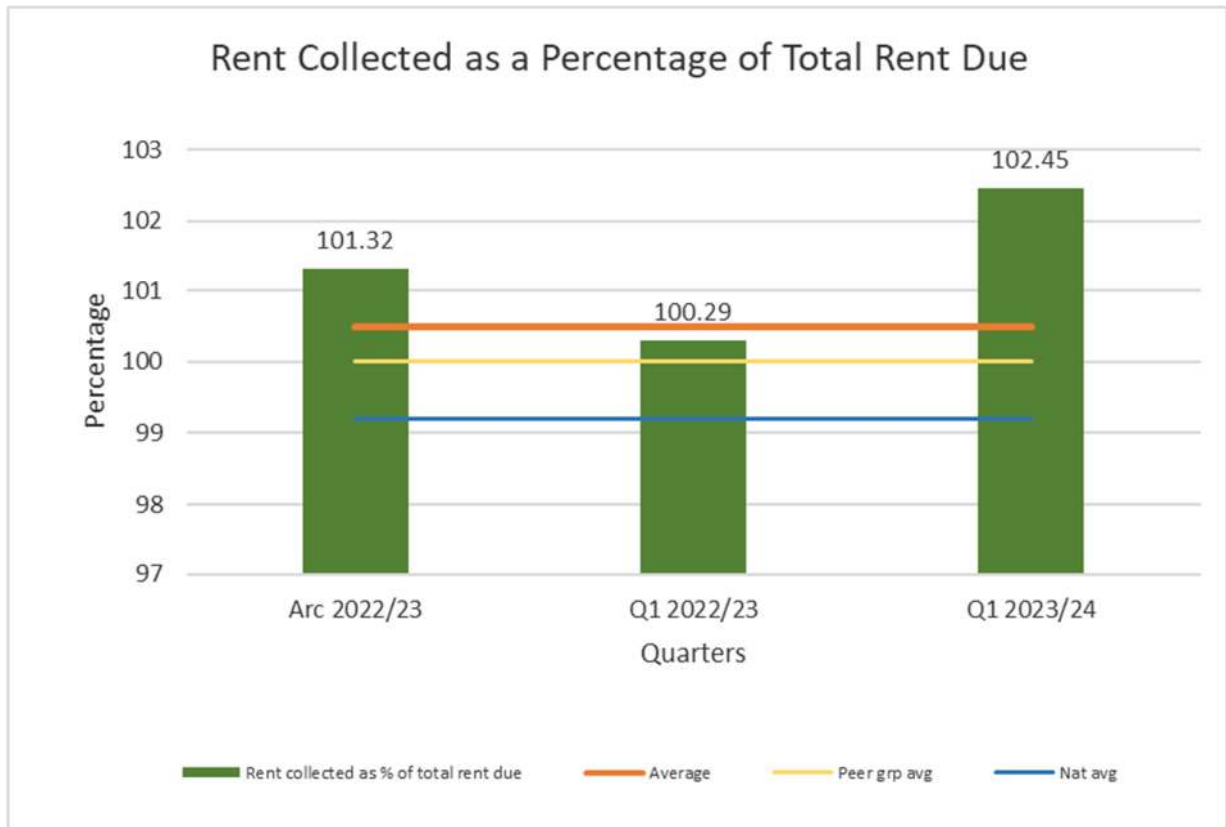


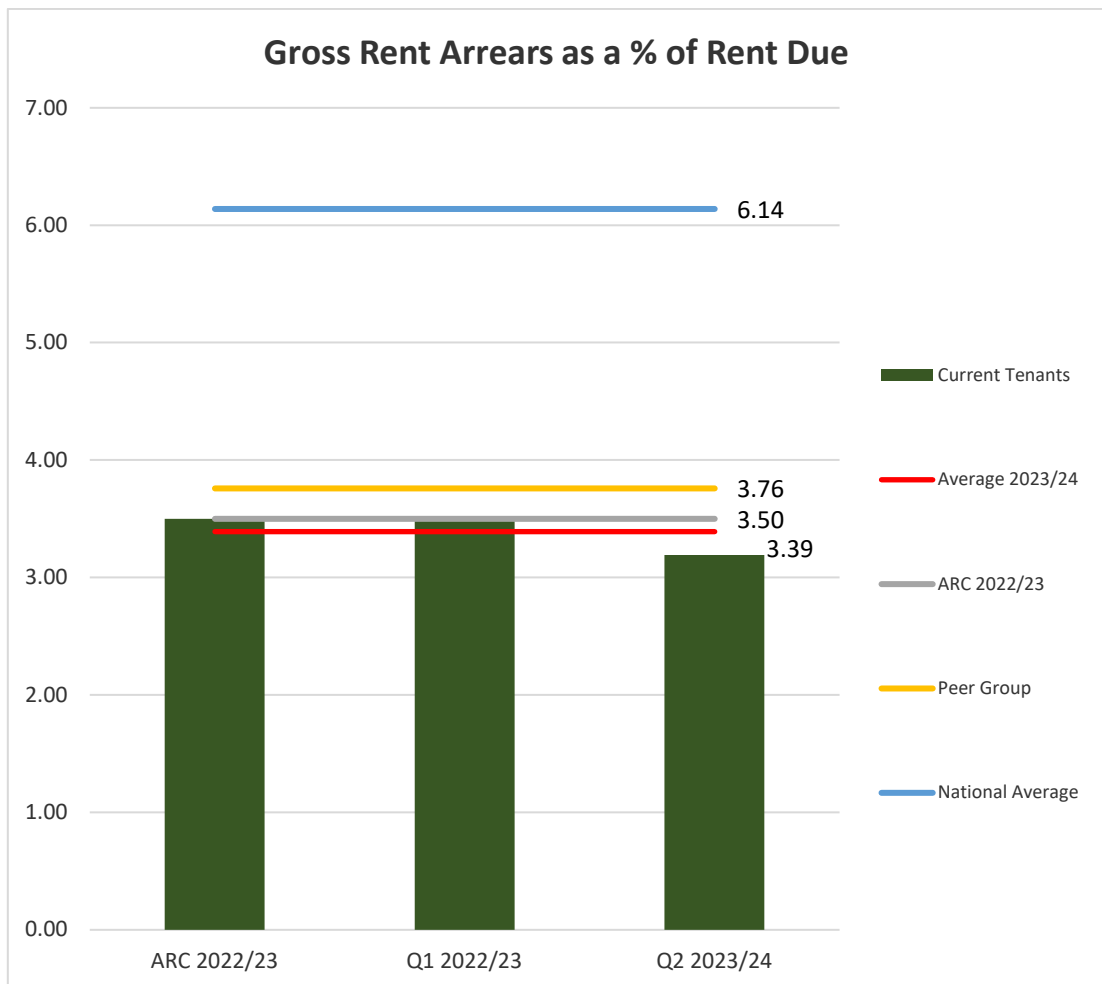
**Rent Collected as a % of rent due**

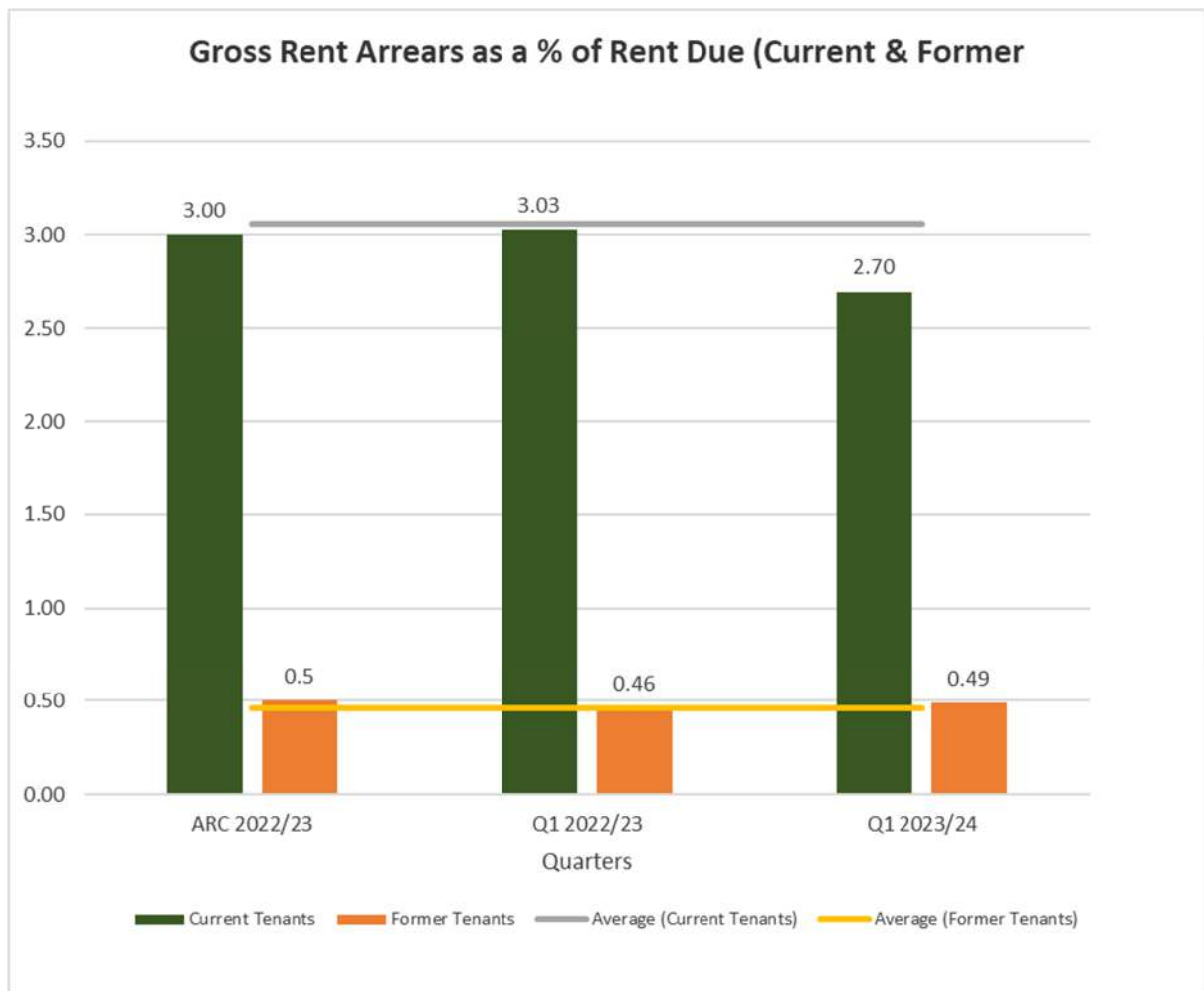
KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24
<b>Rent Collected as % of Rent Due</b>	<b>101.32%</b>	<b>100.29%</b>	<b>102.45%</b>



**Rent Arrears as a % of rent due**

KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24
<b>Rent Arrears as % of Rent Due</b>	<b>3.50%</b>	<b>3.49%</b>	<b>3.19</b>





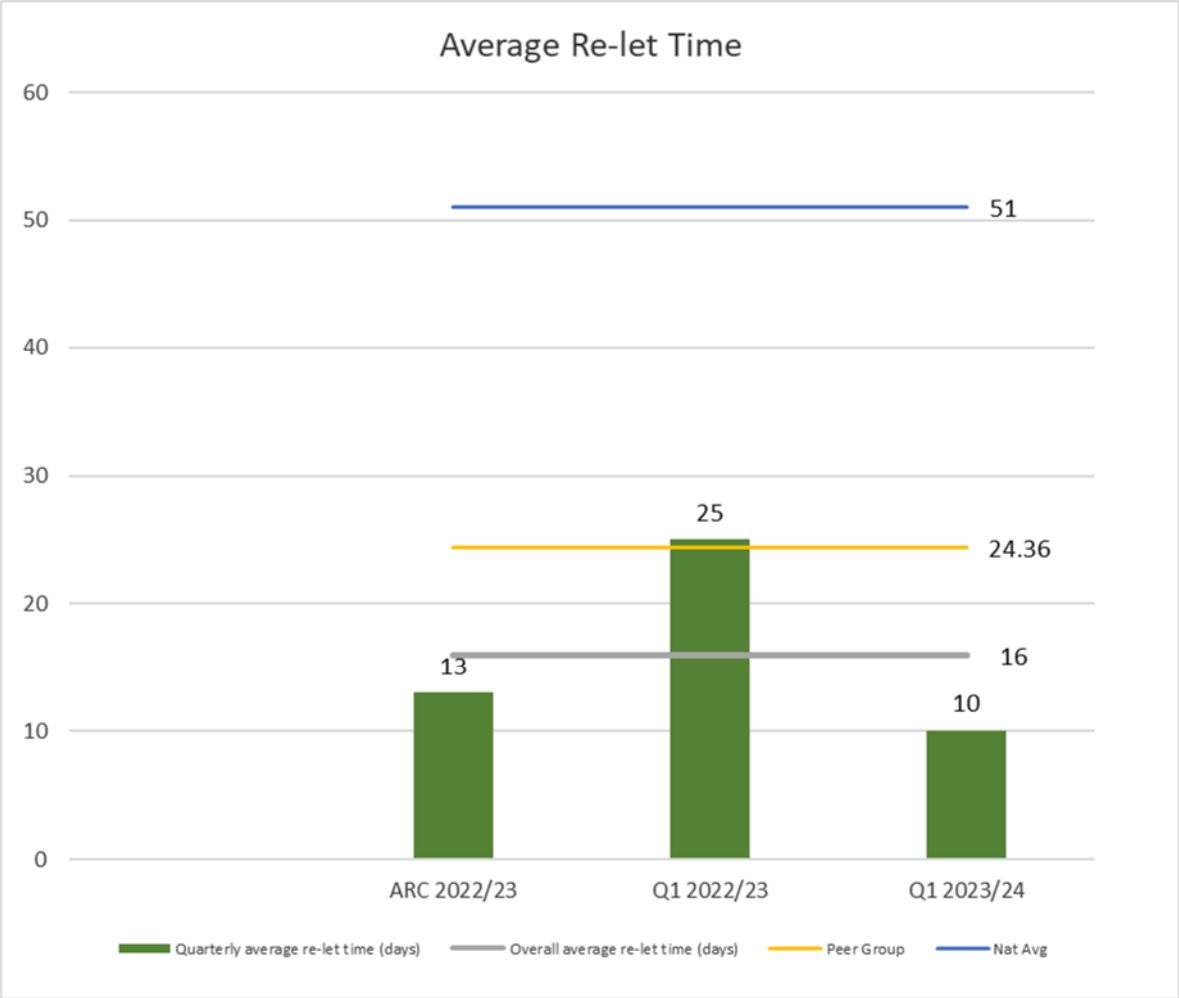
***Update on cases at Recovery Stages & Legal Action 2023/24***

Notice Of Proceedings in the quarter	5
Cases Referred to Harper MacLeod	1*
Cases at court*	1
Evictions	0

\*non arrears – Termination of a Short Scottish Secure Tenancy

**Average length of time to re-let properties**

KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24
<b>Avg Relet Time</b>	<b>13 Days</b>	<b>25 Days</b>	<b>10 Days</b>



**TABLE1** - There were 17 relets in the quarter resulting in void periods ending which provides the total days a property is void and the average relet time. Those listed below are properties with a high void period.

Prop-Void Let	No of Days Void Calc	Major Repairs Days	Total Void Days (exc MR)
[REDACTED]	45	0	45
[REDACTED]	31	15	16
[REDACTED]	13	0	13
[REDACTED]	19	0	19
[REDACTED]	13	0	13
[REDACTED]	12	0	12
[REDACTED]	28	0	28

[REDACTED]

[REDACTED]

[REDACTED] Refusals on property after it was ready to let.

[REDACTED] Refusals resulted in the extra days.

[REDACTED] Void straddled two weekends otherwise it would have been 9 days.

[REDACTED] Property returned with no notice and requiring clearing, and substantial works

[REDACTED] Long terms tenancy issues, property in poor state on return requiring substantial work, also refusals added to the days void.

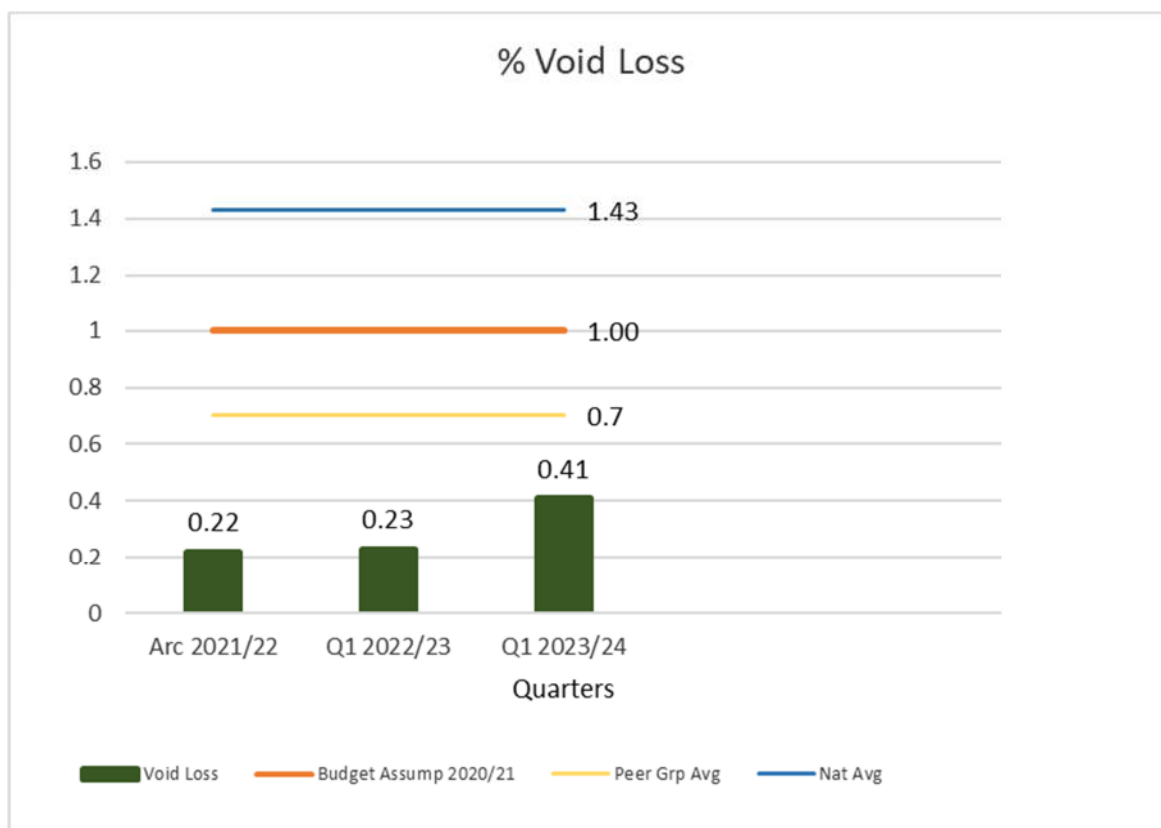
**Allocation Refusals and Withdrawals**

25% tenancy offers refused during the quarter.

Percentage of tenancy offers refused during the quarter		
i)	Number of tenancy offers during the quarter	28
ii)	The number of tenancy offers that were refused	7
<b>Reasons for refusal (sumarised):</b>		
	Change of circs	3
	Unsuitable area	1
	Unsuitable property	2
	Requires adapted property	1
		0
		0
		0
		0
		7
iii)	Percentage of tenancy offers refused during the quarter	25.00%

**Percentage of rent due lost through properties being empty**

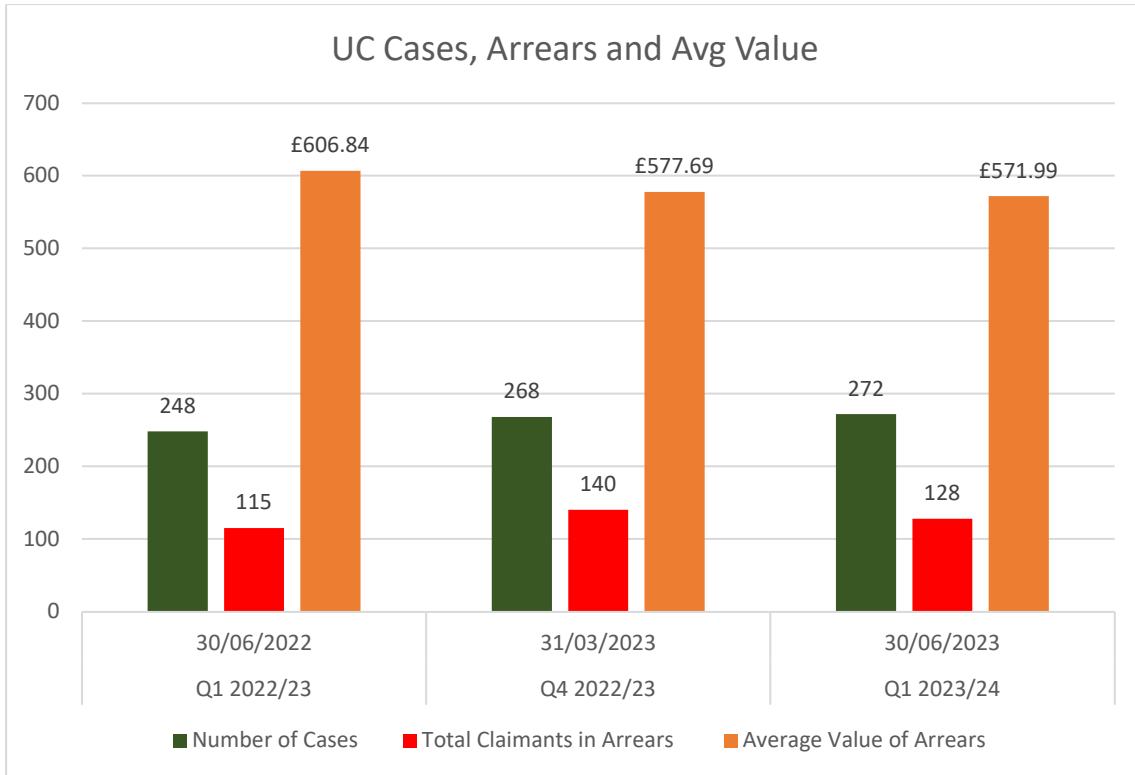
KPI	Budget	ARC 2022/23	Q1 2022/23	Q1 2023/24
Void Loss	1%	0.22%	0.07%	0.41%



***Report on the impact of Universal Credit on income and arrears Q1 2023/24***

The following is an analysis of our Universal Credit cases based on the 272 LHA tenants we have on UC at 30.06.23.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	131	141	272
No. in Arrears	77	51	128
Arrears @ 31/03/23	£58,747.86	£22,129.21	80,877.07
Arrears @ 30/06/23	£52,779.06	£20,435.94	£73,215.00



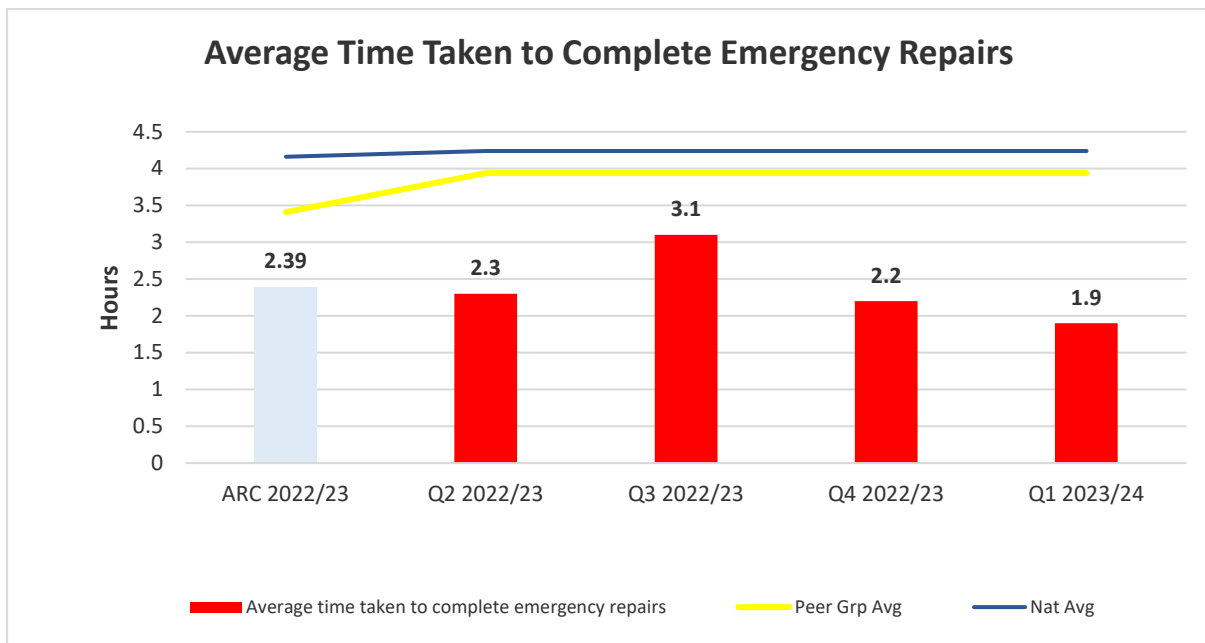
Analysis of UC arrears for Q1 2023/24 shows that UC debt attributes to 69% of **current** arrears, down 9% on last quarter. A large portion of the current arrears (50%) are due to managed payments and the payment schedule. Looking at average arrears, our current average is £485.50, however, for UC cases it is £571.99 and for managed payments £685.44, interestingly the average debt for UC non-direct payments is £400.70, which is lower than the overall average for current 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 1 2023/24**

**Average Time Taken to Complete Emergency Repairs**

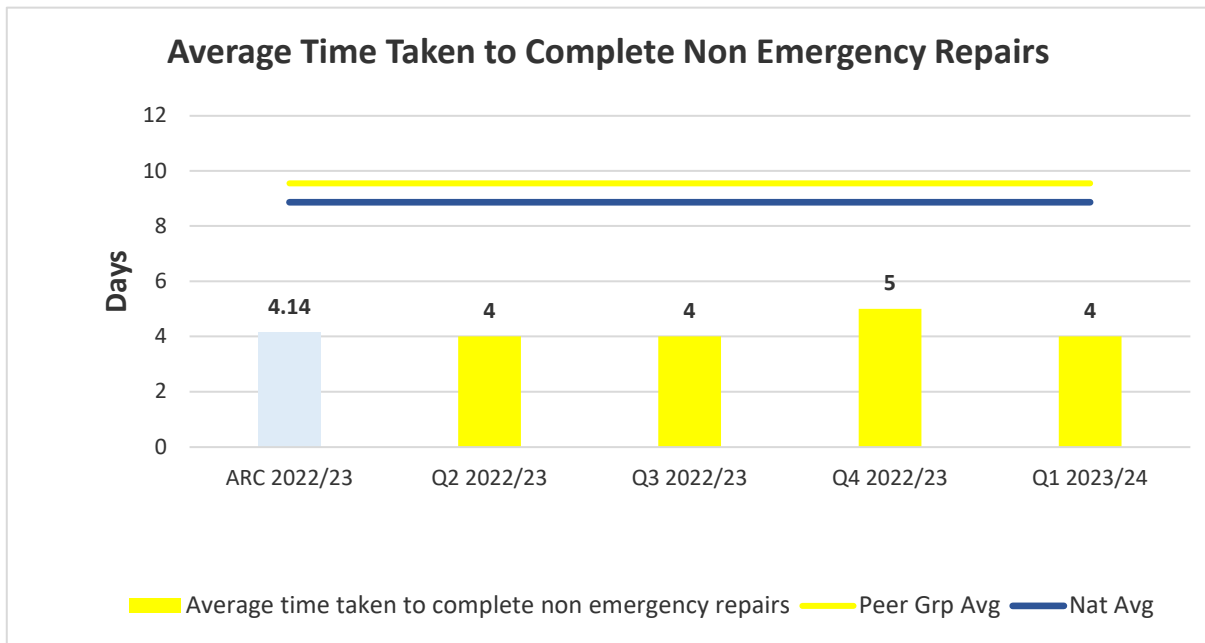
ARC 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
2.39	2.3	3.1	2.2	1.9
No of Repairs	18	27	32	26





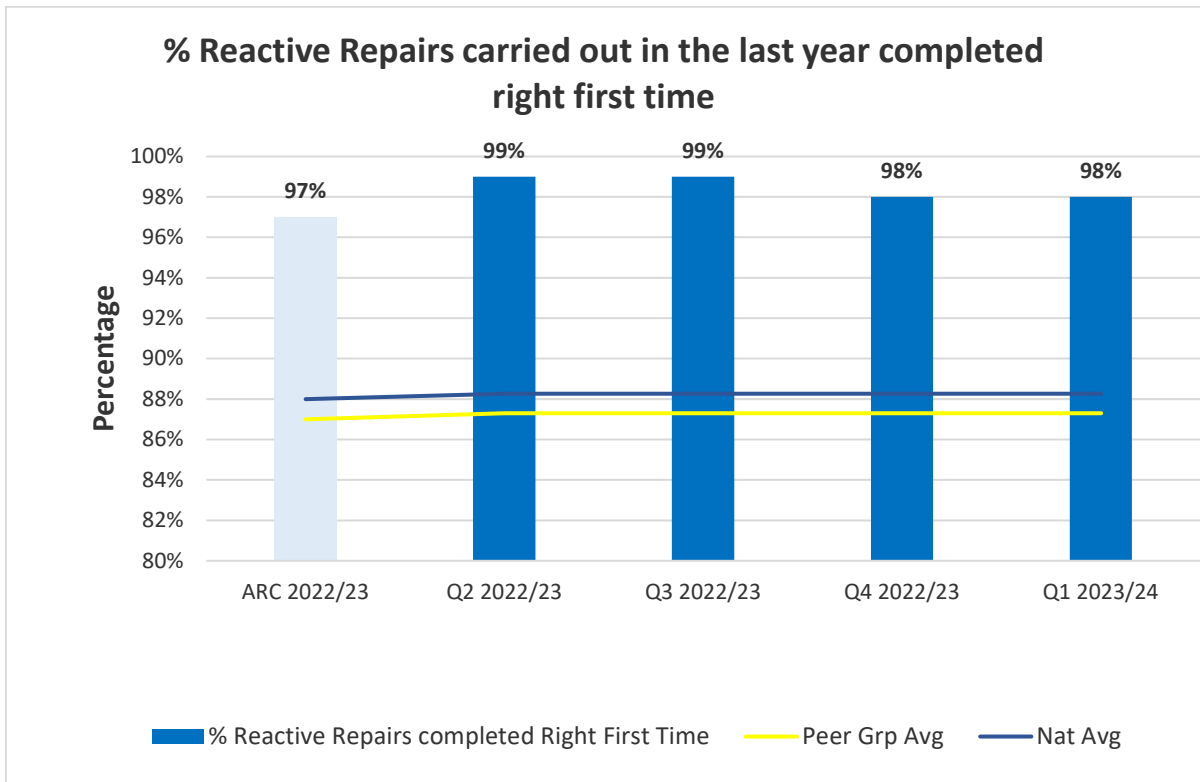
**Average Time Taken to Complete Non-Emergency Repairs**

ARC 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
4.14	4	4	5	4
No of Repairs	392	459	522	337



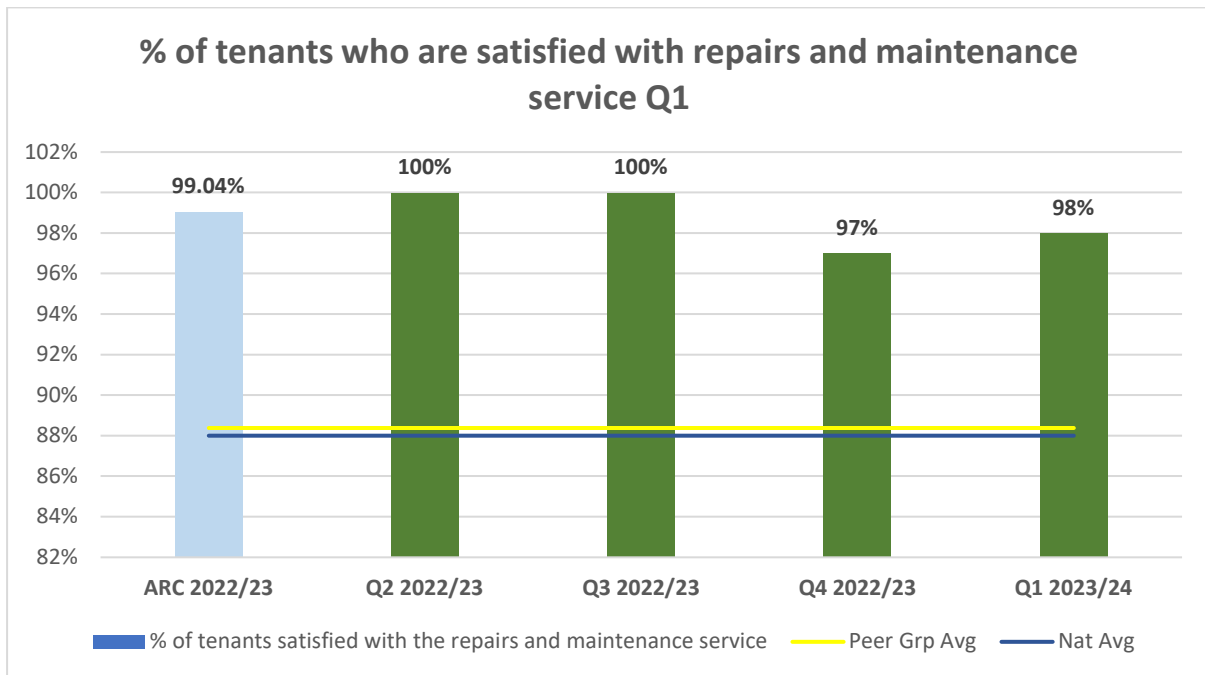
**Percentage of Reactive Repairs Carried out in the last year completed Right First Time**

ARC 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
97%	99%	99%	98%	98%



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

ARC 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24
99.04%	100%	100%	97%	98%



**Narrative:** A total of 238 tenants were called in quarter 1. 147 tenants were very satisfied and 11 were fairly satisfied. 3 were very dissatisfied and 1 was fairly dissatisfied and 76 did not answer.

*(the questions asked of tenant are in the format of which we have to complete for the SHR, ie*

- 1 *Very Satisfied*
- 2 *Satisfied*
- 3 *Neither Satisfied of Dissatisfied*
- 4 *Fairly Dissatisfied*
- 5 *Very Dissatisfied*

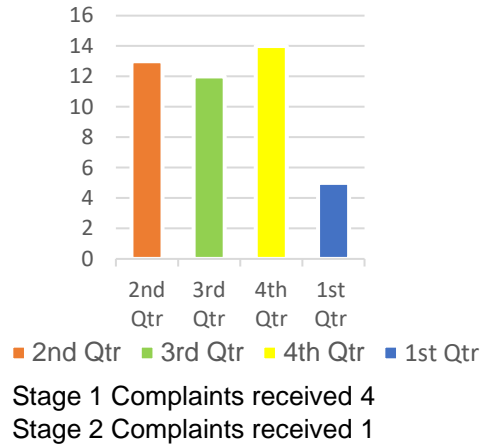
*Only those classed in 1 and 2 above can be included as satisfied and those answered 3,4 or 5 count as dissatisfied.)*

There were several reasons for the dissatisfaction, and where necessary, tenants have been contacted with apologies. LHAPS have also been contacted regarding service improvements.

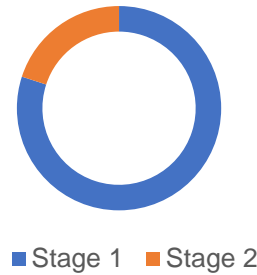
# Complaints Report – Quarter 1 2023/24



Total number of complaints received

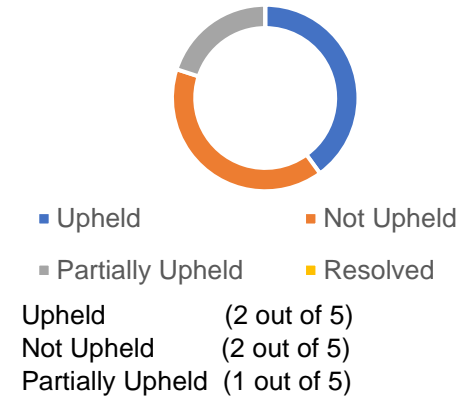


Total number of complaints responded to

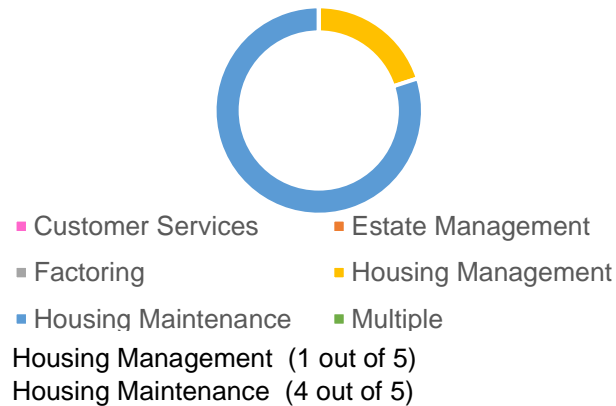


Stage 1 Complaints responded to 4  
 Stage 2 Complaints responded to 1  
 No equalities complaints were reported in Q2.

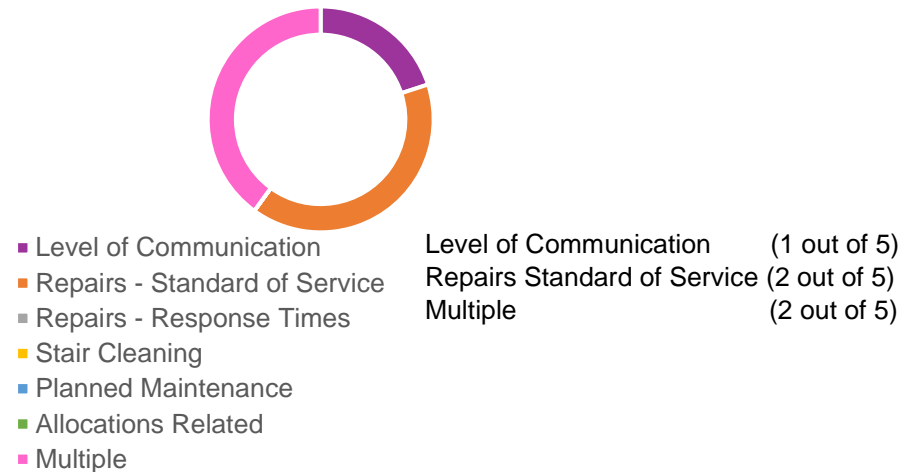
Total Number of complaints upheld

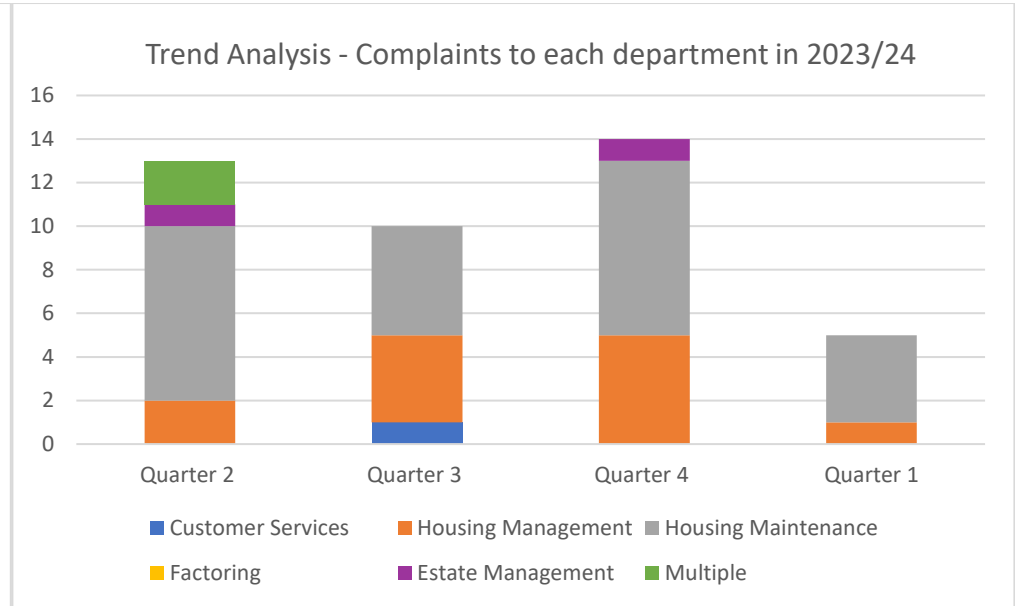
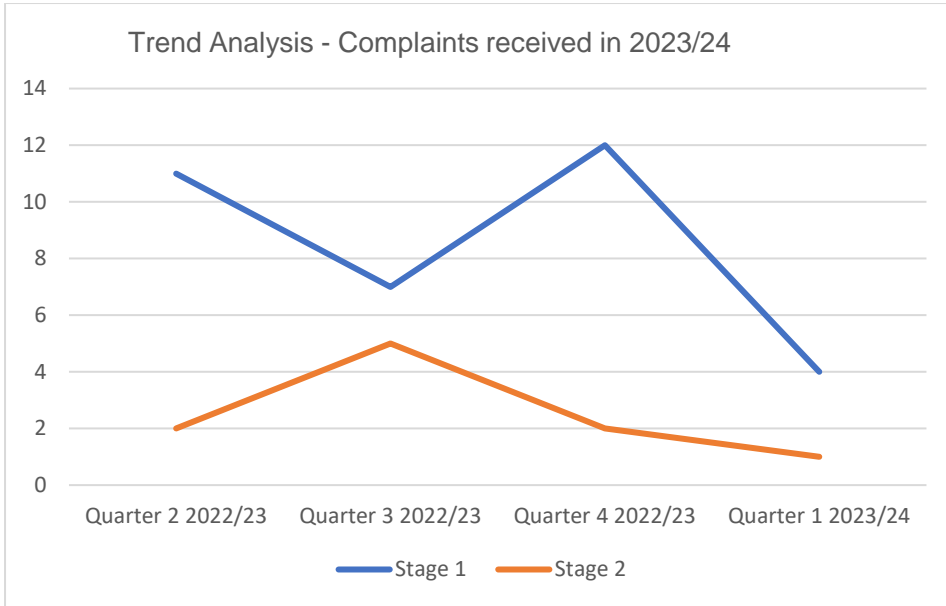


Department complaint was to Q1



Subcategory of complaints dealt with in Q1

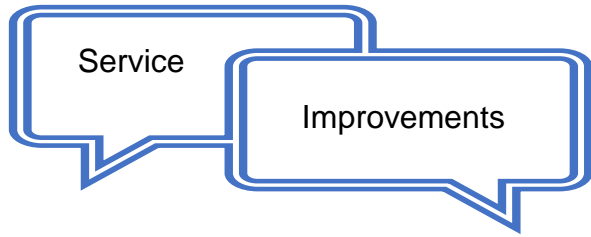




The average number of days taken to resolve Stage 1 complaints was 3.25 days. One complaint was granted a five-day extension due to waiting on the outcome of an appointment with a tenant; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 18 days.



No service improvements were reported in Quarter 1.

## APPENDIX 4 FOI and GDPR Requests for Quarter 1 2023/24

### FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	0	0
Freedom of Information Requests	2	1 x disclosed in full 1 x information released where held. Section 17 refusal where information not held
Environmental Information Requests	1	1 x disclosed in full
Data Breaches	4 LHA breaches	4 x minor breaches with no requirement to inform ICO