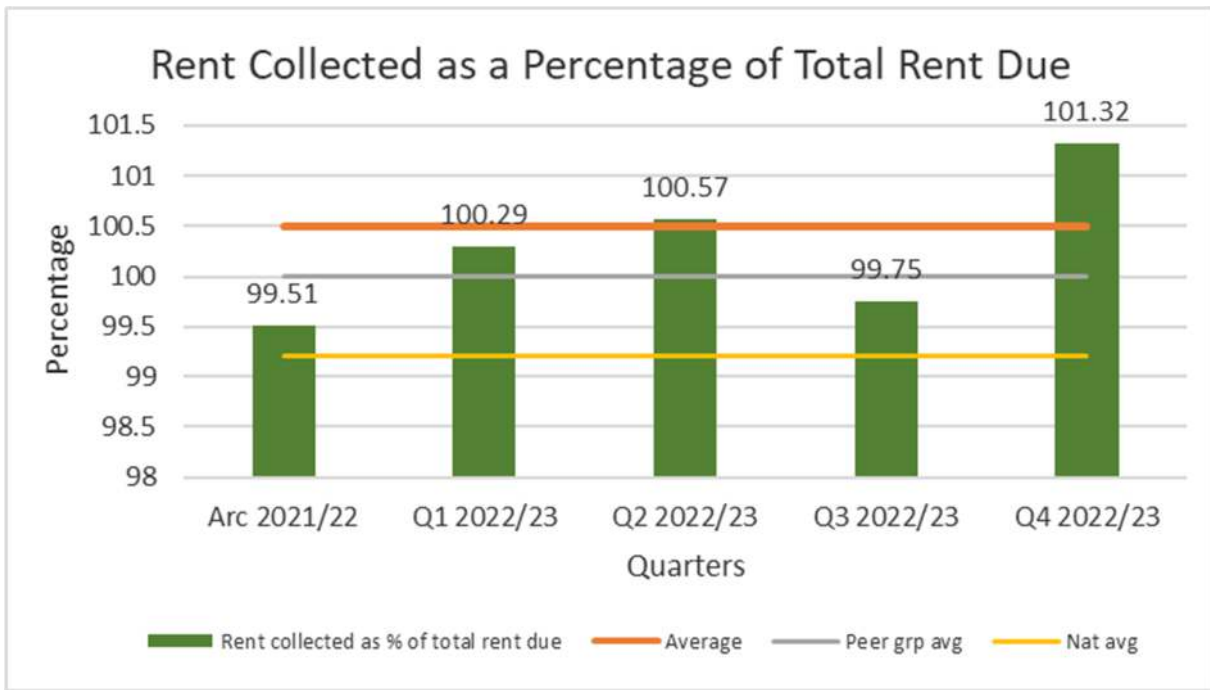


Appendix 1 HOUSING MANAGEMENT KPI'S QUARTER 4 2022/23

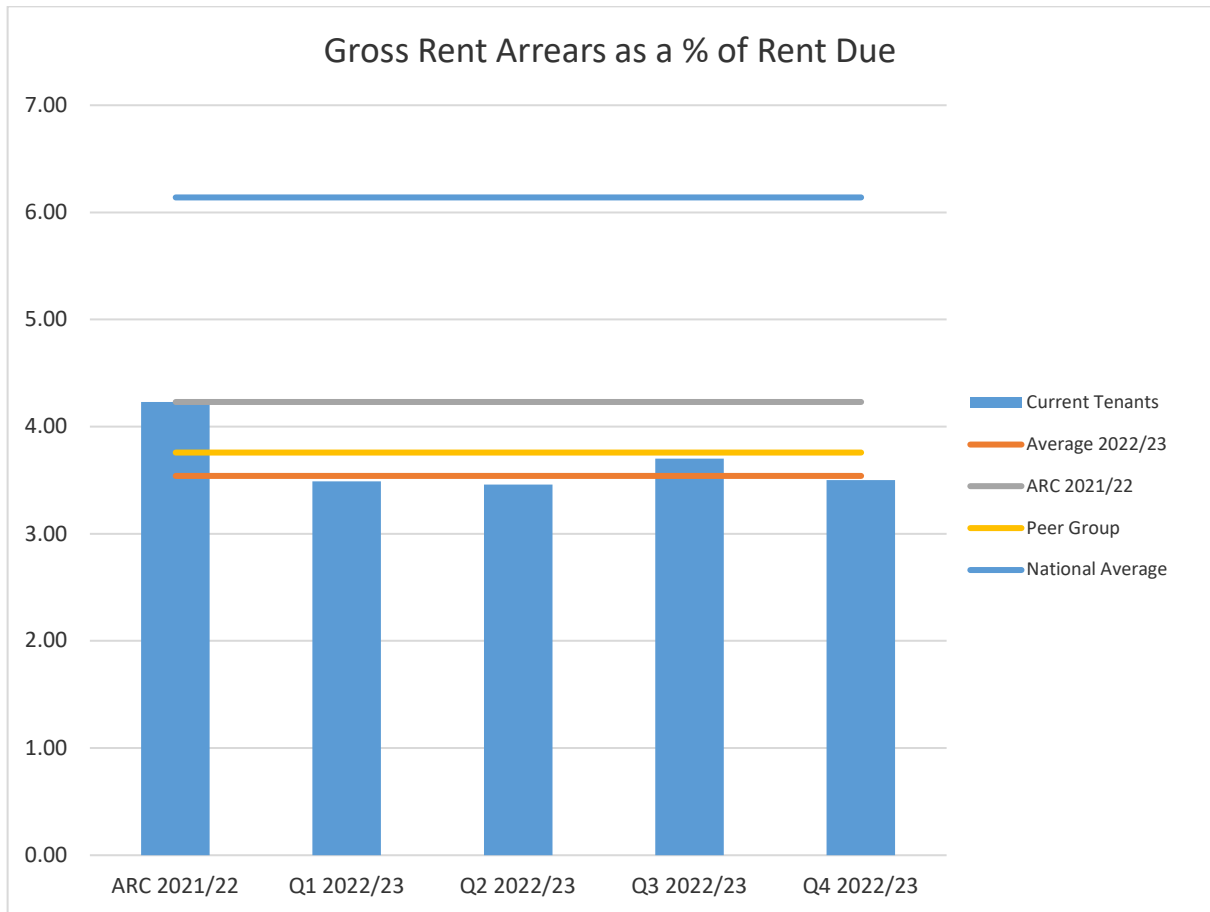
Rent Collected as a % of rent due

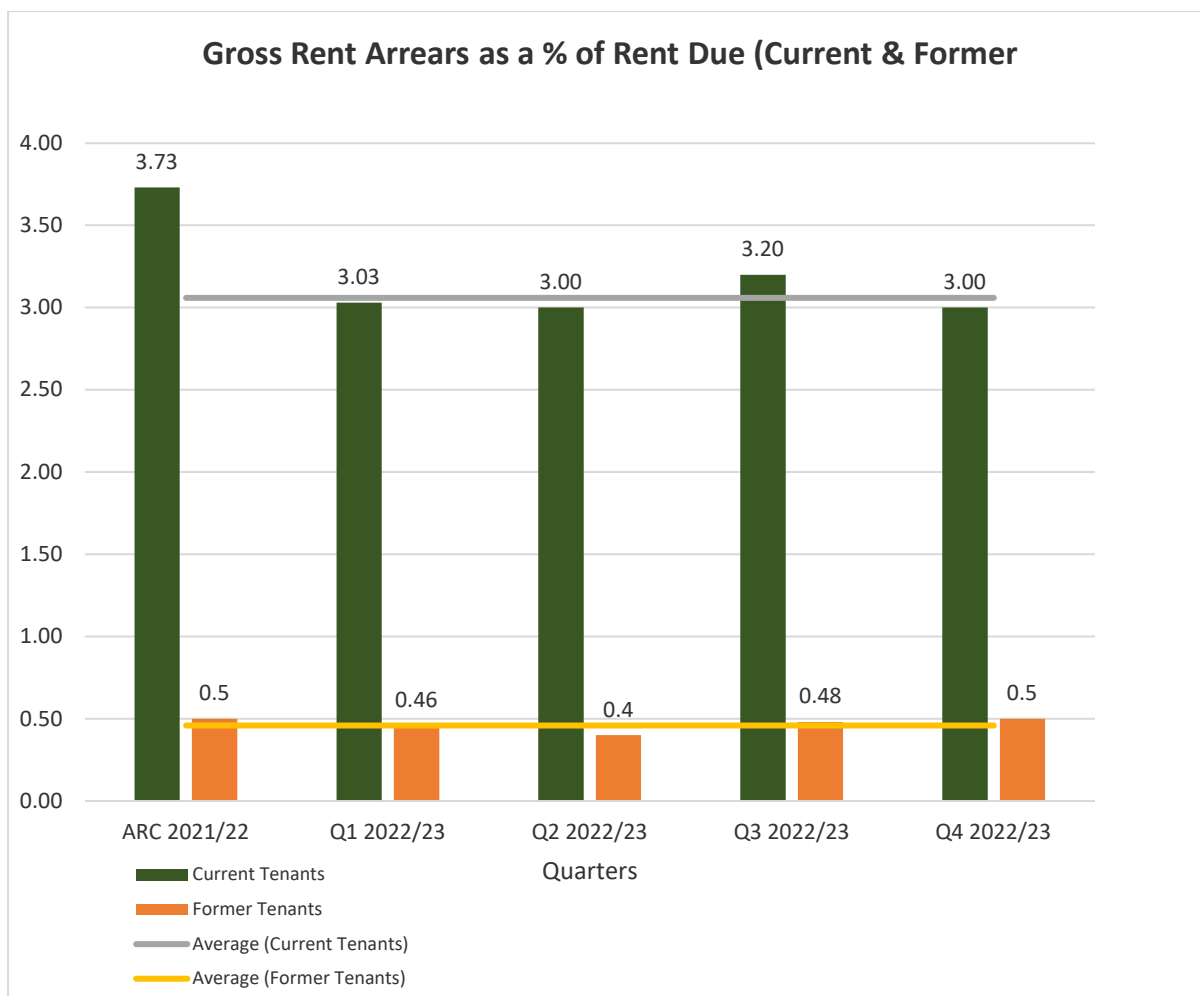
KPI	Target	ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Rent Collected as % of Rent Due	100%	99.51%	100.29%	100.57%	99.75%	101.32%



Rent Arrears as a % of rent due

KPI	ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Rent Arrears as % of Rent Due	4.23%	3.49%	3.46%	3.70%	3.50%





Update on cases at Recovery Stages & Legal Action

Notice Of Proceedings in the quarter	5
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	Q4 2022/23
Avg Relet Time	14 Days	13 Days	25 Days	8 Days	4 Days	13 Days

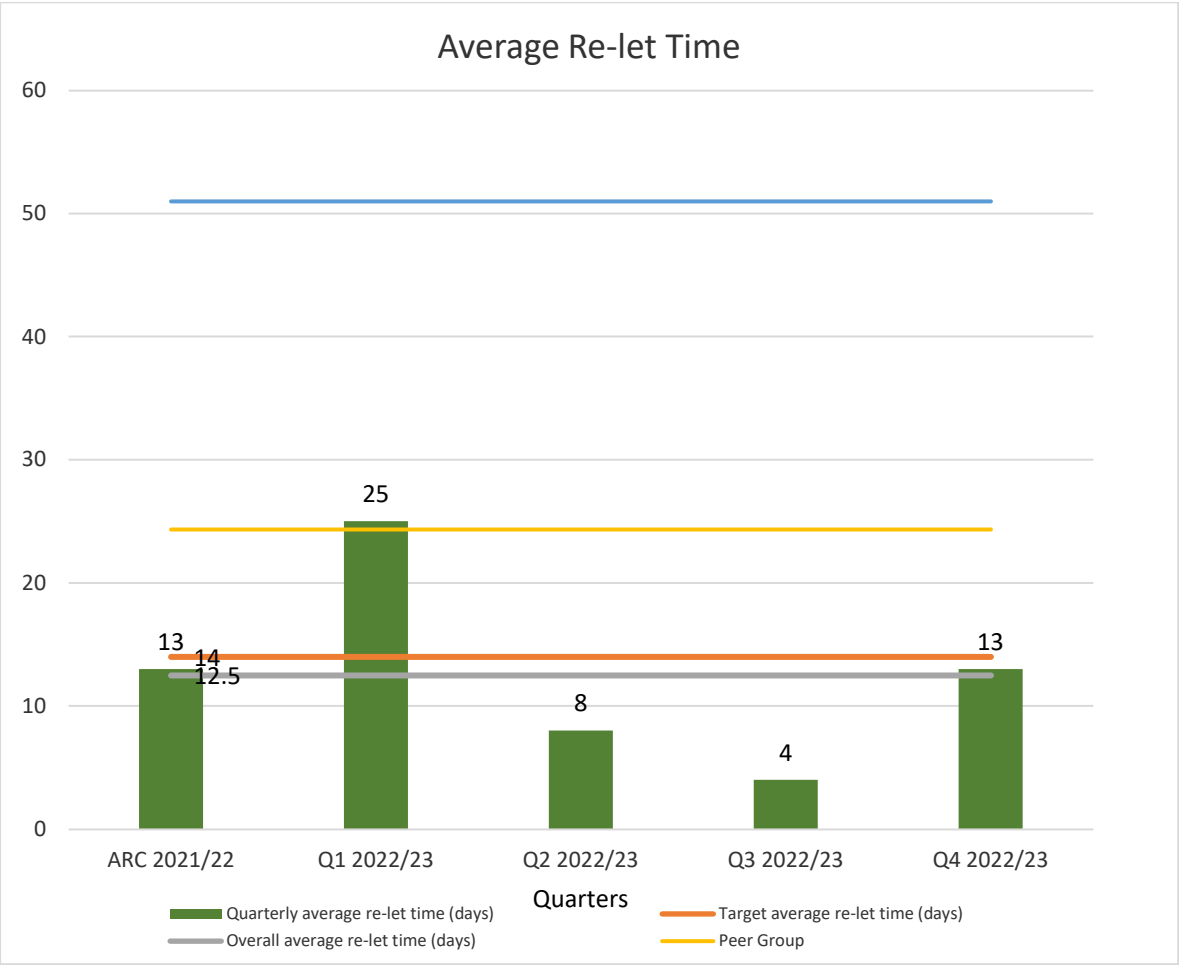


TABLE 1 shows properties which were over the 14 days: we had three properties over 14 days but one had major works as noted, those marked in red were over target and reasons noted.

Property	No of Days Void Calc	Major Repairs Days	Total Void Days (exc MR)
1	22	0	22
2	28	20	8
3	24	0	24

Percentage of rent due lost through properties being empty

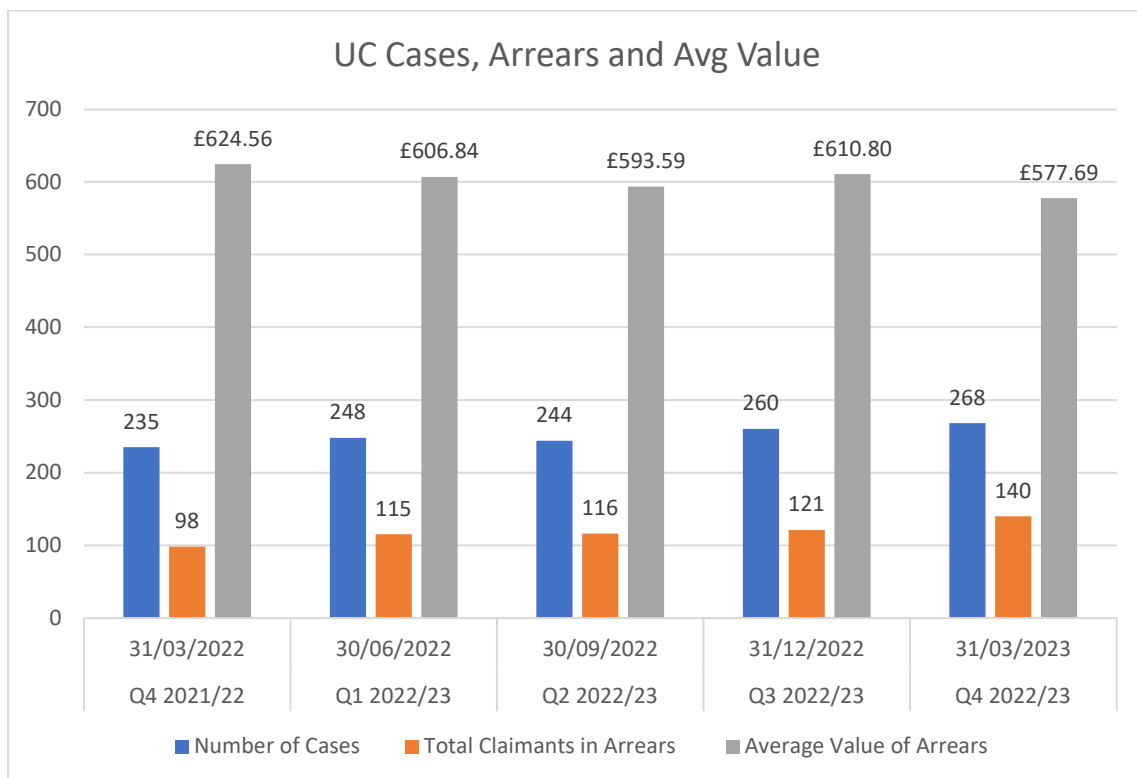
KPI	Target	ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Void Loss	1%	0.24%	0.23%	0.15%	0.14%	0.22%



Report on the impact of Universal Credit on income and arrears Q4 2022/23

The following is an analysis of our Universal Credit cases based on the 268 LHA tenants we have on UC.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	134	134	268
No. in Arrears	81	51	140
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
Arrears @ 31/03/23	£58,747.86	£22,129.21	80,877.07



It is evident when comparing Q4 2021/22 to Q4 2022/23 that UC arrears increased by 24%, partly due to managed payments where some claimants are due payment in arrears of more than 4 weeks. Whilst the level has

increased the number of UC arrears cases has also increased by 30%, across both managed and non-managed payments.

Analysis of UC arrears for Q4 2022/23 shows that UC debt attributes to 78% of **current** arrears. As HB was paid up to date for the financial year by 31/3/23, this provides a better idea of the impact UC has on our rent arrears. A large portion of the current arrears (57%) are due to managed payments and the payment schedule.

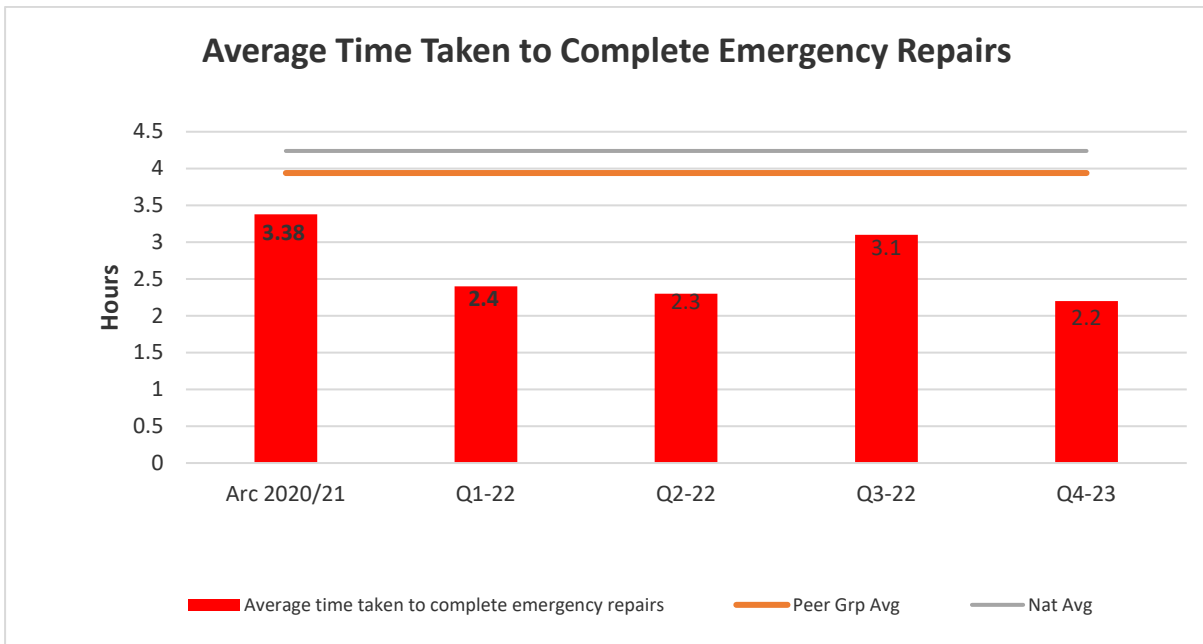
As the DWP rolls out universal credit to those of working age with a timescale of all legacy benefits converted by 2024. Having postponed the roll out due to covid the commencement of the roll out process will see all tenants who are claimants of: Income-Related Employment and Support Allowance, Income-Based Jobseeker's Allowance, Working Tax Credit, Child Tax Credit, Income Support and Housing Benefit for those of working age. The impact of these changes will be closely monitored, and reported on.

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 4 2022/23

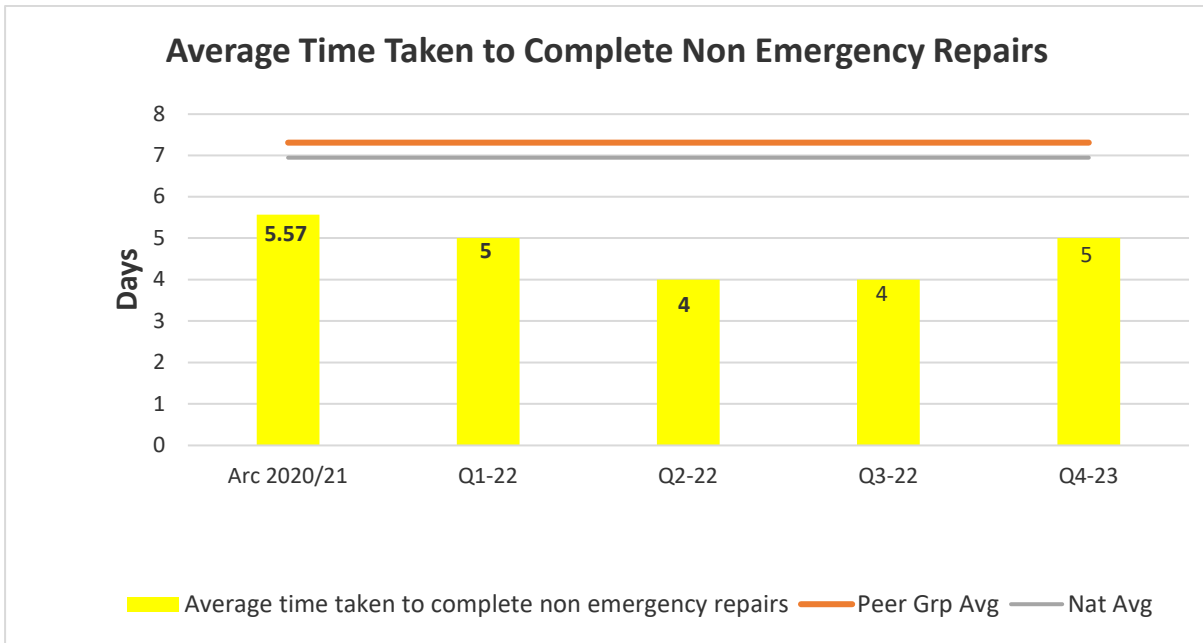
Average Time Taken to Complete Emergency Repairs

ARC 2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2022/23
2.66	2.4	2.3	3.1	2.2



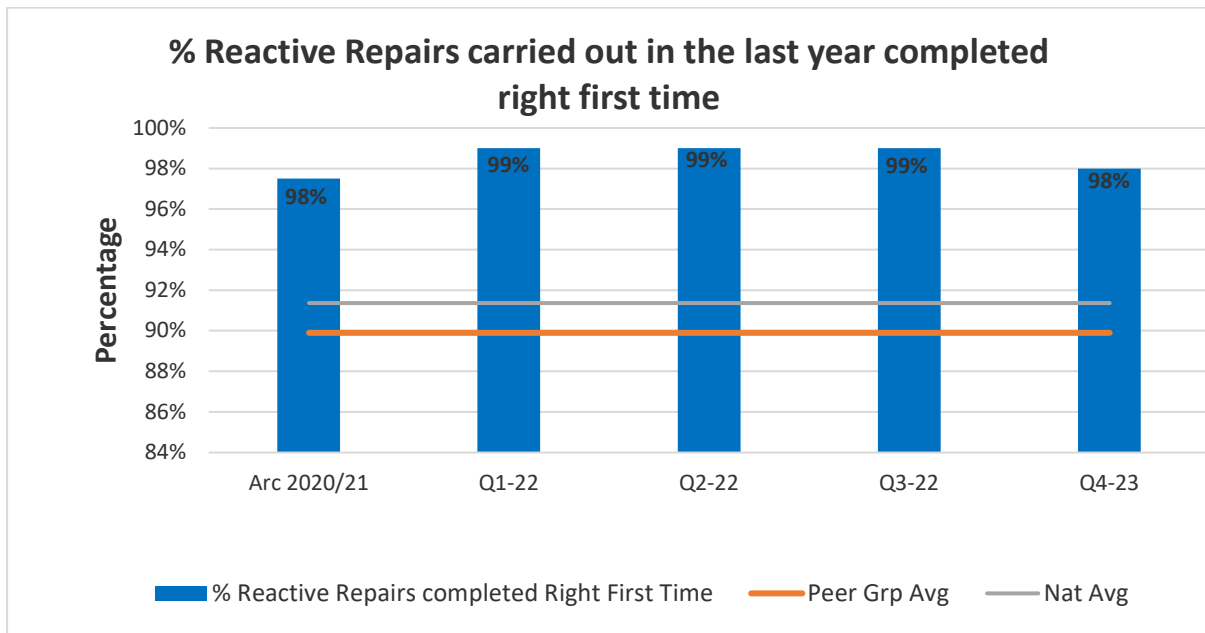
Average Time Taken to Complete Non-Emergency Repairs

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



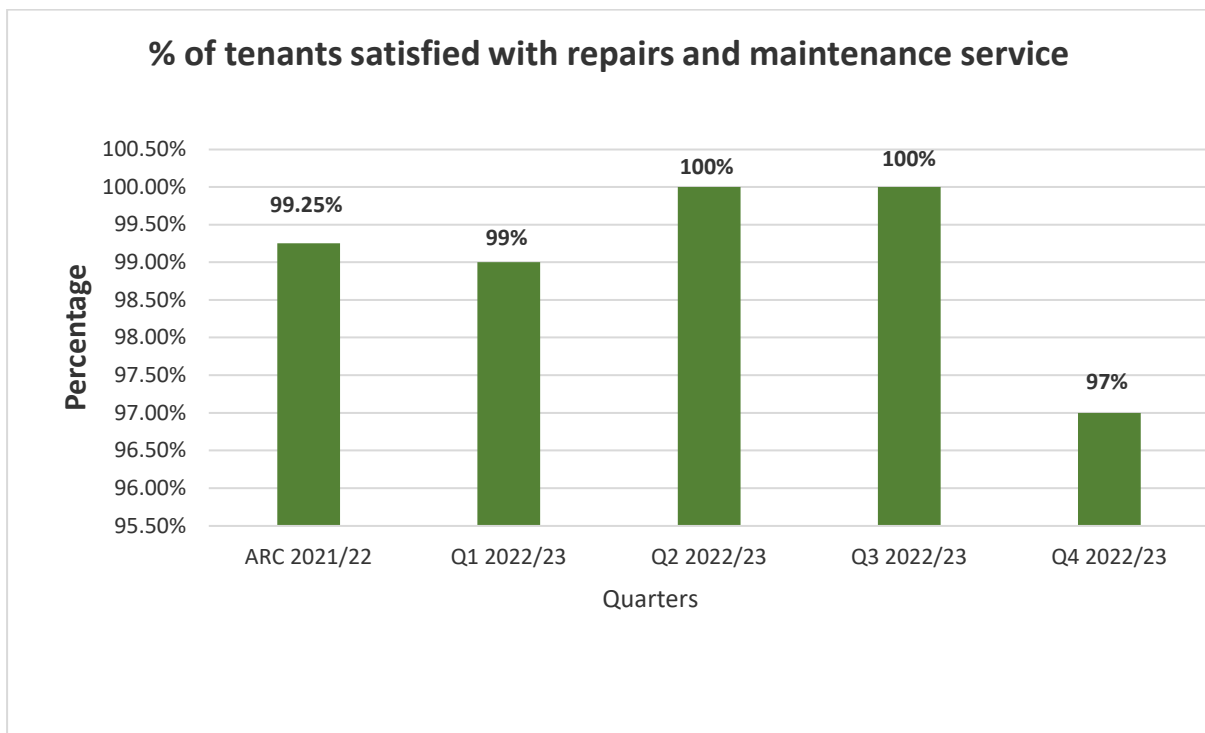
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

ARC 2021/22	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2022/23
99.16%	99%	99%	99%	98%



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

ARC 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
99.26%	99%	100%	100%	97%



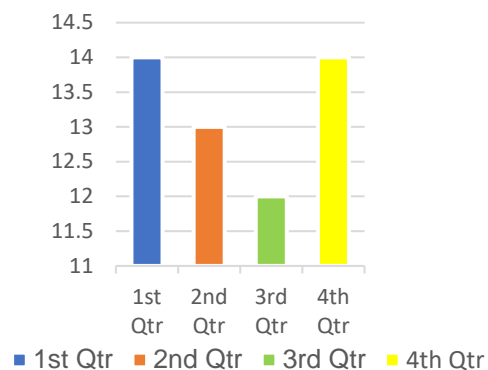
Narrative: A total of 405 tenants were called in quarter 4. 218 tenants were very satisfied and 25 were fairly satisfied. 4 were very dissatisfied and 1 was fairly dissatisfied. 127 did not answer, 24 stated works had not been complete, and these have been followed up and 6 did not wish to comment.

Of the 5 tenants identified above who were dissatisfied with the service, 2 were unhappy about the condition their property was left in following the repair, 1 was unhappy that the tradesmen were carrying out a repair outside but had failed to let her know they were there and 2 commented further works were required. All tenants have been contacted with apologies, where necessary and further works carried out where required. LHAPS have been contacted regarding service improvements.

Complaints Report – Quarter 4 2022/23

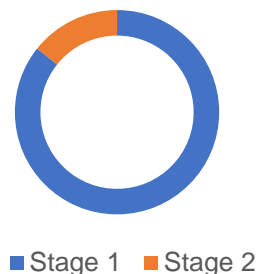


Total number of complaints received



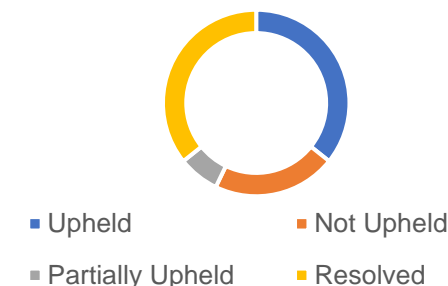
Stage 1 Complaints received 12
 Stage 2 Complaints received 2

Total number of complaints responded to



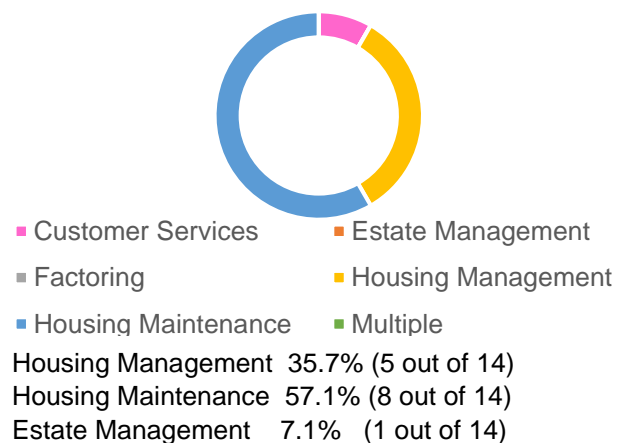
Stage 1 Complaints responded to 12
 Stage 2 Complaints responded to 2
 No equalities complaints were reported in Q2.

Total Number of complaints upheld

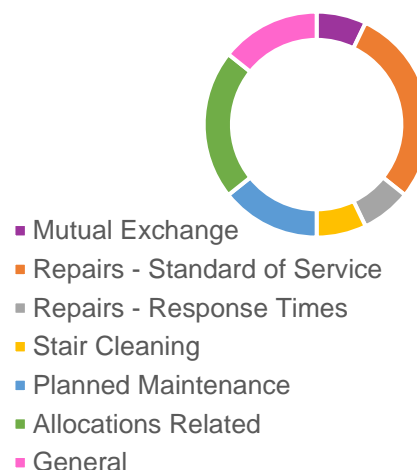


Upheld 35.7% (5 out of 14)
 Not Upheld 21.4% (3 out of 14)
 Partially Upheld 7.1% (1 out of 14)
 Resolved 35.7% (5 out of 14)

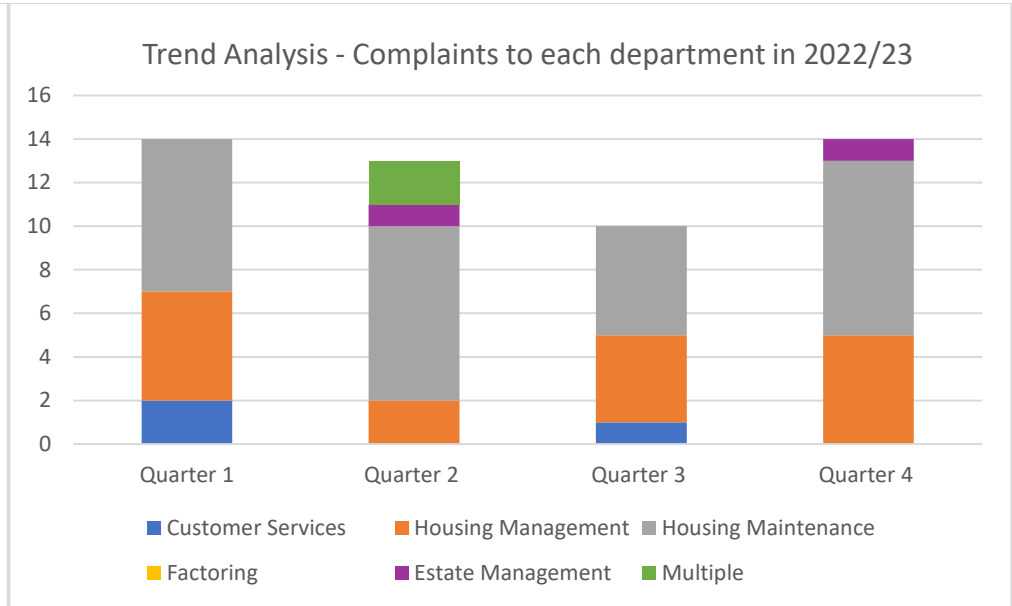
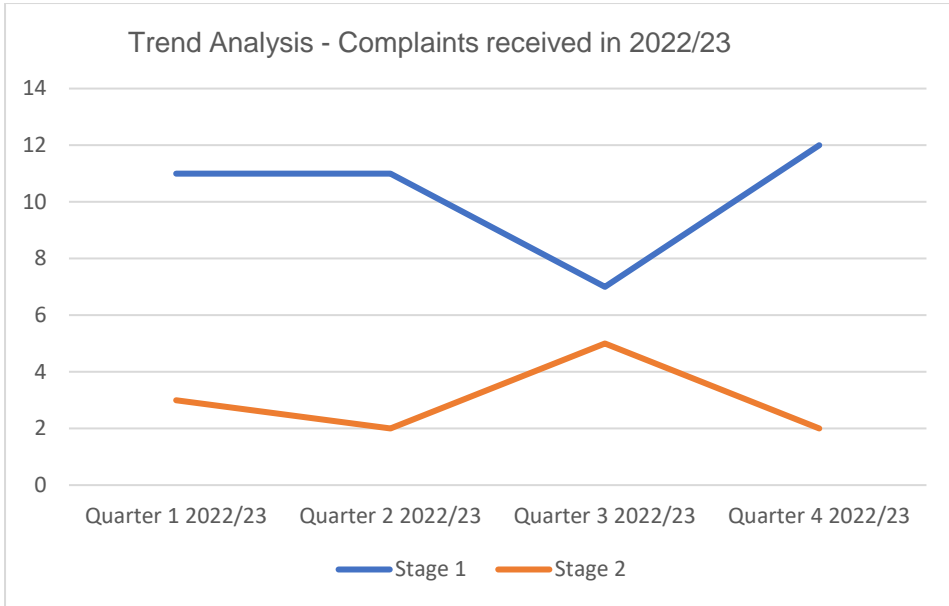
Department complaint was to Q3



Subcategory of complaints dealt with in Q3



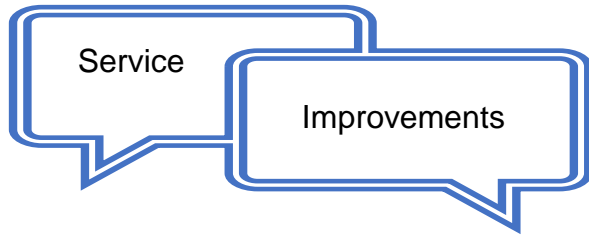
Mutual Exchange - 7.1% (1 out of 14)
 Repairs Standard of Service 28.6% (4 out of 14)
 Repairs Response Times 7.1% (1 out of 14)
 Stair Cleaning 7.1% (1 out of 14)
 Planned Maintenance 14.3% (2 out of 14)
 Allocations Related 21.4% (3 out of 14)
 General 14.3% (2 out of 14)



The average number of days taken to resolve Stage 1 complaints was 3.5 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 13.5 days.



1. Remember to update leaflets when procedures are changed.
2. Amend the termination of tenancy leaflet and termination of tenancy letter
3. Discussion to be had with Housing Officers on information that should be discussed with Sharing Owners and the need to ensure any variations are communicated with Sharing Owners.
4. Review the sensitive let process within the procedure, review and map areas or properties that require sensitive lets.



Compliments

1. Tenant asked for their appreciation to be passed onto the Work Planners and thanked them for the great service provided.
2. Tenant asked for their thanks to be passed onto the Technical Officers for their help in dealing with a void property.
3. Tenant asked for their thanks to be passed onto the joiner and apprentice joiner who was out at their property, they were both very professional and helpful on the two occasions they visited.

APPENDIX 4 FOI and GDPR Requests for Quarter 4 2022/23

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	0	0
Freedom of Information Requests	1	1 x disclosed in full
Environmental Information Requests	1	1 x disclosed in full of which a review was requested. The original response was upheld and confirmed to comply with EIR guidelines. No further action
Data Breaches	1	1 x incidence where an incorrect email address was used