

Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2019 - 31st March 2020

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 2019/20	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	100%	100%	100%					
A8	Average length of time taken to complete emergency repairs - Hours	1.14 hours	4 hours	48 mins					
A9	Average length of time taken to complete non-emergency repairs – Days	2.96 days	6½ days	2.4 days					
A10	% Reactive repairs completed right first time (non-emergency repairs only)	99.71%	99%	100%					Of the 253 tenant repairs, all were completed Right First Time
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 gas appliance being fitted or its last check?	100%	100%	100%					

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A12	% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	94.9%	99%	97.9%					91 responses were received with 89 satisfied 1 was neither satisfied nor dissatisfied 1 was dissatisfied.
A21	The average time to complete adaptations. Disabled Adaptations Outstanding	27 days	30 days						Invoice and completion information not available yet.
P1	Current Tenant Recharge Repairs Balance	6,124	5,818	6,468					
P2	Former Tenant Recharge Repairs Balance	13,890	13,196	13,606					

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A18	% of tenancy offers refused during the year	0%	10%	0%					Scottish ARC Average: 36.3% Figures are for formal written offers only Verbal refusal details included in HS Sub Cttee Reports
A19	% of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets	100%	100%	100%					Scottish ARC Average 87.86%
A21	% of lettable houses that became vacant in the last year	5.94%	7%	2.05%					Scottish ARC Average 8.56%

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A34	% of rent due lost through properties being empty during the last year	0.05%	0.25%	0.01%					Scottish ARC Average 0.88%
A35	Average length of time taken to re-let properties in the last year	3.5 Days	7 Days	3 Days					Scottish ARC Average 31.89 Days
C8	% of lets during the reporting year to homeless referrals.	32%	30%	0%					
C9	Type of tenancies granted for lets during the reported year	100% SST	100% SST	100% SST					
C11	Abandoned Properties	1	N/A	0				N/A	
C12	No. of NPRP's issued	8	N/A	3				N/A	

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P3	Actual Rent Arrears								
	Actual £	£23,106		£26,702					
	Actual %	1.31%	2%	1.46%					
P4	Technical Rent Arrears								
	Technical £	£18,409		£40,064					Technical arrears will be artificially until Housing benefit has been paid up to date.
	Technical %	1.05%	1%	2.19%					Also Universal Credit 5 week payment delay means additional increase in Technical Arrears cases.
P5	Total Rent Arrears								
	Total £	£41,515		£66,766					
	Total %	2.36%	3%	3.65%					

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P6	Former Tenant Total Rent Arrears								Proposed Write Offs will take place at year end March 2020.
	Total £	£10,989	1%	£11,927					
	Total %	0.62%		0.65%					
P7	Factoring Arrears								
	Total £	£3,632	0.5%	£3,728					
	Total %	0.21%		0.20%					
P8	No. of Court Actions Initiated	5	N/A	0				N/A	

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P9	% Total Lets Provanhall Residents	36%	60%	78%					
P10	Average Housing Applications Processing Timescales	2 days	7 Days	2 Days					103 HAF's received and assessed in Q1 30 PHA only 73 PHA & BHA
P11	% of New Tenant Visits carried out within 4 weeks of Date of Entry	97%	100%	100%					
P12	No. of Existing Tenant Visits	36%	33%	45					
P13	No of Tenants on Universal Credit	56	N/A	59				N/A	

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P13	Average% of committee members present at meetings	77%	75%	71%					
P14	Staff turnover in the year as a % of total Staff.	12.5%	12.5%	12.5%					
P15	% days in the year lost through staff sickness.	2.4%	1.5%	0.8%					Figure does not take account of annual leave days. This will be adjusted at year end. Please note new target.
q	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%					No Stage 2 complaints in Q1
	% 1st and 2nd stage complaints responded to within timescale	100%	100%	100%					No Stage 2 complaints in Q1