

Provanhall Housing Association - Management Committee Charter Performance Indicators

1st April 2021 - 31st March 2022

What The Arrows And Colours Mean

	Performance Is Improving Green means we have met our target		Performance has declined Red means we have not met our target
	Performance Is Improving Red means we have not met our target		Performance hasn't changed Green means we have still met our target
	Performance has declined Green means we have still met our target		Performance hasn't changed Red means we have not met our target

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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%				EESSH 2020 energy standard replaced SHQS energy standard and reduced compliance. 8no EESSH1 fails added to 3no existing SHQS kitchen fails. ARC 2021 adjusted November 2021.
A8	Average length of time taken to complete emergency repairs - Hours	2.24 hours	4 hours	1.98 hours	1.97 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				Contractors complete urgent & routine repairs in 5.5 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				Based on tenant request date (SHR requirement) Q1 includes repairs from Dec – April Lockdown. If no further lockdowns average likely to be 18 days.

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A10 ARC	% Reactive repairs completed right first time (non-emergency repairs only)	93.45%	99%	95.1%	90.1%				<p>Number of RFT repairs substantially reduced due to COVID-19.</p> <p>Q1: 14 jobs late. Q2: 27 jobs late. Not sufficient evidence to note tenants kept updated.</p> <p>Appointed 2x new joinery firms to compete with existing.</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 its last check or a new gas appliance being fitted?	85.44%	100%	100%	98.9%				<p>2 x No access in Q2. Reasons were trauma & self-isolating.</p> <p>No further fails in Q3 and forced entry resumed November 2021.</p>
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%				<p>5 Dissatisfied tenants in September:</p> <ol style="list-style-type: none"> 1. Window faulty again. 2. Joiner used ugly handle. 3. WC faulty again. 4. Insect issue, not a repair. 5. Shower renewal reqd, not done as renewal of whole bathroom in 2 weeks. Tenant had use of bath.

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A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	61.33 days	61 days				Based on OT request date Q1 & Q2 completions includes referrals from Dec – April Lockdown.
P1	Current Tenant Recharge Repairs Balance	12,794	5,818	12,013	12,283				
P2	Former Tenant Recharge Repairs Balance	8,573	13,196	8,573	9005.64				

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A14	% of tenancy offers refused during the year	0%	10%	0%	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%	10%	100%	100%				Scottish ARC Average 94.4% 24 complaints all actioned in timescale.
A17	% of lettable houses that became vacant in the last year	11.46%	7%	1.75%	2.52%				Scottish ARC Average 6.9% 13 Houses became available for let during Q2
A18	% of rent due lost through properties being empty during the last year	0.82%	0.25%	0.15%	0.10%				Scottish ARC Average 1.4% Overall performance still due to Covid-19 delays.

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A23	% of Section 5 offers of rehousing that result in a let	48.39%	70%	71%	100%				Scottish ARC Average 79.6% No S5 applicants refused offers during Q2.
A30	Average length of time taken to re-let properties in the last year	26.6 Days	7 Days	30 Days	15 Days				Scottish ARC Average 56.3 Days Overall 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	N/A	10 in Total: 2 – IT 5 - Sec 3 – W/L 0 – Other	13 in Total: 1 – IT 4 - Sec 8 – W/L 0 – Other			N/A	
C4	Abandoned Properties	1	N/A	0	0			N/A	
P3	% Total Lets to Section 5 Referrals	20%	35%	50%	31%				
P4	% Total Lets to Provanhall Residents	67%	55%	40%	38%				Q2 summary: Internal Transfers: 1 let / 20% PHA Waiting List: 4 lets / 80%

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A27	Gross Rent Arrears	£38,657 2.00%	3%	£37,688 1.90%	£40,681 2.05%				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%	£28,256 1.42%				
P6	Technical Rent Arrears Technical £ Technical %	£34,101 1.77%	2%	£44,618 2.25%	£30,624 1.54%				Housing Benefit and Universal Credit 5 weekly payment delay contributes to Technical Arrears cases.
P7	Total Rent Arrears Total £ Total %	£58,341 3.02%	4%	£75,360 3.80%	£58,880 2.97%				

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P8	Former Tenant Total Rent Arrears								
	Total £	£8,236		£6,946	£12,245				
	Total %	0.43%	1%	0.35%	0.63%				
P9	Factoring Arrears								
	Total £	£225		£282	£598				
	Total %	0.01%	0.5%	0.01%	0.03%				
P10	No. of NPRP's issued	0	N/A	0	0			N/A	Coronavirus (Scotland) Act 2020 extended notice period from 1 month to 6 months in April 2020. Extended until March 2022.
P11	No. of Court Actions Initiated	0	N/A	0	0			N/A	Coronavirus (Scotland) Act 2020 evictions ban introduced April 2020. Extended until September 2022: Level 3 & 4 areas only (Glasgow currently Level 0).

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P12	Average Housing Applications Processing Timescales	2 days	7 Days	2 Days	1 Day				101 HAF's received in Q2. 24 PHA only 77 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	61%	100%	85%	100%				5 NTV satisfaction surveys carried out via zoom or by telephone during Q2.
P14	No. of Existing Tenant Visits	0	171	0	0				No Existing Tenant visits due to Covid-19.

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P15	No. of Tenants on Universal Credit	150	N/A	163	166			N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£14,610	N/A	£18,602	£14,722			N/A	
	% of Total Actual Rent Arrears for all Tenants	60.27%		60.51%	52.10%				
P17	Technical Rent Arrears Universal Credit Tenants	£15,271	N/A	£15,601	£14,740			N/A	
	% of Total Technical Rent Arrears for all Tenants	44.78%		34.96%	48.13%				
P18	Total Rent Arrears Universal Credit Tenants	£29,881	N/A	£34,203	£29,462			N/A	
	% of Total Rent Arrears for all Tenants	41.21%		45.38%	50.03%				

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