenant request date (SHR request)  Q1 includes repairs from Dec – April Lockdown.  If no further lockdowns average likely to be 18 days (if remaining Qtrs complete in 6 days)

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A10	% Reactive repairs completed right first time (non-emergency repairs only)	93.45%	99%	98.8%					Number of RFT repairs substantially reduced due to COVID-19.  Q1: 3 jobs completed late. not sufficient evidence to note tenants kept updated.
A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.45%	99%	TBC					Reporting table to be reformatted to produce statistics via 'order' date and 'request' date.  Likely available for Q2.
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 its last check or a new gas appliance being fitted?	85.44%	100%	100%					
A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	94.38%	99%	100%					

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A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	61.33 days					Based on OT request date  Q1 includes referrals from Dec – April Lockdown.  If no further lockdowns average likely to be 18 days (if remaining Qtrs complete in 6 days)
P1	Current Tenant Recharge Repairs Balance	12,794	5,818	12,013					
P2	Former Tenant Recharge Repairs Balance	8,573	13,196	8,573					

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No	Indicators	Prev. Year	Target 2021/22	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A14	% of tenancy offers refused during the year	0%	<b>10%</b>	0%					Scottish ARC Average: 31.92%  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	8.55%	<b>10%</b>	100%					Scottish ARC Average 94.4%  21 complaints all actioned in timescale.
A17	% of lettable houses that became vacant in the last year	11.46%	<b>7%</b>	1.75%					Scottish ARC Average 6.9%  9 Houses became available for let during Q1
A18	% of rent due lost through properties being empty during the last year	0.82%	<b>0.25%</b>	0.15%					Scottish ARC Average 1.4%  Reduced performance due to Covid-19 delays.

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A23	% of Section 5 offers of rehousing that result in a let	48.39%	<b>70%</b>	71%					Scottish ARC Average 79.6%  Two S5 applicants refused offers during Q1.
A30	Average length of time taken to re-let properties in the last year	26.6 Days	<b>7 Days</b>	30 Days					Scottish ARC Average 56.3 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	76 in Total:  36 - IT 15 –Sec 5 21– W/L 4 – Other	<b>N/A</b>	10 in Total:  2 – IT 5 - Sec 3 – W/L 0 – Other				N/A	
C4	Abandoned Properties	1	<b>N/A</b>	0				N/A	
P4	% Total Lets Provanhall Residents	67%	<b>55%</b>	40%					Q1 summary: Internal Transfers: 2 lets / 20% PHA Waiting List: 2 lets / 20%

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No	Indicator	Prev. Year	Target 2021/22	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A27	Gross Rent Arrears	£38,657 2.00%	3%	£37,688 1.90%					Scottish ARC Average 6.1%  Current Tenant Arrears <i>less</i> Technical Arrears <i>plus</i> Former Tenant Arrears
P5	Actual Rent Arrears  Actual £  Actual %	£24,240 1.25%	2%	£30,742 1.55%					
P6	Technical Rent Arrears  Technical £  Technical %	£34,101 1.77%	1%	£44,618 2.25%					Housing Benefit and Universal Credit 5 weekly payment delay contributes to Technical Arrears cases.
P7	Total Rent Arrears  Total £  Total %	£58,341 3.02%	3%	£75,360 3.80%					

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P8	Former Tenant Total Rent Arrears	£8,236	1%	£6,946					
	Total £	0.43%		0.35%					
	Total %								
P9	Factoring Arrears	£225	0.5%	£282					
	Total £	0.01%		0.01%					
	Total %								
P10	No. of NPRP's issued	0	N/A	0				N/A	Coronavirus (Scotland) Act 2020 extended notice period from 1 month to 6 months in April 2020. Extended once again until March 2022.
P11	No. of Court Actions Initiated	0	N/A	0				N/A	Coronavirus (Scotland) Act 2020 evictions ban introduced April 2020. Extended once again until September 2022: Level 3 & 4 areas only (Glasgow currently Level 0).

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No	Indicator	Prev. Year	Target 2021/22	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P12	Average Housing Applications Processing Timescales	2 days	<b>7 Days</b>	2 Days					93 HAF's received in Q1.  23 PHA only 70 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	61%	<b>100%</b>	85%					14 NTV satisfaction surveys carried out via zoom or by telephone during Q1.  2 were not done within 4 weeks; 1 was one day late & 1 was significantly delayed for justifiable tenant reasons.
P14	No. of Existing Tenant Visits	0	<b>171</b>	0					No Existing Tenant visits due to Covid-19.

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P15	No. of Tenants on Universal Credit	150	N/A	163				N/A	
P16	Actual Rent Arrears Universal Credit Tenants  % of Total Actual Rent Arrears for all Tenants	£14,610  60.27%	N/A					N/A	
P17	Technical Rent Arrears Universal Credit Tenants  % of Total Technical Rent Arrears for all Tenants	£15,271  44.78%	N/A					N/A	
P18	Total Rent Arrears Universal Credit Tenants  % of Total Rent Arrears for all Tenants	£29,881  41.21%	N/A					N/A	

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P19	Average% of committee members present at meetings	75%	<b>75%</b>	73%					.
P20	Staff turnover in the year as a % of total Staff.	0%	<b>11%</b>	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%					One Staff member has been off long term.
	% 1 <sup>st</sup> and 2 <sup>nd</sup> stage complaints responded to in full.	100%	<b>100%</b>	100%					
	% 1 <sup>st</sup> and 2 <sup>nd</sup> stage complaints responded to within timescale.	100%	<b>100%</b>	100%					