











Provanhall Housing Association - Management Committee Charter Performance Indicators
1st April 2018 - 31st March 2019





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 2018/19	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
A7	% Stock meeting Scottish Housing Quality Standards	100%	100%	100%	100%	100%	100%		
A8	% Properties at or above level 50 RDSap	100%	100%	100%	100%	100%	100%		
A11	Average time taken to complete emergency repairs – Hours	1 hrs 18 mins	4 hrs.	1 hr 11 mins	1 hr 20 mins	1 hr	1 hr 18 mins		
A12	Average time taken to complete non-emergency repairs – Days	3 days	6½ days	2 days	2 days	3 days	2 days		




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No	Indicator	Prev. Year	Target 2018/19	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4		
A13	% Reactive repairs completed right first time (non-emergency repairs only)	99.48%	99%	99.9%	99.3%	100%	100%		Of the 273 tenant repairs, all were completed Right First Time
A15	% Properties requiring gas safety record completed by the anniversary date	100%	100%	100%	100%	100%	100%		
A16	% Tenants satisfied with the Repairs and Maintenance service	95.24%	99%	100%	95.5%	98.3%	100%		115 responses were received with 113 satisfied and 2 dissatisfied.
A22	Disabled Adaptations Completed	18	5	4	7	2	0		The outstanding 4 adaptations are: 3 x "SST" properties 1 x "PHA" properties due to both funding being exhausted.
	Disabled Adaptations Outstanding	1	0	1	1	3	4		
	% of applications completed	94.45%	100%	80%	88%	40%	0%		





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No	Indicator	Prev. Year	Target 2018/19	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Comments
P1	Current Tenant Recharge Repairs Balance	£6,638	£5,975	£6,597	£6,506	£6,756	£6,124		
P2	Former Tenant Recharge Repairs Balance	£11,300	£10,170	£14,534	£15,082	£15,096	£13,799		5 accounts were approved write offs.




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No	Indicators	Prev. Year	Target 2018/19	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
A18	% of tenancy offers refused during the year	0%	10%	0%	0%	0%	0%		Scottish ARC Average: 35.9% Figures are for formal written offers only Any 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%	100%	100%	100%		Scottish ARC Average 87.9%
A21	% of lettable houses that became vacant in the last year	5.94%	7%	2.46%	1.84%	1.02%	0.41%		Scottish ARC Average 8.6%



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A34	% of rent due lost through properties being empty during the last year	0.11%	0.25%	0.02%	0.02%	0.01%	0.00%		Scottish ARC Average 0.7%
A35	Average length of time taken to re-let properties in the last year	7.03 Days	7 Days	3 Days	4 Days	4 Days	4 Days		Scottish ARC Average 30.7 Days
C8	% of lets during the reporting year to homeless referrals.	21%	30%	45%	11%	50%	0%		
C9	Type of tenancies granted for lets during the reported year	100% SST	100% SST	100% SST	100% SST	100% SST	100% SST		
C11	Abandoned Properties	1	N/A	0	0	0	0	N/A	
C12	No. of NPRP's issued	8	N/A	5	5	8	6	N/A	





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No	Indicator	Prev. Year	Target 2018/19	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Trend	Benchmark / Comments
P3	Actual Rent Arrears								
	Actual £	£37,319		£36,243	£32,569	£29,358	£23,106		
	Actual %	2.19%	2%	2.06%	1.85%	1.67%	1.31%		
Technical Rent Arrears									
P4	Technical £	£17,610		£35,098	£11,101	£11,190	£18,409		
	Technical %	1.03%	1%	1.99%	0.63%	0.64%	1.05%		
	Total Rent Arrears								
P5	Total £	£54,929		£71,341	£43,670	£40,548	£41,515		
	Total %	3.22%	3%	4.05%	2.48%	2.30%	2.36%		





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P6	Former Tenant Total Rent Arrears	£9,669	1%	£12,139	£13,563	£14,693	£10,989		Any proposed Write Offs during 2018/19 were approved and written off at year end March 2019.
	Total £	0.57%		0.69%	0.77%	0.83%	0.62%		
	Total %								
P7	Factoring Arrears		0.5%						Just one owner accounts for 79% total outstanding at £2,878. Legal action, including making owner bankrupt & forcing sale of the house, against this owner detailed at HS Sub Cttee meeting.
	Total £	£3,585		£6,335	£5,102	£4,758	£3,632		
	Total %	0.21%		0.36%	0.29%	0.27%	0.21%		
P8	No. of Court Actions Initiated	1	N/A	1	1	3	0	N/A	Majority of remaining arrears due to costs of new front & back close doors & flat handsets added in Q2 & Q4 2017/18. Owners are paying in instalments.

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P9	% Total Lets Provanhall Residents	66%	60%	54%	22%	17%	50%		% Total Lets to Provanhall Residents to date during 2018/19 is 37%.
P10	Average Housing Applications Processing Timescales	2.5 days	10 Days	2 Days	2 Days	2 Days	2 Days		161 HAF's received and assessed in Q3 – a 54% increase from Q2 once Phase 13 went on site: 64 PHA only 97 64 PHA & BHA
P11	% of New Tenant Visits carried out within 4 weeks of Date of Entry	87%	100%	100%	89%	100%	100%		
P12	No. of Existing Tenant Visits	31%	33%	46	43	44	44		
P13	No of Tenants on Universal Credit	12	N/A	12	11	11	56	N/A	New UC Full Service started December 2019 – so figures increased from Q4 onwards.

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P13	Average% of committee members present at meetings	74%	75%	68%	90%	76%	77%		
P14	Staff turnover in the year as a % of total Staff.	14%	12.5%	0%	0%	0%	12.5%		.this represents one member of Staff.
P15	% days in the year lost through staff sickness.	2.2%	0.5	0.4%	6.2%	0.6%	2.4		One Staff member was absent for several weeks due to a medical procedure.
q	% 1 st and 2 nd stage complaints responded to in full.	100%	100%	100%	100%	100%	100%		
	% 1st and 2nd stage complaints responded to within timescale	100%	100%	100%	100%	100%	100%	