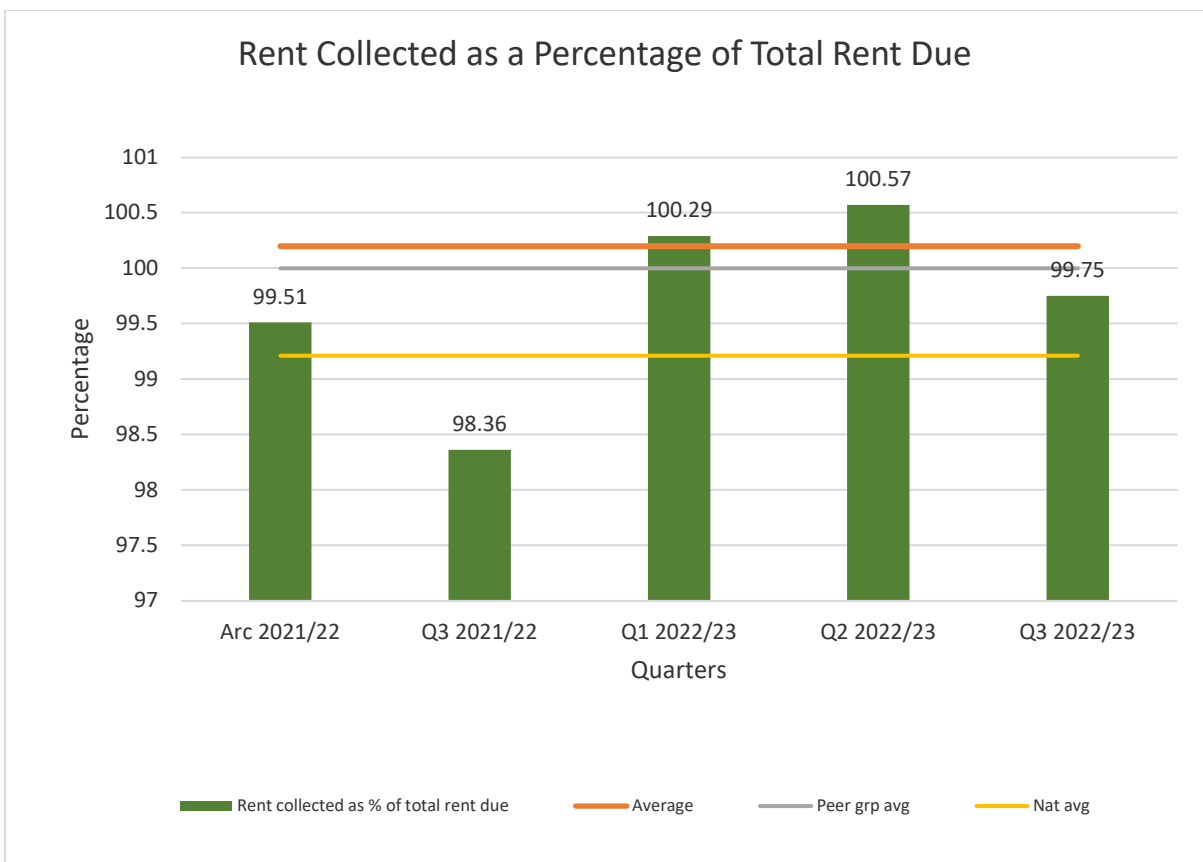


Appendix 1 HOUSING MANAGEMENT KPI'S QUARTER 2 2022/23

Rent Collected as a % of rent due

KPI	Target	ARC 2020/21	Q2 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Rent Collected as % of Rent Due	100%	99.51%	98.36%	100.29%	100.57%	99.75%

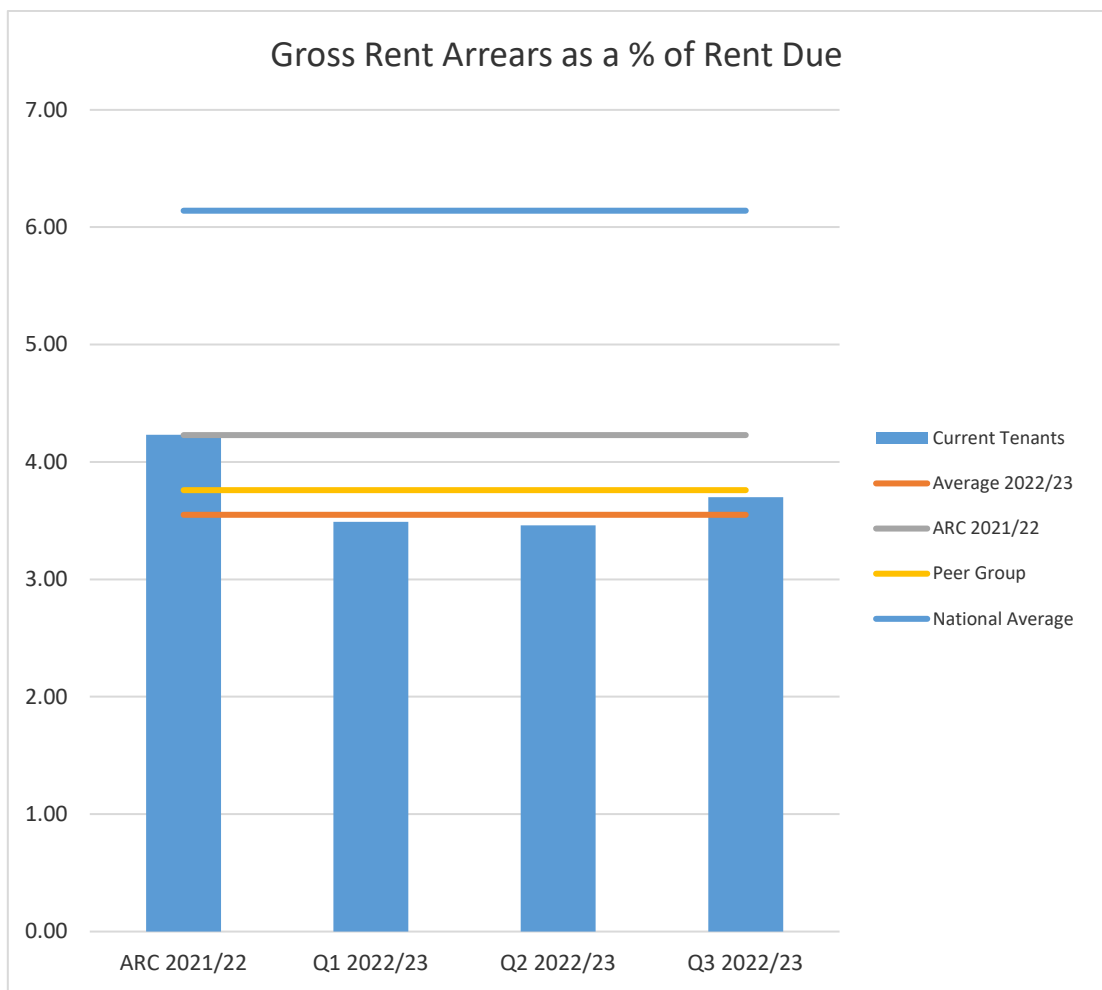


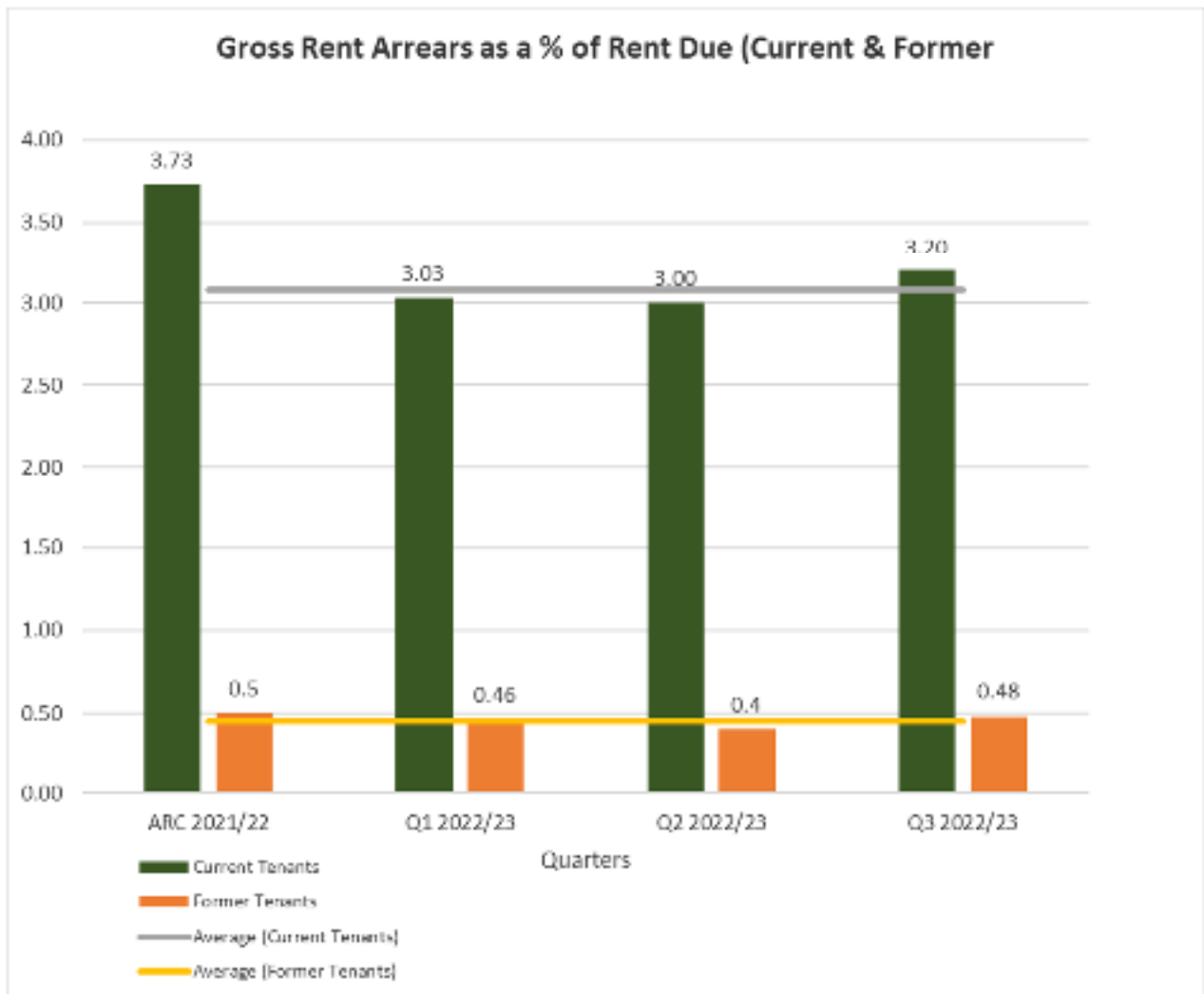
Narrative:- Slightly off target, and is impacted by the number of payments not made during the festive period along with the build up of benefit due.

In the previous Board reports we noted rent collected as Q1 101.16%, Q2 100.26%. One of the reporting functions on our housing management system has changed and the new reports are using the more accurate rent collection figures for rent due based on real time data. This has resulted in a variation in Q1 and Q2 figures from the previous reporting.

Rent Arrears as a % of rent due

KPI	ARC 2021/22	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Rent Arrears as % of Rent Due	4.23%	3.79%	3.49%	3.46%	3.70%





Narrative: - One of the reporting functions on our housing management system has changed and the new reports are more accurate as the rent collection and rent due figures based on real time data. These are also rounded up when combined. Comparing 3.70% in the first chart compared to the combined total of 3.68% in the second.

Arrears continue to remain lower compared to the ARC figure of 4.23% for 2021/22. As highlighted last quarter, the trend over the year is starting to see an increase in Q3 & 4 due to the technical arrears with the 13-month payment of HB and UC managed payments.

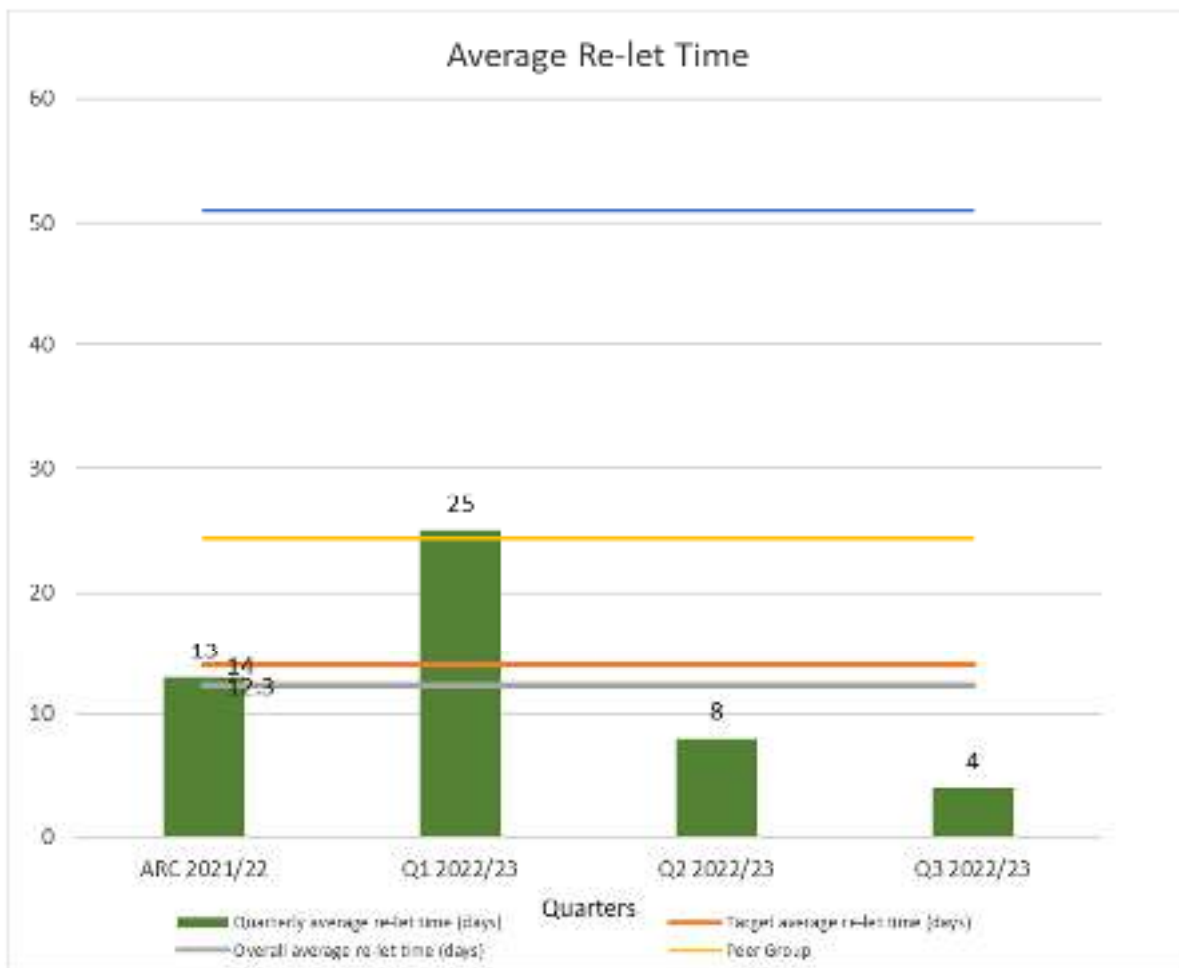
Update on cases at Recovery Stages & Legal Action

Notice Of Proceedings	3
Cases Referred to Harper MacLeod	1*
Cases at court*	1
Evictions	1

*non arrears – Termination of a Short Scottish Secure Tenancy

Average length of time to re-let properties

KPI	Target	ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Avg Relet Time	14 Days	13 Days	25 Days	8 Days	4 Days



Narrative: On target – Average void relet figures have decreased since Q1, although the average figure includes the new build sign ups at Ferguson Court, void turn around has been consistent, with three properties in the quarter under major repairs.

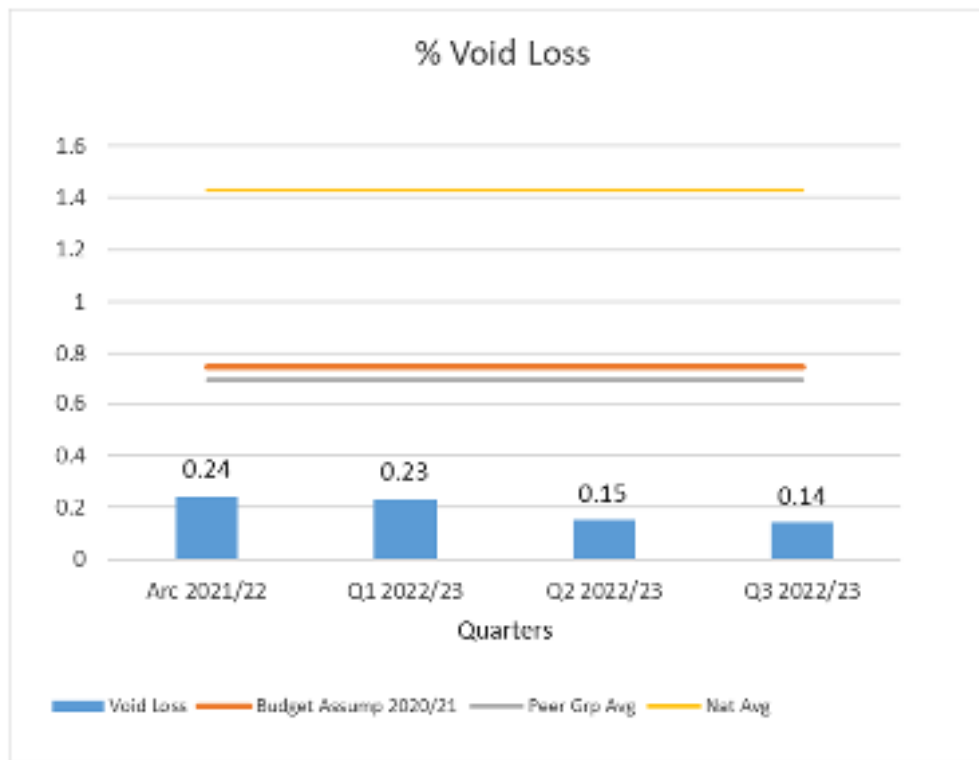
The Asset Manager and Housing Services Co-Ordinator continue with regular void meetings along with the LHAPS manager to review the trends in the void performance and identify the causes for any delays.

TABLE 1 shows properties which were over the 14 days: we had four properties over 14 days but three had major works as noted, those marked in red were over target and reasons noted.

PROP_CODE	Void Start Date	Void Start Month	Void Let Date	DAYS_VOID	Major Repairs	Total Days Void (excl MW)	Reason 14 Day+ Delay in signing tenant up (availability), one week after ready to let
	01/12/2022	Dec-22	22/12/2022	20	3	17	
	26/10/2022	Oct-22	18/11/2022	22	14	8	
	23/11/2022	Nov-22	09/12/2022	15	0	15	Relet works were substantial with £3k worth of rechargeable repairs
	25/10/2022	Oct-22	28/11/2022	33	25	8	

Percentage of rent due lost through properties being empty

KPI	Target	ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Void Loss	0.75%	0.24%	0.23%	0.15%	0.14%



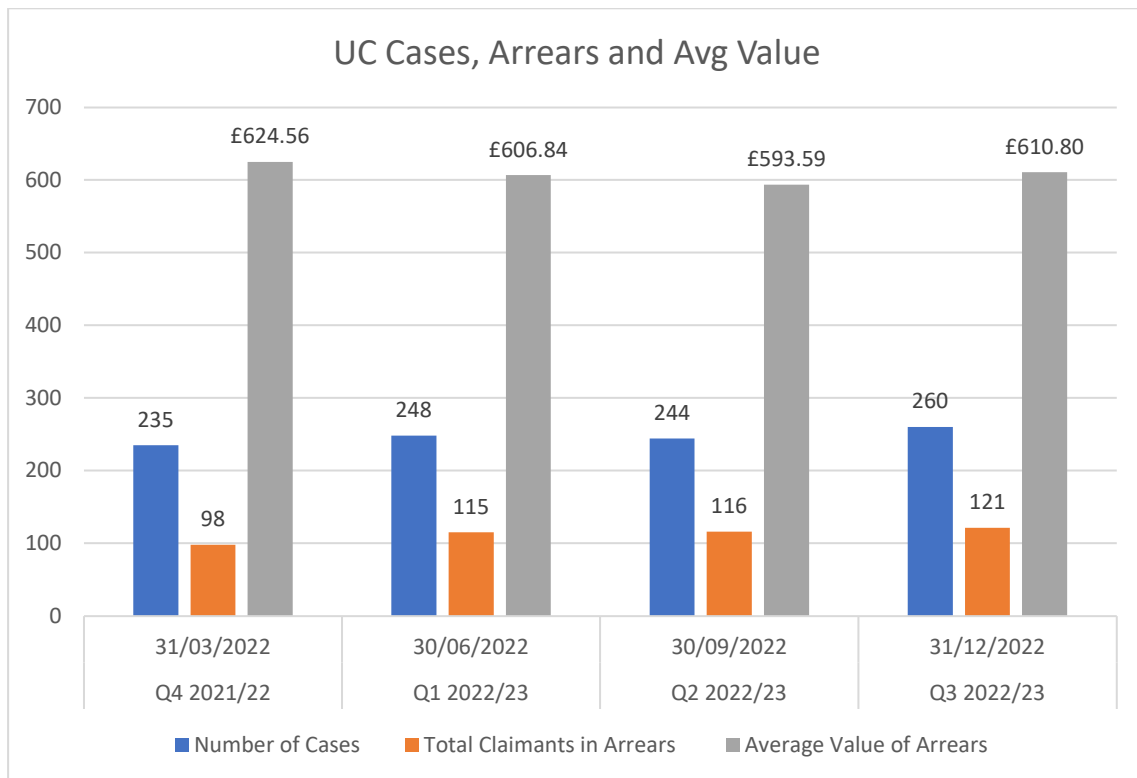
Narrative: Performance is within the budgetary target, void loss is higher despite the lower average relet time in Q3 because of the Ferguson Ct lets having zero day voids which reduces the average relet time.

One of the reporting functions on our housing management system has changed and the new have altered the figures for Q1 and Q2, this is due to the rent figure used on SDM corresponding to any gaps in rent associated with a void period as opposed to the void module, this ensure a more reliable measure free from manual input from the void actions.

Report on the impact of Universal Credit on income and arrears Q2 2022/23

The following is an analysis of our Universal Credit cases based on the 244 LHA tenants we have on UC.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	131	129	260
No. in Arrears	81	40	121
Arrears @ 31/03/22	£38,100.62	£23,105.82	£61,206.79
Arrears @ 30/06/22	£47,519.60	£26,269.94	£74,641.62
Arrears @ 30/09/22	£45,199.20	£23,657.55	£68,856.75
Arrears @ 31/12/22	£55,647.65	£18,258.59	£73,906.24



It is evident from Q4 2021/22 that UC arrears have increased by 17% whilst the number of cases has only increased by 9.6%, with increases across both managed and non-managed payments.

Analysis of UC arrears shows that UC debt attributes to 65% of **current** arrears. A large portion of the current arrears (49%) are due to managed payments and the payment schedule.

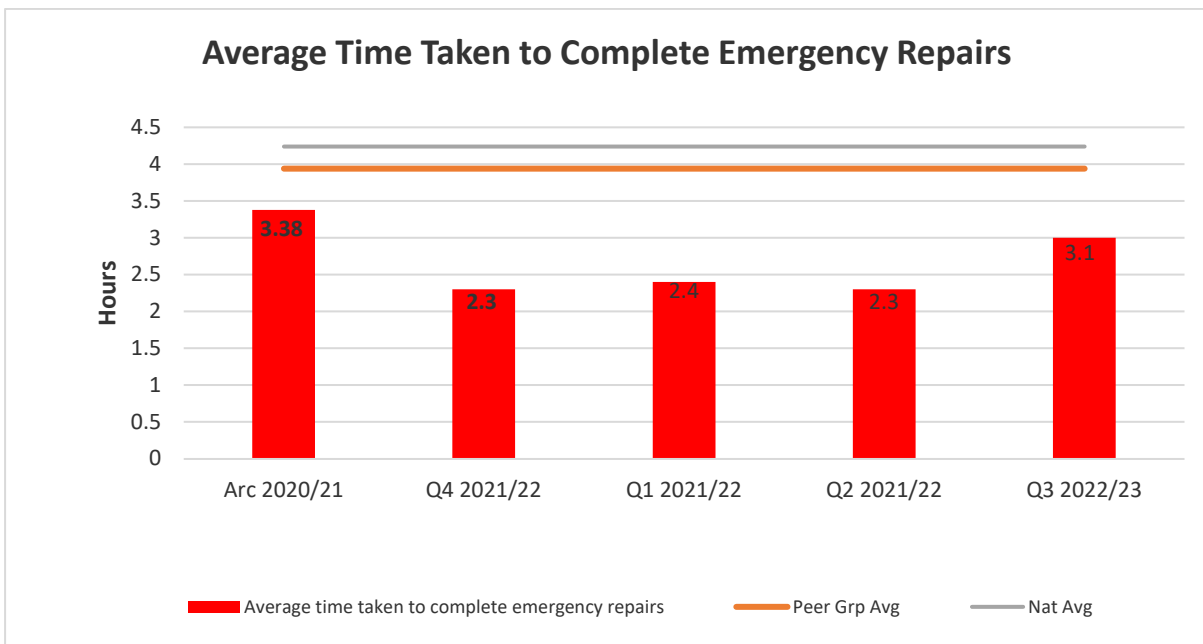
6% of UC cases have a balance over £1k, accounting for 12% of the total UC arrears cases and they are also responsible for 24% of the current arrears at EOP 31st December 2022. The purpose of providing the above breakdown is to show the overall major impact that UC has on current rent arrears.

We continue to monitor all UC cases on a regular basis through the UC audit to minimise reporting errors (although this is a manual process with the risk of error).

Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 3 2022/23

Average Time Taken to Complete Emergency Repairs

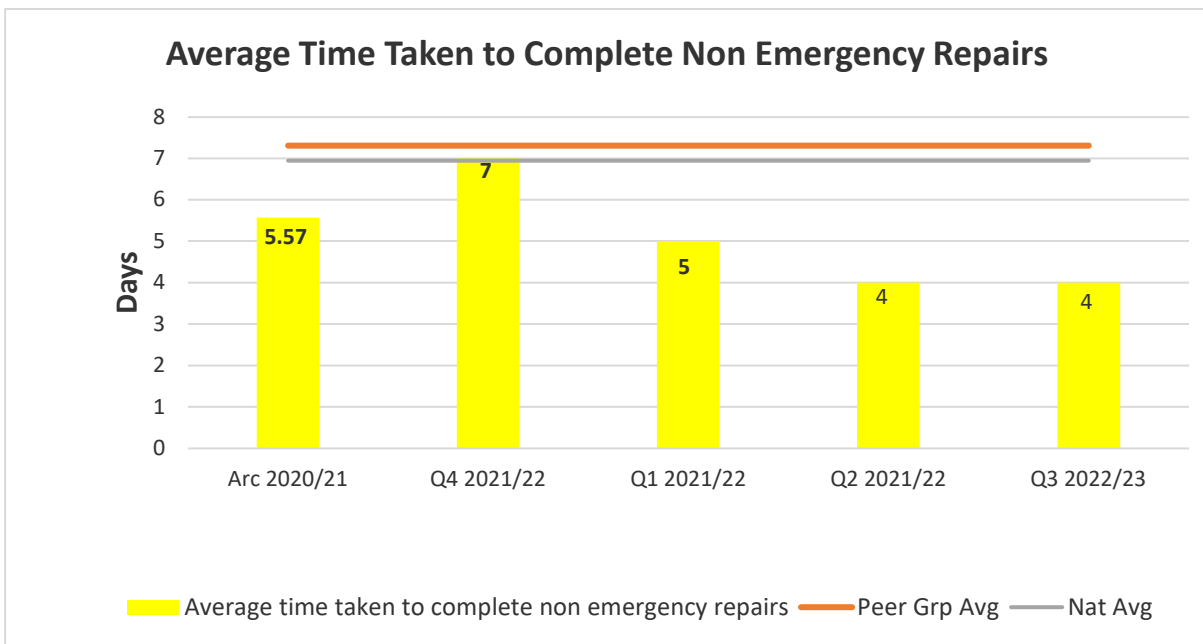
ARC 2021/22	Q4 2021/22	Q1 2021/22	Q2 2021/22	Q3 2022/23
2.66	2.3	2.4	2.3	3.1



Narrative:- On Target

Average Time Taken to Complete Non-Emergency Repairs

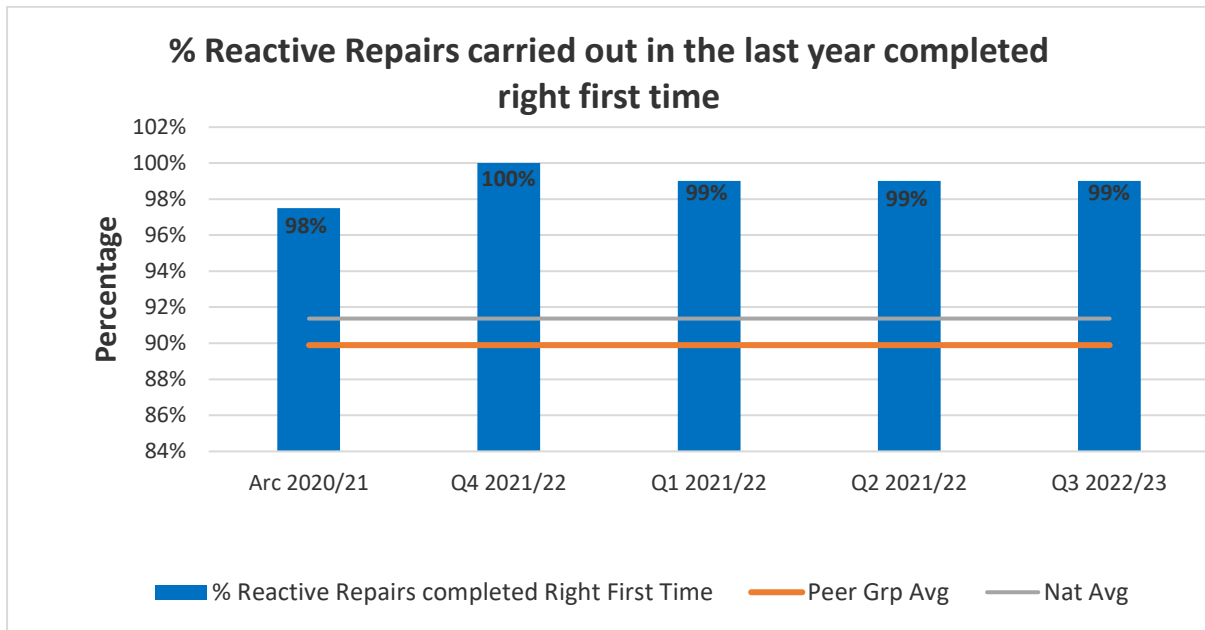
ARC 2021/22	Q4 2021/22	Q1 2021/22	Q2 2021/22	Q3 2022/23
6.6	7	5	4	4



Narrative:- On target

Percentage of Reactive Repairs Carried out in the last year completed Right First Time

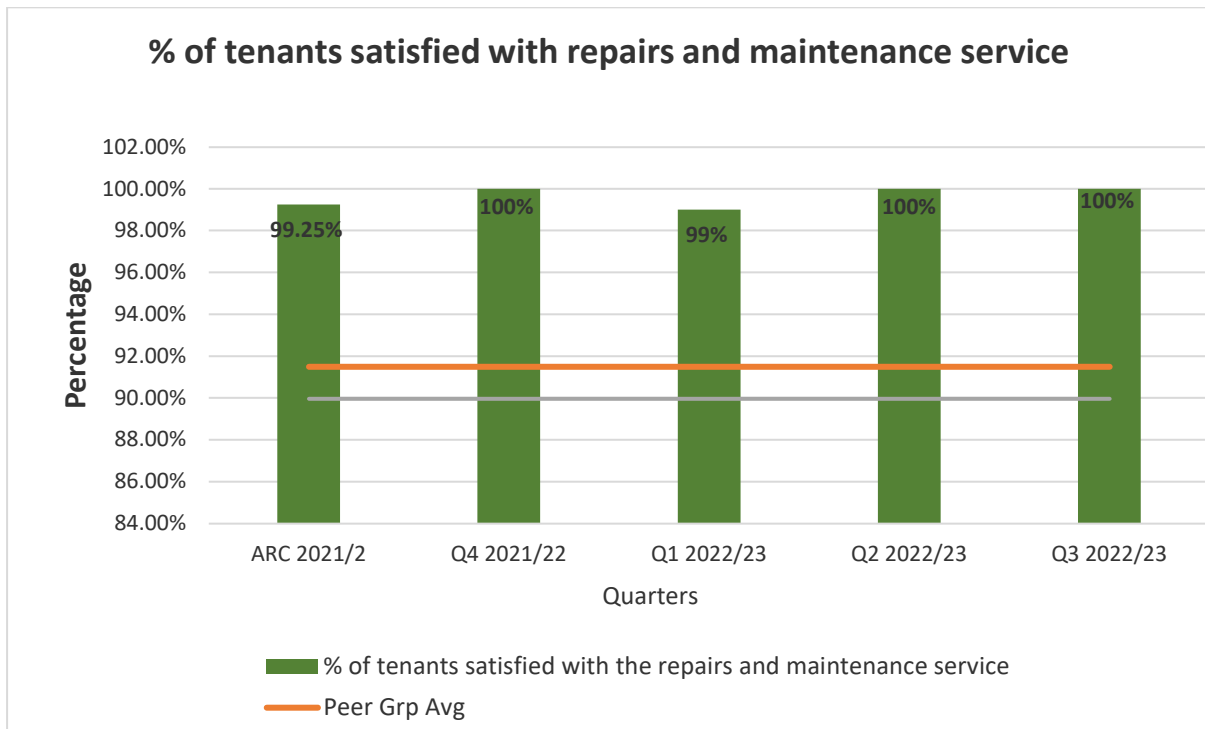
ARC 2021/22	Q4 2021/22	Q1 2021/22	Q2 2021/22	Q3 2022/23
99.16%	100%	99%	99%	99%



Narrative: On target

Percentage of tenants who are satisfied with the repairs and maintenance service

ARC 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
99.26%	100%	99%	100%	100%

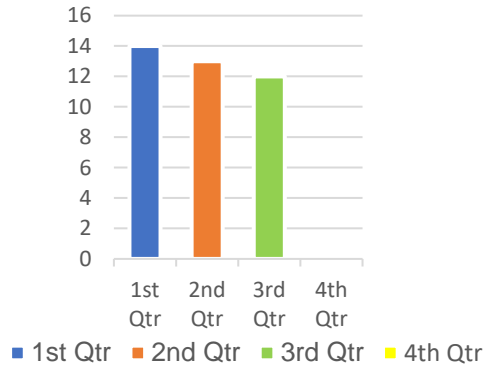


Narrative: A total of 386 tenants were called in quarter 3. 224 tenants were very satisfied and 17 were fairly satisfied. 115 did not answer, 27 stated works had not been complete, and these have now been followed up and 3 did not wish to participate.

Complaints Report – Quarter 3 2022/23

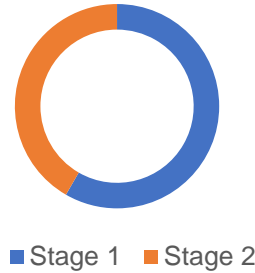


Total number of complaints received



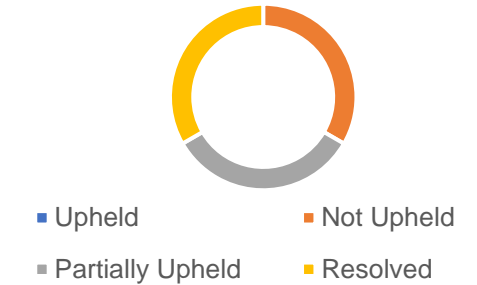
Stage 1 Complaints received 7
 Stage 2 Complaints received 5

Total number of complaints responded to



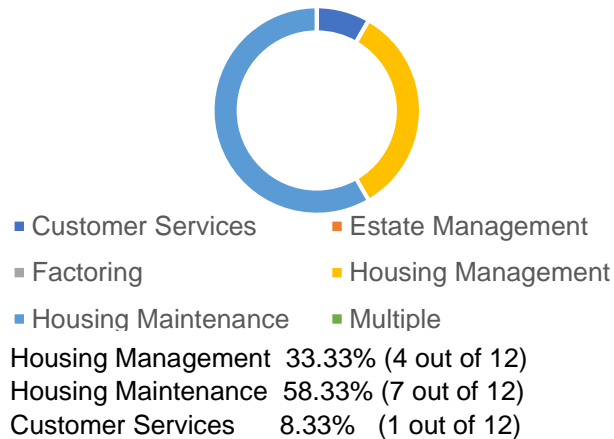
Stage 1 Complaints responded to 7
 Stage 2 Complaints responded to 5
 No equalities complaints were reported in Q2.

Total Number of complaints upheld

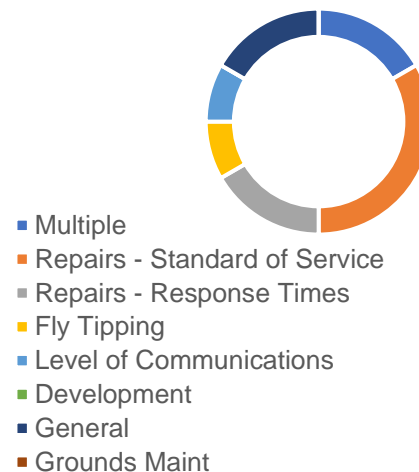


Upheld 0%
 Not Upheld 33.33% (4 out of 12)
 Partially Upheld 33.33% (4 out of 12)
 Resolved 33.33% (4 out of 12)

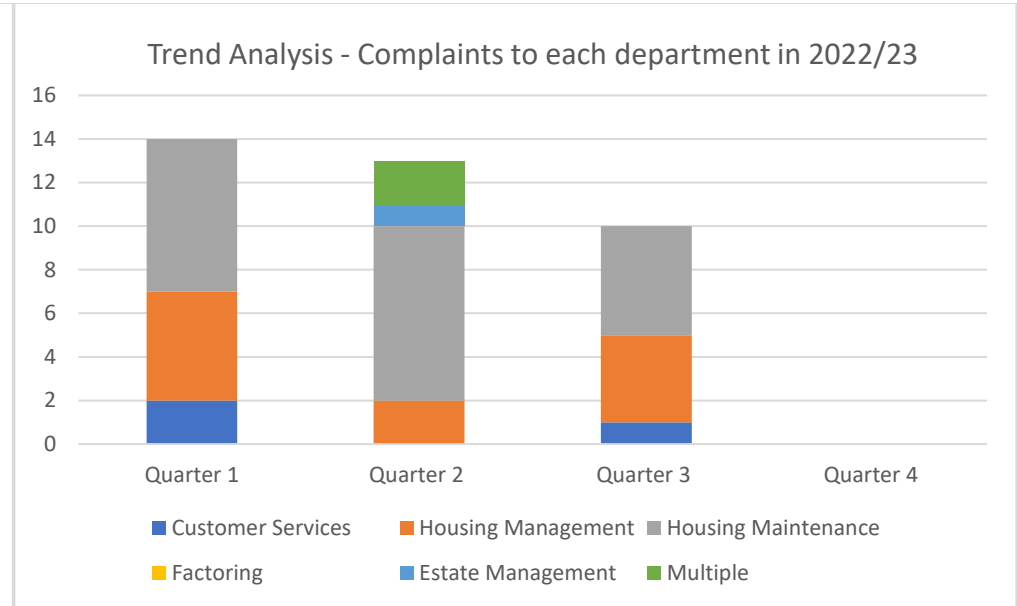
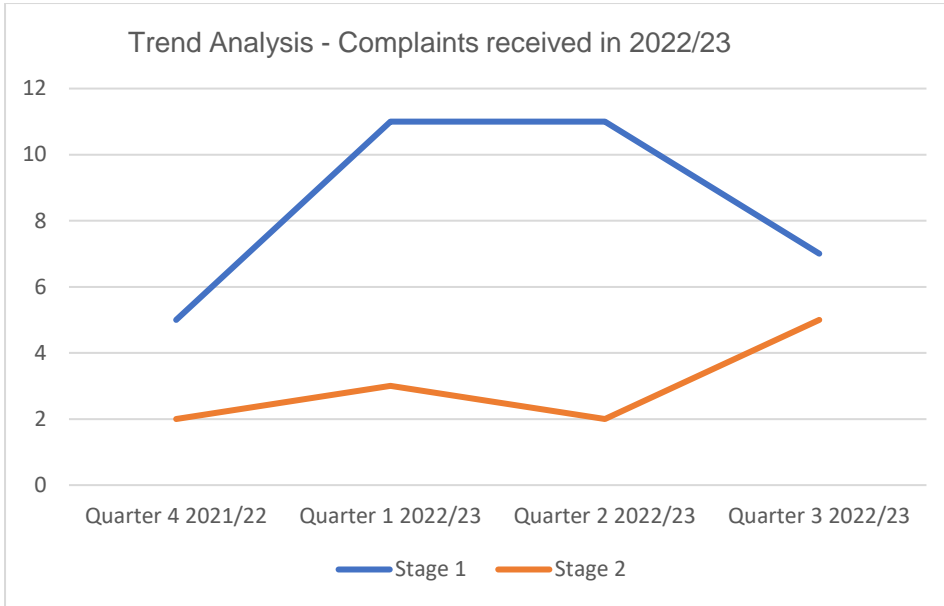
Department complaint was to Q3



Subcategory of complaints dealt with in Q3



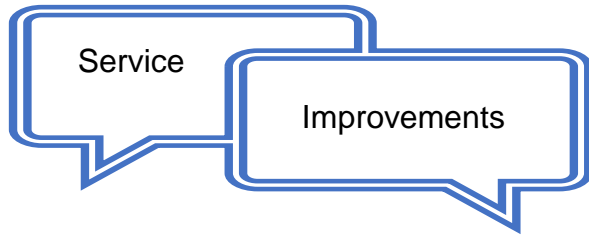
Multiple - 16.66% (2 out of 12)
 Repairs Standard of Service 33.33% (4 out of 12)
 Repairs Response Times 16.66% (2 out of 12)
 Fly Tipping 8.33% (1 out of 12)
 Level of Communications 8.33% (1 out of 12)
 Development 0%
 General 16.66% (2 out of 12)
 Grounds Maintenance 0%



The average number of days taken to resolve Stage 1 complaints was 3.6 days. One complaint was granted a five-day extension due to staff absences; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 13.8 days.



1. Going forward staff will confirm in writing arrangements that have been agreed with tenants and this will be recorded on SDM.

APPENDIX FOI and GDPR Requests for Quarter 3 2022/23

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	0	0
Freedom of Information Requests	0	0
Environmental Information Requests	0	0
Data Breaches	3	2 x incidences where an incorrect email address was used 1 x incidence where a document was emailed to several recipients but blind copy was not used