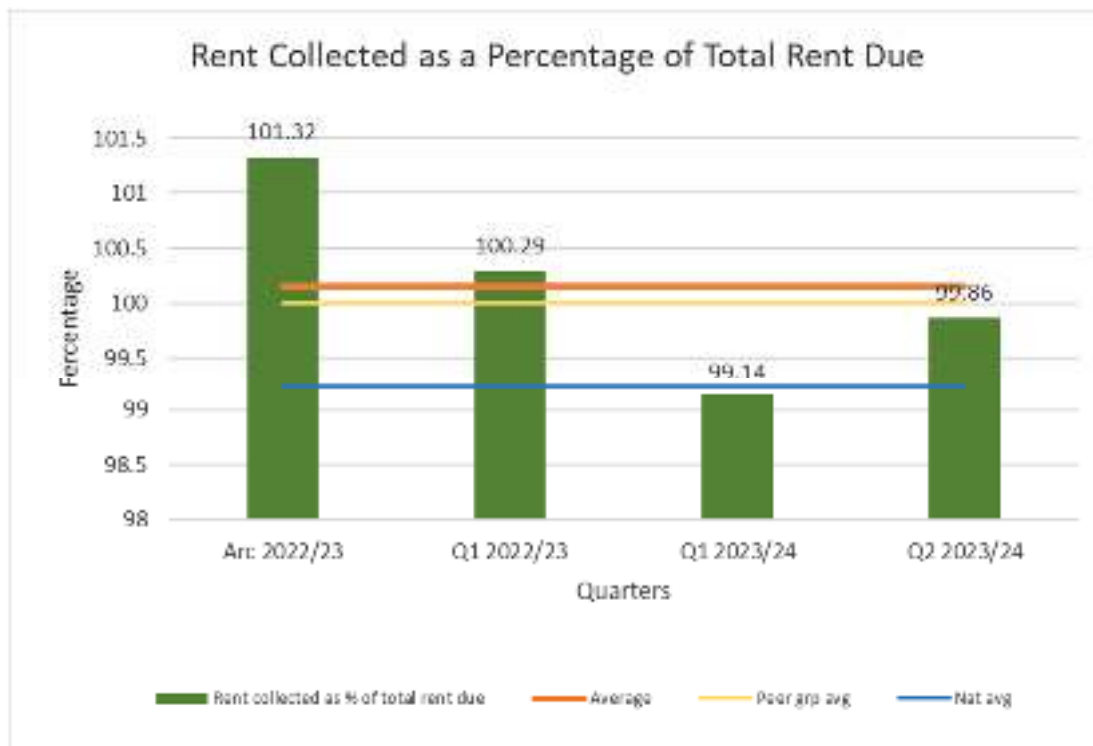


**Rent Collected as a % of rent due**

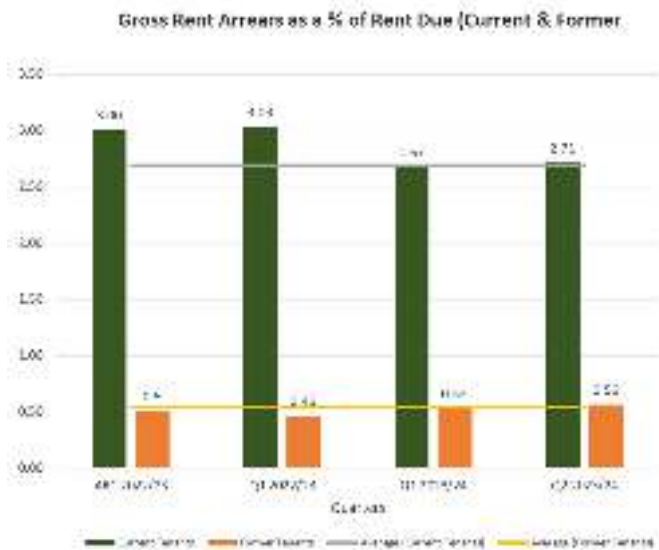
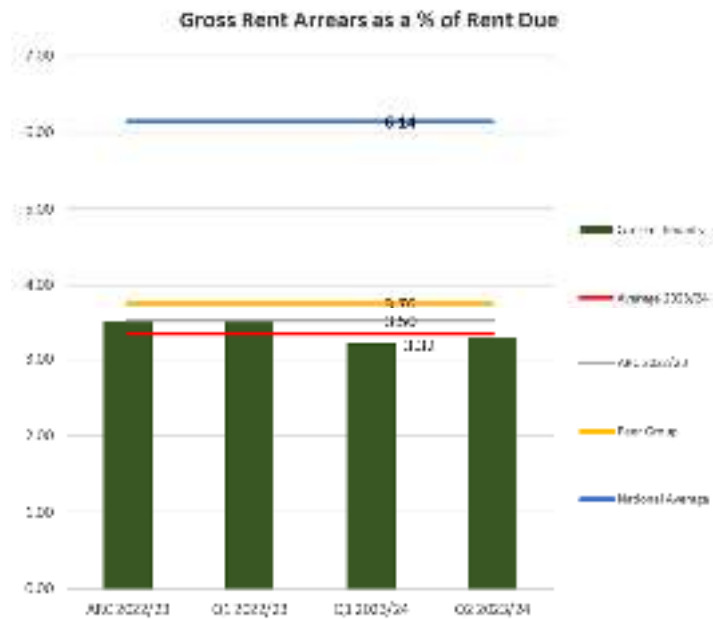
KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24
<b>Rent Collected as % of Rent Due</b>	<b>101.32%</b>	<b>100.29%</b>	<b>99.14%</b>	<b>99.86%</b>



Rent collected figure for Q1 has changed due to an error in the SQL reporting, this is now amended.

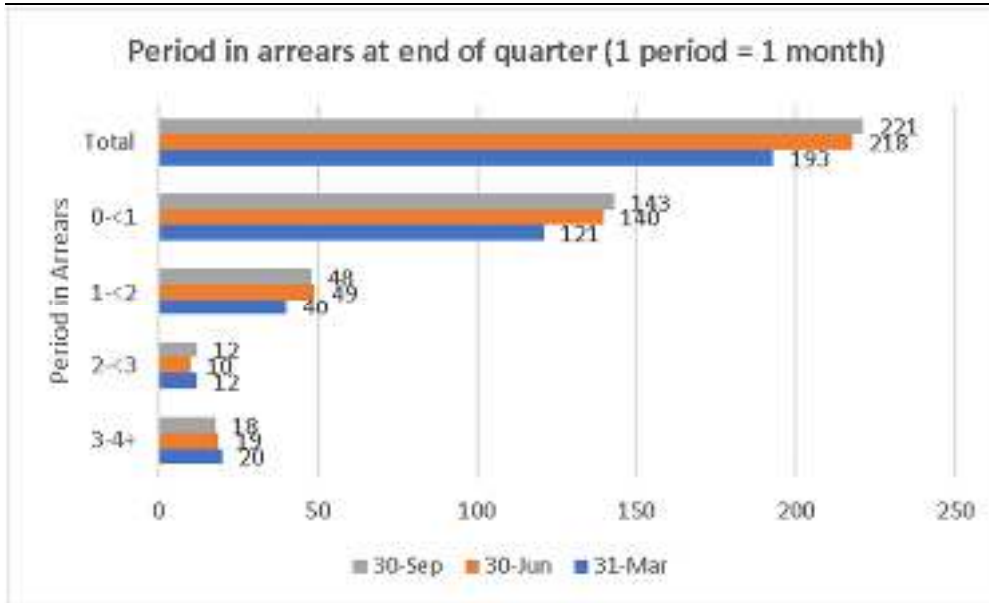
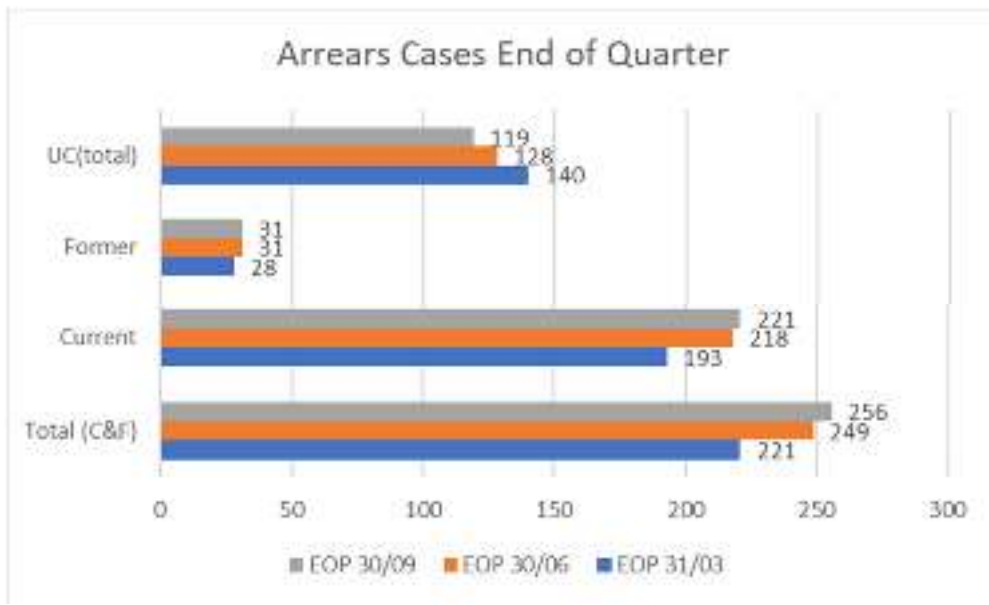
**Rent Arrears as a % of rent due**

KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24
<b>Rent Arrears as % of Rent Due</b>	<b>3.50%</b>	<b>3.49%</b>	<b>3.20</b>	<b>3.27</b>



The arrears figure changed slightly from the previous report due to completion of two long term voids (major works) relet in Q2 and a minor error picked up on the write offs not accumulating correctly, changing Q1 from 3.19% to 3.20.

**Arrears Cases**



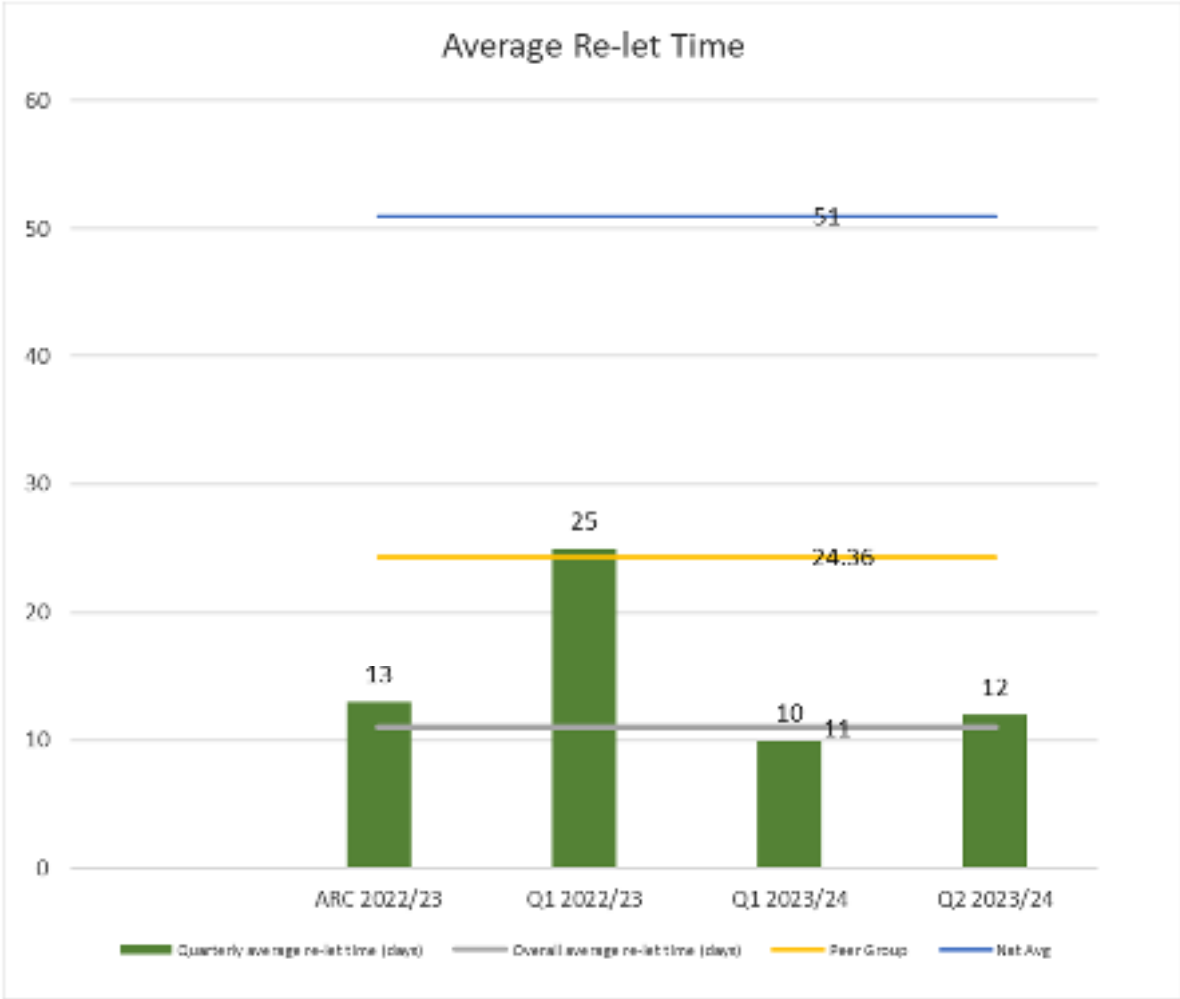
**Update on cases at Recovery Stages & Legal Action 2023/24**

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

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

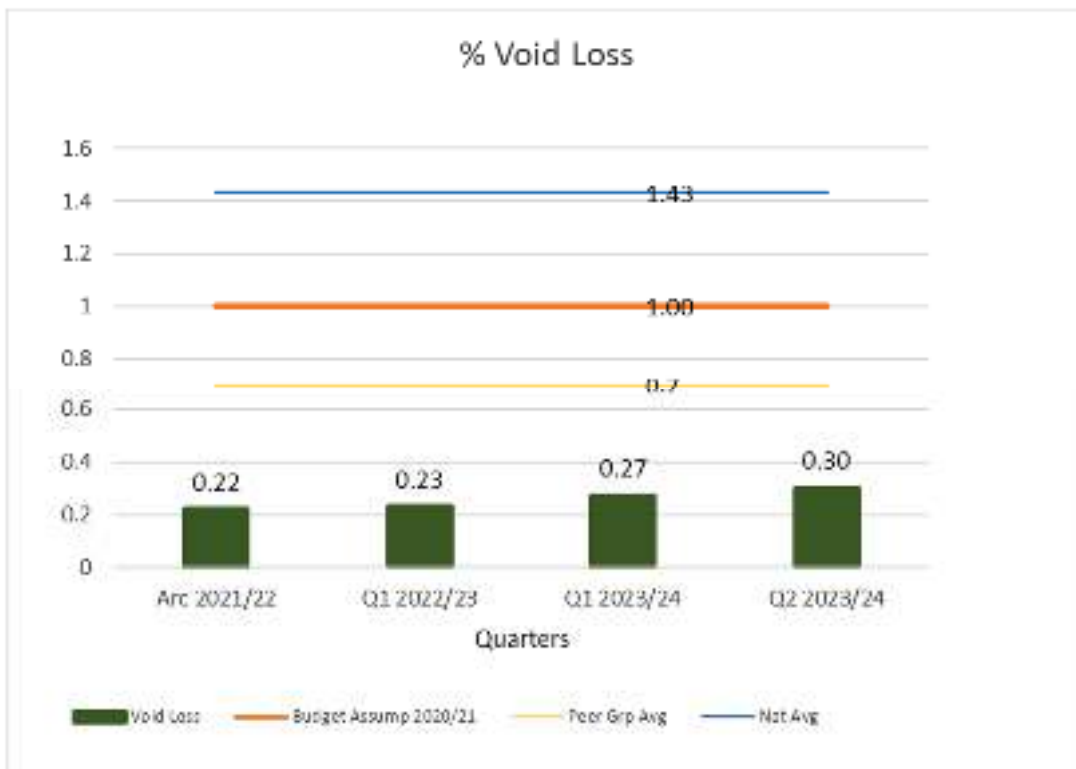
**Average length of time to re-let properties**

KPI	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24
Avg Relet Time	13 Days	25 Days	10 Days	12 Days



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

KPI	Budget	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24
Void Loss	1%	0.22%	0.07%	0.23%	0.30%

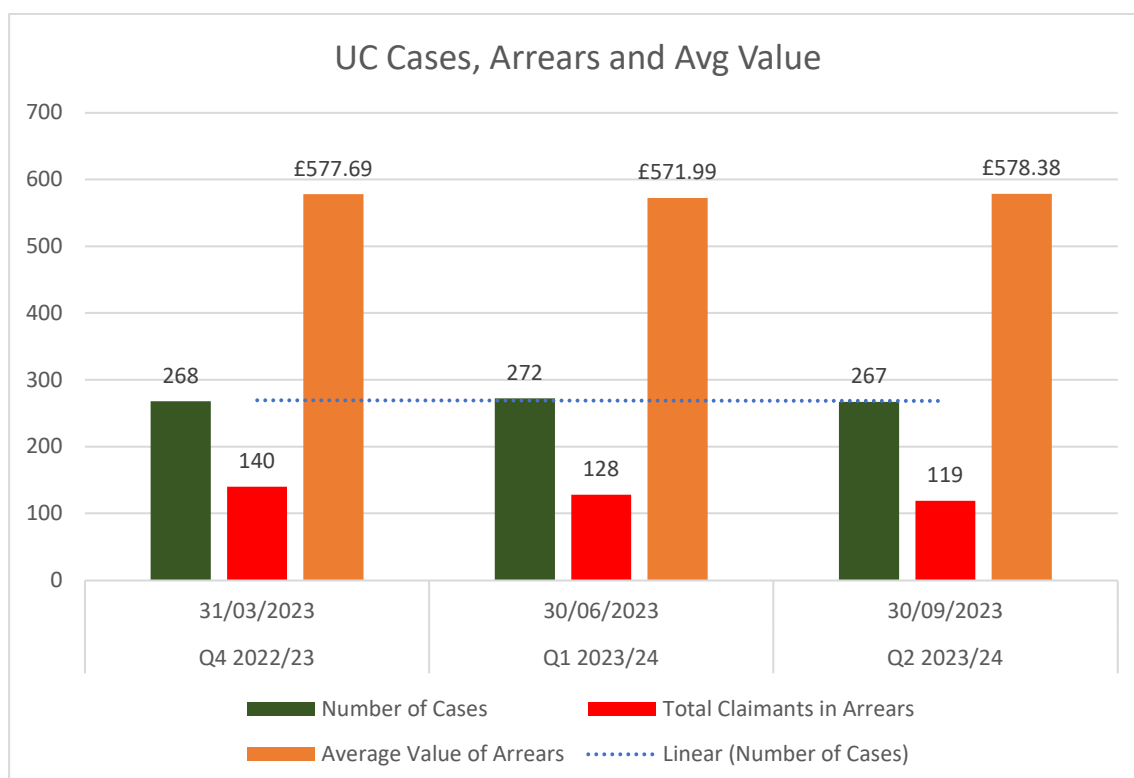


The Q1 figure has been updated (previously 0.41%) due to two long term voids being completed and relet Q2 and the major works recorded which reduces the lettable void loss

## Report on the impact of Universal Credit on income and arrears Q2 2023/24

The following is an analysis of our Universal Credit cases based on the 267 LHA tenants we have on UC at 30.09.23.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	132	135	267
No. in Arrears	75	44	119
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
Arrears@ 30/09/23	£41,495.14	£27,332.50	£68,827.64

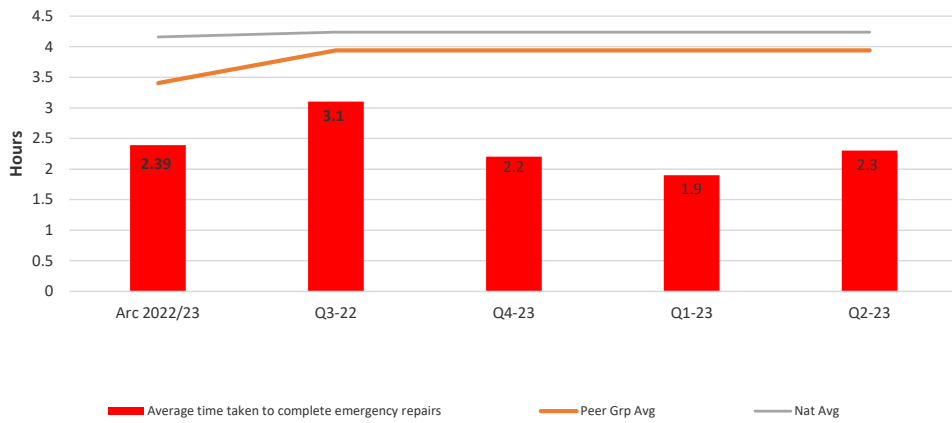


Analysis of UC arrears for Q2 2023/24 shows that UC debt attributes to 65% of **current** arrears, down 4% on last quarter. This quarter, managed payment arrears were reduced to 39% of the current arrears. Looking at average arrears, our current average is £478.67, however, for UC cases it is £578.38 and for managed payments £553.27, interestingly the average debt for UC non-direct payments is £621.19, an increase of £221. This is down to two or three high arrears cases skewing the figure who are no longer on managed

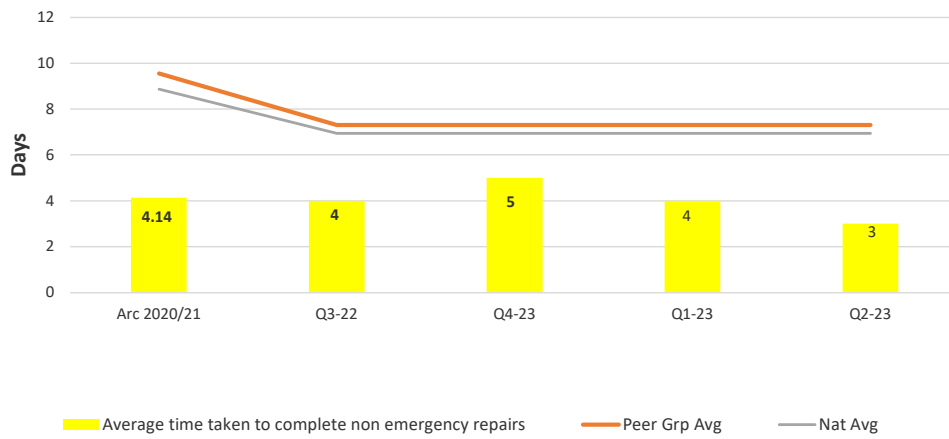
payments, this is reflected in the reduction of managed payment arrears and the average arrear debt.

The team will be reviewing all cases in Q3 through the UC audit to minimise reporting errors and ensure data is up to date (although this is a manual process with the risk of error).

### Average Time Taken to Complete Emergency Repairs

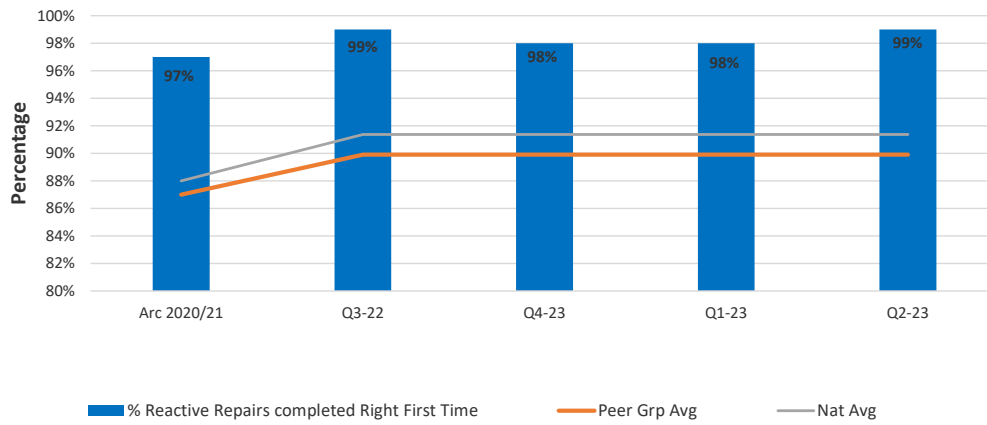


### Average Time Taken to Complete Non Emergency Repairs





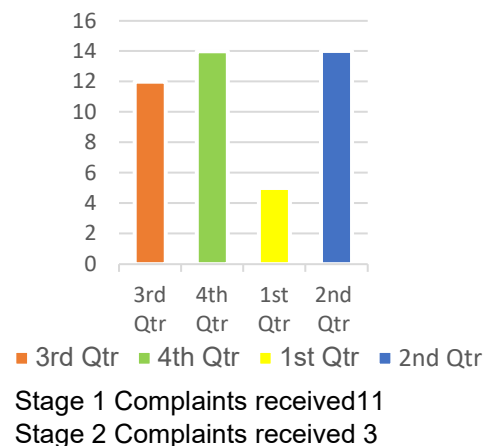
### % Reactive Repairs carried out in the last year completed right first time



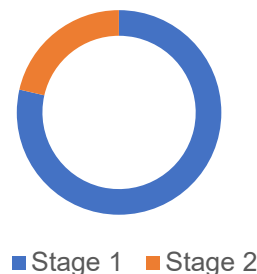
# Complaints Report – Quarter 2 2023/24



Total number of complaints received

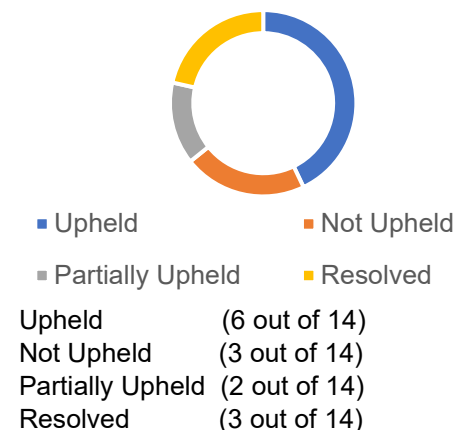


Total number of complaints responded to

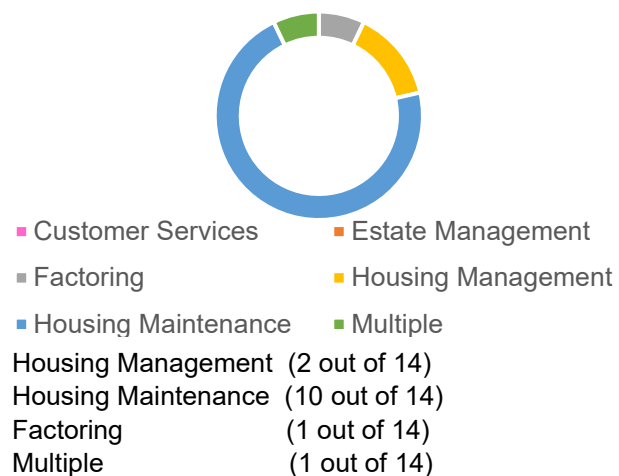


Stage 1 Complaints responded to 11  
 Stage 2 Complaints responded to 3  
 There was 1 equalities complaint reported in Q2.

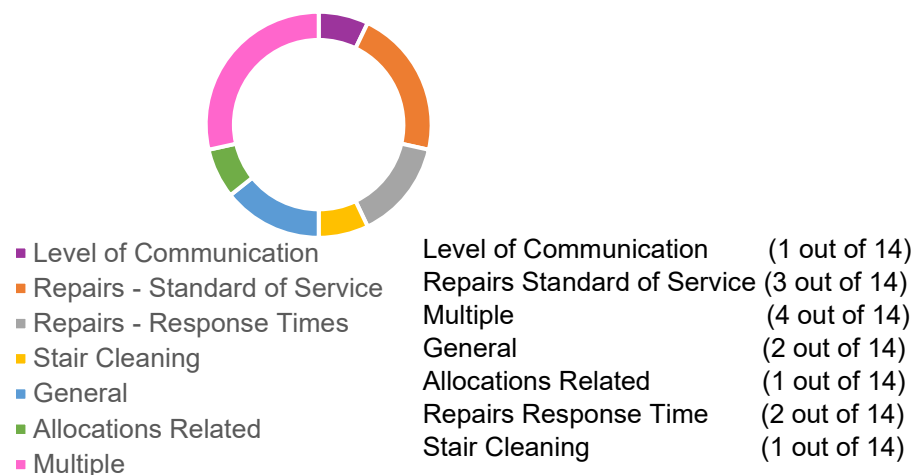
Total Number of complaints upheld

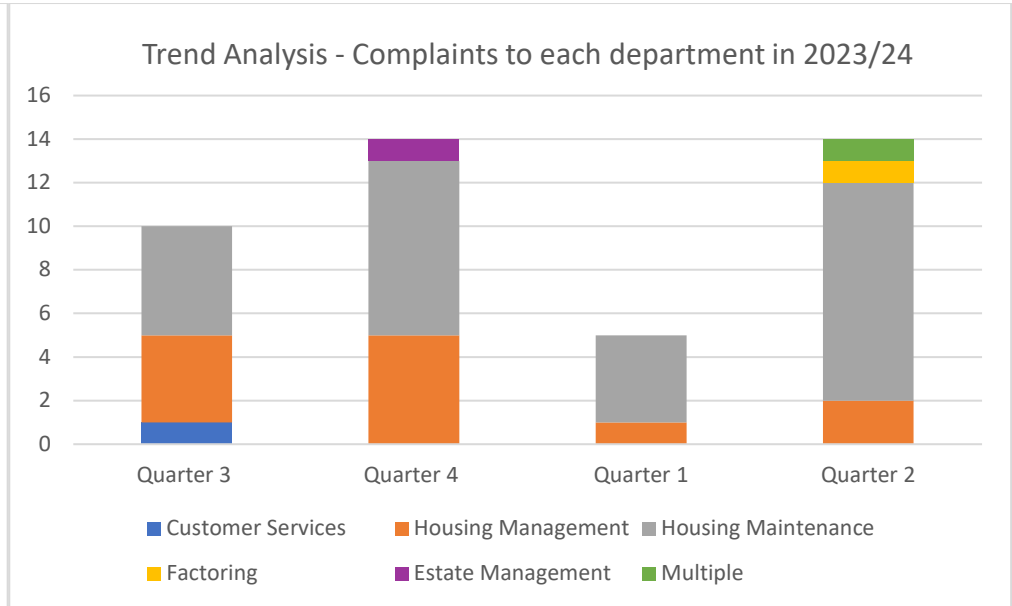
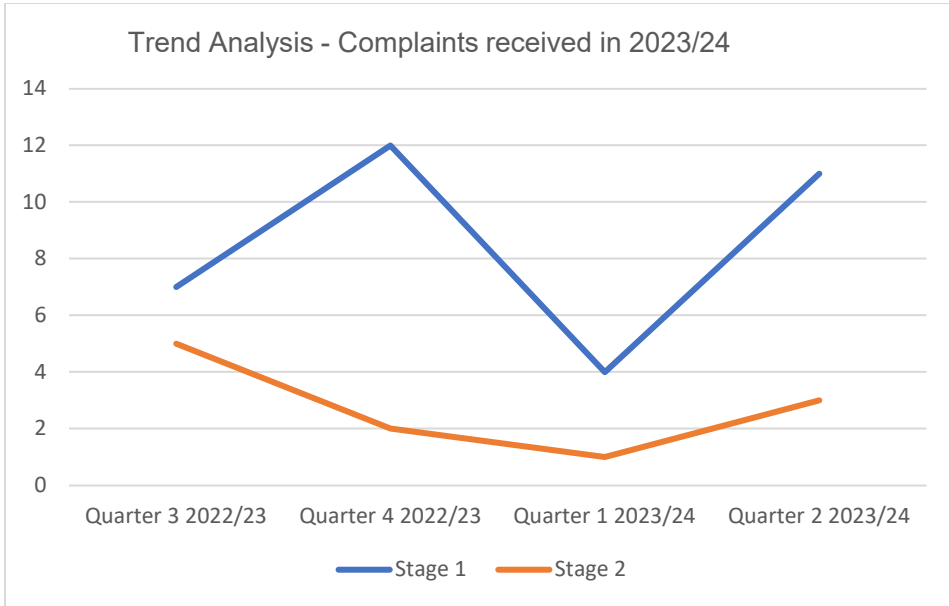


Department complaint was to Q2



Subcategory of complaints dealt with in Q2

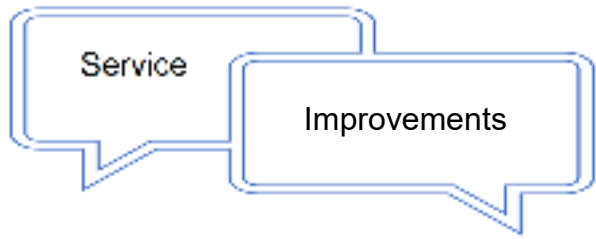




The average number of days taken to resolve Stage 1 complaints was 3.5 days. Two complaints were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 15 days.



No service improvements were reported in Quarter 2.

## APPENDIX 4 FOI and GDPR Requests for Quarter 2 2023/24

### 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
Data Breaches	1 alleged breach	1 x no requirement to inform ICO