












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>





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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)	99.4%	100%	99.4%	99.4%	99.4%			3no properties fail SHQS due to kitchen storage. Tenants will be offered additional units.
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			Average for Q1 - Q3 is 2.33 hours.
A9	Average length of time taken to complete non-emergency repairs – Days	3.4 days	6.5 days	3.33 days	6.46 days	3.59 days			Average for Q1 - Q3 is 3.37 days.
A10	% Reactive repairs completed right first time (non-emergency repairs only)	98.7%	99%	97.4%	97.1%	98.2%			Number of RFT repairs substantially reduced due to COVID-19 (RFT's are non-emergencies) 1 late April repair reduced % for that month down to 92.3%. <ul style="list-style-type: none"> • 2020 Q1 RFT repairs = 41 • 2019 Q1 RFT repairs = 246
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%			68no gas safety service checks missed. Forced entry process paused. Tenants self-isolating or experiencing symptoms. <ul style="list-style-type: none"> • Q1 = 55 fails • Q2 = 4 fails • Q3 = 9 fails

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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.	95.21%	99%	100%	100%	96.97%			172 responses received with 152 very satisfied and 18 fairly satisfied. 0 were fairly dissatisfied. 2 very dissatisfied. Average for Q1 - Q3* is 98.9%. *December survey for satisfaction ongoing (MQ off part of Jan 2021)
A21	The average time to complete adaptations. Disabled Adaptations Outstanding.	77.5 days	30 days	N/A	26 days	N/A			Q1 Internal medical adaptations paused due to COVID-19. External adaptations instructed during Q2. 9 Meds to do.
P1	Current Tenant Recharge Repairs Balance	10,675	5,818	11,490	12,211	14,069			2019/20 Target carried across. Flat door renewal costing £960 added to balance in Q3.
P2	Former Tenant Recharge Repairs Balance	9,664	13,196	9,567	9,417	9,327			2019/20 Target carried across.





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A14	% of tenancy offers refused during the year	1.75%	10%	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%			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%			Scottish ARC Average 8.4% Q3 includes 3 additional domino lettable houses following tenants moving into Phase 13 during Q2.



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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%			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%			Scottish ARC Average 74.1%
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			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: 6 - IT 6 – Sec 5 8 – WL 0 – Other		N/A	
C4	Abandoned Properties	2	N/A	0	1	0		N/A	
P4	% Total Lets Provanhall Residents	67%	60%	0%	80.77%	55%			Q3 summary: Internal Transfers: 6 lets / 55% PHA Waiting List: 5 lets / 45%




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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%			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%			
P6	Technical Rent Arrears Technical £ Technical %	£32,036 1.74%	1%	£48,919 2.56%	£37,756 1.96%	£24,996 1.30%			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%			

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P8	Former Tenant Total Rent Arrears								Q3 Includes over £5,750 to be Written Off at end of March
	Total £	£12,224	1%	£12,000	£14,448	£15,232			
	Total %	0.67%		0.63%	0.75%	0.79%			
P9	Factoring Arrears								
	Total £	£104	0.5%	£258	£200	£239			
	Total %	0.01%		0.01%	0.01%	0.01			
P10	No. of NPRP's issued	9	N/A	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		N/A	Coronavirus (Scotland) Act 2020 evictions ban introduced April 2020. Extended once again until September 2021.





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P12	Average Housing Applications Processing Timescales	2.25 days	7 Days	2 Days	1 Day	2 Days			78 HAF's received and assessed in Q3 16 PHA only 62 PHA & BHA
P13	% of New Tenant Visits carried out within 4 weeks of Date of Entry	84.5%	100%	0%	0%	46%			Re-introduced during Q3 remotely via zoom or telephone.
P14	No. of Existing Tenant Visits	169	162	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		N/A	
P16	Actual Rent Arrears Universal Credit Tenants	£9,782	N/A	£13,251	£10,227	£9,914		N/A	
	% of Total Actual Rent Arrears for all Tenants	43.45%		44.16%	40.02%	37.57%			
P17	Technical Rent Arrears Universal Credit Tenants	£11,204	N/A	£19,306	£26,466	£12,734		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%			
P18	Total Rent Arrears Universal Credit Tenants	£20,986	N/A	£32,577	£36,693	£22,648		N/A	
	% of Total Rent Arrears for all Tenants	38.47%		41.27%	57.96%	44.07%			

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P19	Average% of committee members present at meetings	75%	75%	83%	70%	82%			
P20	Staff turnover in the year as a % of total Staff.	11%	11%	0	0	0			
P21	% days in the year lost through staff sickness.	3.2%	1.5%	0	0	0			
	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%	100%	100%			
	% 1st and 2nd stage complaints responded to within timescale.	100%	100%	100%	100%	100%		