







Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2022 - 31st 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>





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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%	99.61%	99.03%	97.48%	97.48%	97.10%		EESSH 2020 energy standard replaced SHQS energy standard and reduced compliance. 8no EESSH1 fails (known) added to 8no SHQS kitchen fails identified at 2016 & 2021 Stock Surveys.
A8	Average length of time taken to complete emergency repairs - Hours	2.24 hours	4 hours	1.98 hours	1.97 hours	1.86 hours	1.99 hours		Emergency repairs not impacted by COVID.
A9	Average length of time taken to complete non-emergency repairs – Days	6.83 days	6.5 days	4.60 days	6.45 days	5.06 days	5.0 days		Contractors complete urgent & routine repairs in 5.43 days (average) Statistic based on when contractor instructed.
A9 ARC	Average length of time taken to complete non-emergency repairs – Days	6.83 days	6.5 days	35.55 days	21.32 days	5.53 days	5.0 days		Based on tenant request date (SHR requirement) Q1 includes repairs from Dec – April Lockdown. Average of 12.64 days over whole year.



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A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.45%	99%	95.1%	90.1%	96%	96.7%		Q1: 14 RFT fails Q2: 26 RFT fails Q3: 14 RFT fails Q4: 9 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 of its last check or a new gas appliance being fitted?	85.44%	100%	100%	100%	98.9%	100%		2 x No accesses in Q2. Reasons were trauma & self-isolating. 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%	99%	100%	92.55%	93.94%	91.14%		4 Dissatisfied tenants in Q4 with 2 neither satisfied or dissatisfied. Average for year is 94.14%
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	61.33 days	61 days	56 days	27 days		Based on OT request date Average for year is 39.52 days.





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P1	Current Tenant Recharge Repairs Balance	12,794	5,818	12,013	12,283	13,621	14,063		£1,367.45 written off at end of financial year as uneconomical to pursue.
P2	Former Tenant Recharge Repairs Balance	8,573	13,196	8,573	9,005	9,879	11,330		





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A14	% of tenancy offers refused during the year	0%	10%	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%	100%	96%					Scottish ARC Average 94.7% 27 of 28 complaints actioned in timescale in Q1.
A17	% of lettable houses that became vacant in the last year	8.12%	7%	1.16%					Scottish ARC Average 7.8% 6 properties became available for let during Q1.
A18	% of rent due lost through properties being empty during the last year	0.46%	0.25%	0.01%					Scottish ARC Average 1.4% 5 Lets in Q1.





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A23	% of Section 5 offers of rehousing that result in a let	85%	70%	0%					Scottish ARC Average 90.72% No S5 referrals received or lets during Q1.
A30	Average length of time taken to re-let properties in the last year	17 Days	7 Days	8 Days					Scottish ARC Average 51.6 Days Average 4.6 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 4 – W/L				N/A	
C4	Abandoned Properties	0	N/A	0				N/A	
P3	% Total Lets to Section 5 Referrals	35%	35%	0%					No S5 referrals received or lets during Q1.
P4	% Total Lets to Provanhall Residents	45%	55%	60%					Q1 summary: Internal Transfers: 1 lets / 33% PHA Internal Waiting List: 2 lets / 67%



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A27	Gross Rent Arrears	£43,595 2.22%	3%	£43,151 2.11%					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%					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 2.12%					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%					




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P8	Former Tenant Total Rent Arrears								
	Total £	£13,327		£14,665					Details of all cases are reported to HS Sub Committee for action approval
	Total %	0.67%	1%	0.72%					
P9	Factoring Arrears								
	Total £	£684		£712					Details of all cases are reported to HS Sub Committee for action approval
	Total %	0.03%	0.5%	0.03%					
P10	No. of NPRP's issued	1	N/A	2				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.

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P12	Average Housing Applications Processing Timescales	2 days	7 Days	2 Days					102 HAF's received in Q1. 12 PHA only 90 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	80%	100%	88%					8 NTV satisfaction surveys carried during Q1. Full details for each case provided at HS Sub Committee. 1 NTV was 1 day late during Q1. Temp HSO still post during Q1.
P14	No. of Existing Tenant Visits	0	259	0					No Existing Tenant visits due to Covid-19. These re-started during Q2 2022/23. Began August 2022.

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P15	No. of Tenants on Universal Credit	182	N/A	200				N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£15,721	N/A	£18,014				N/A	
	% of Total Actual Rent Arrears for all Tenants	58.45%		63.23%					
P17	Technical Rent Arrears Universal Credit Tenants	£20,556	N/A	£22,202				N/A	
	% of Total Technical Rent Arrears for all Tenants	48.57%		41.61%					
P18	Total Rent Arrears Universal Credit Tenants	£36,277	N/A	£40,216				N/A	
	% of Total Rent Arrears for all Tenants	52.41%		49.14%					

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P19	Average% of committee members present at meetings	75%	75%	73%	63%	66%			.
P20	Staff turnover in the year as a % of total Staff.	0%	11%	0	0	0			This target represents one member of Staff
P21	% days in the year lost through staff sickness.	0.73%	1.5%	1.71%	13.3%	8.91%			One Staff member off sick for 20 days in Q3
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%	100%	100%			
	% 1 st and 2 nd stage complaints responded to within timescale.	100%	100%	100%	100%	100%		