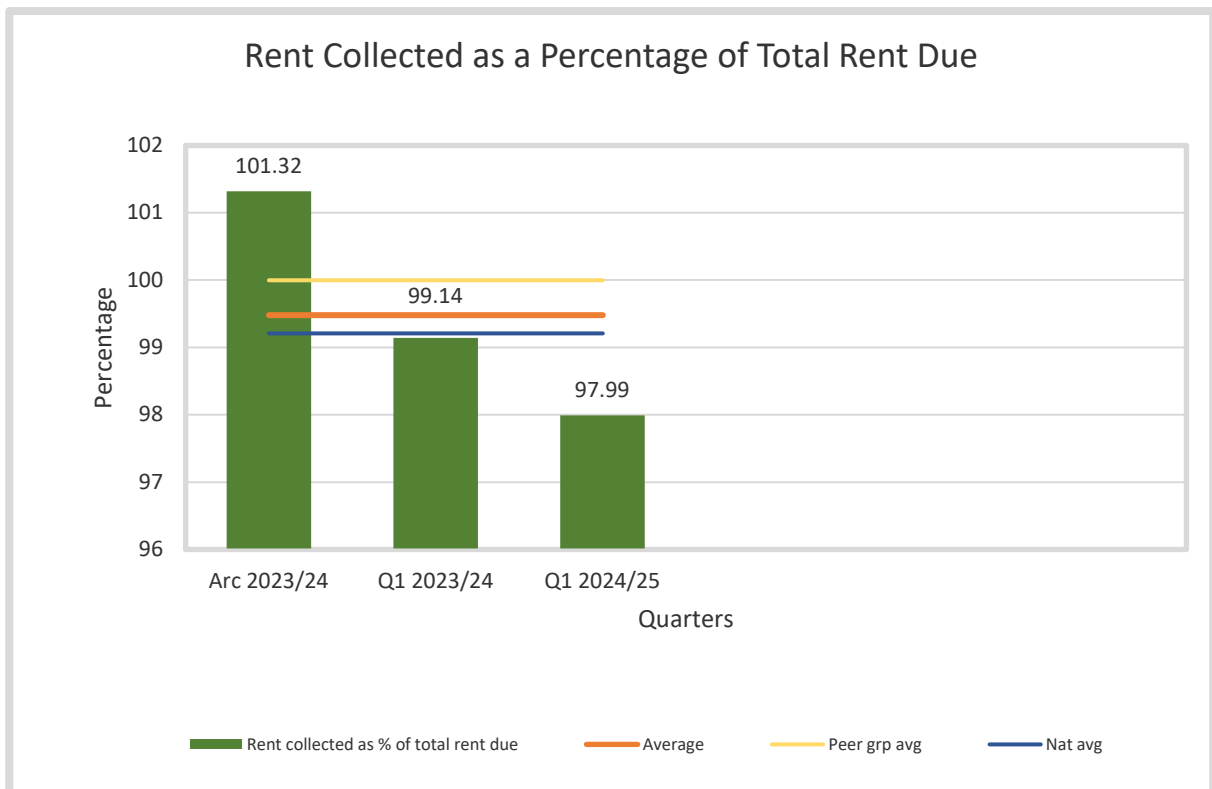


Rent Collected as a % of rent due

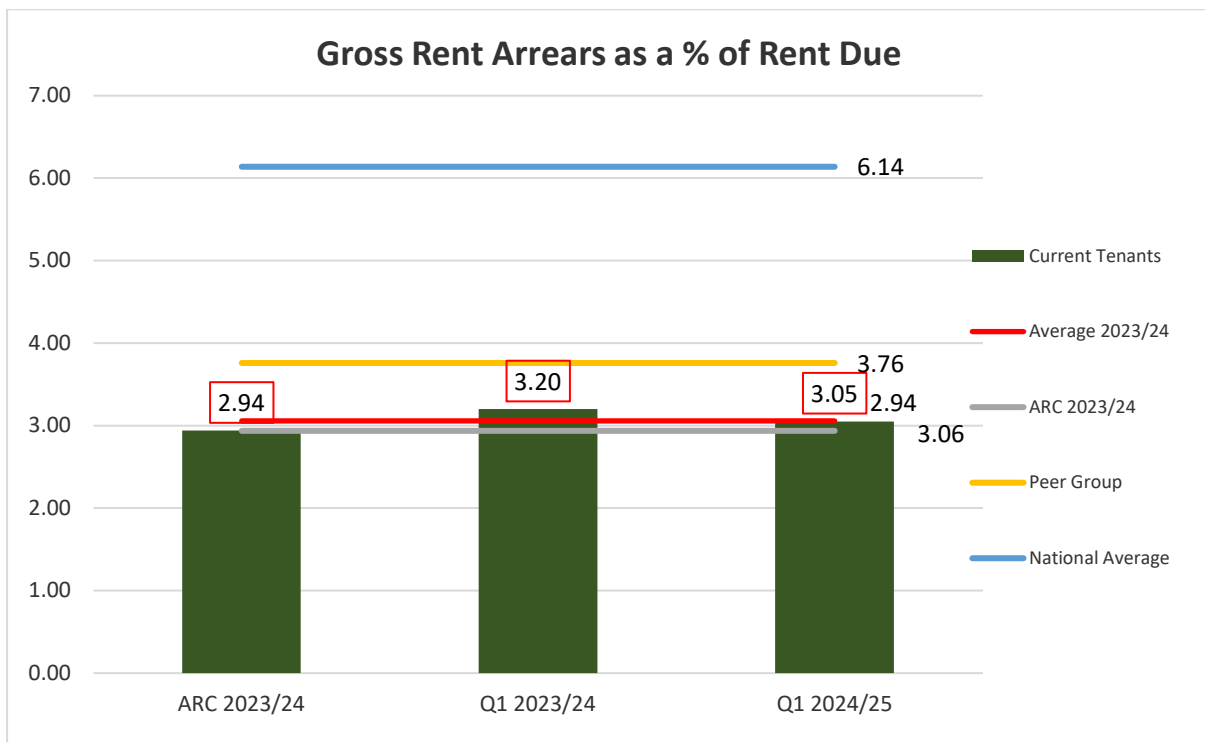
KPI (Target 100%)	ARC 2023/24	Q1 2023/24	Q1 2024/25
Rent Collected as % of Rent Due	101.36%	99.14%	97.99%

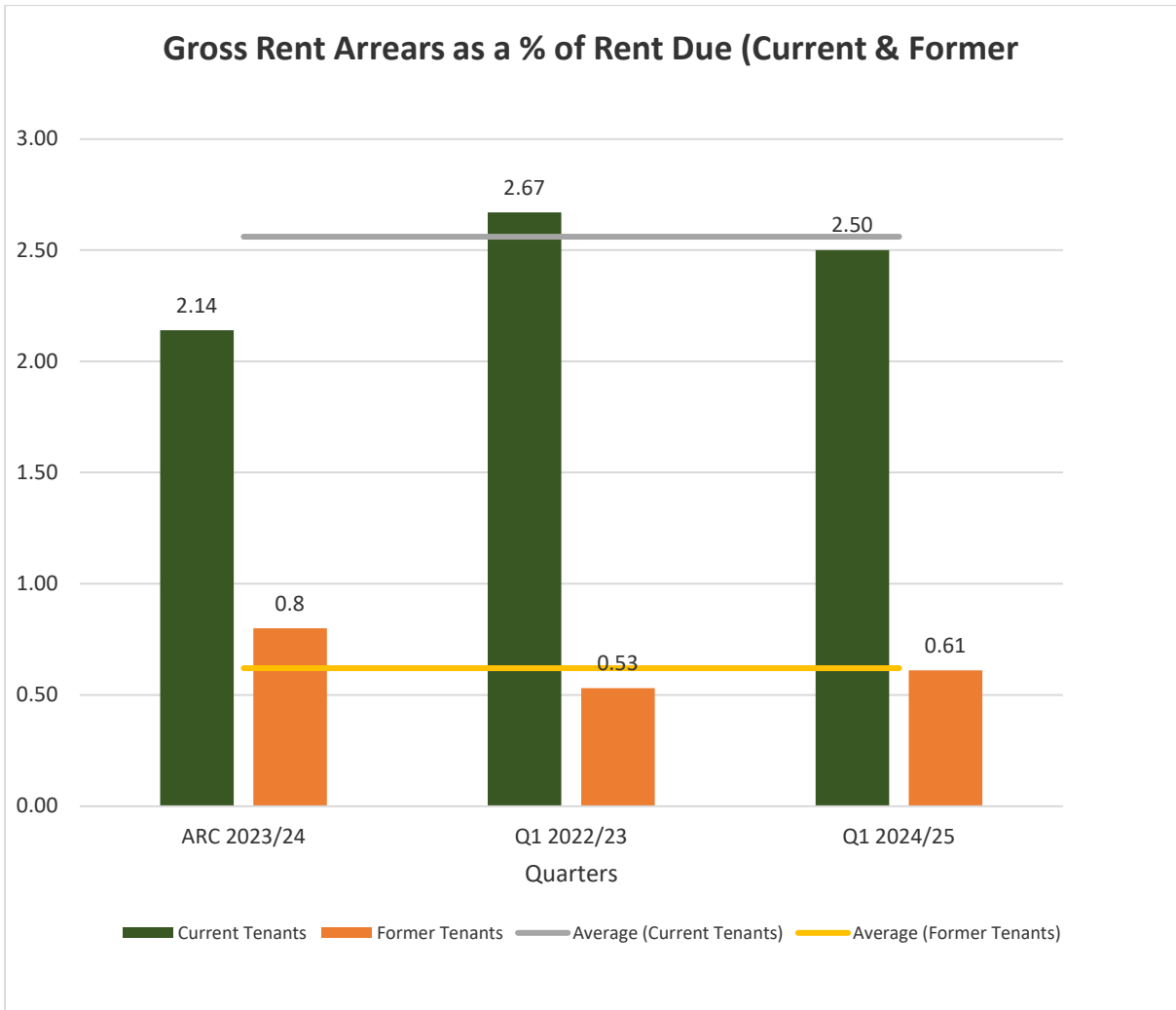


This figure is being reviewed along with the system report with Finance to ensure accuracy.

Rent Arrears as a % of rent due

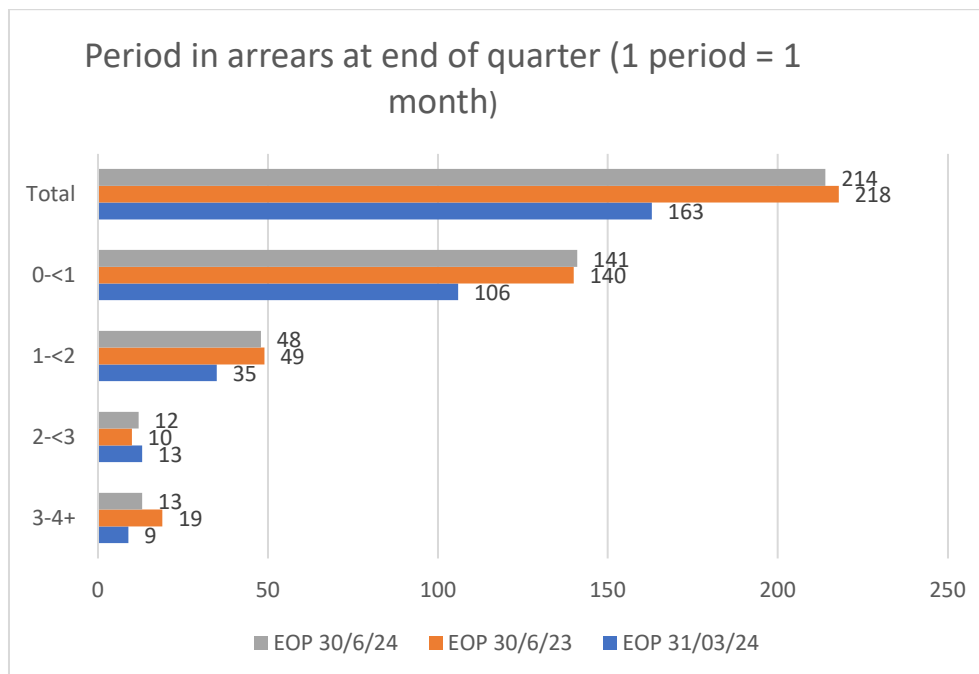
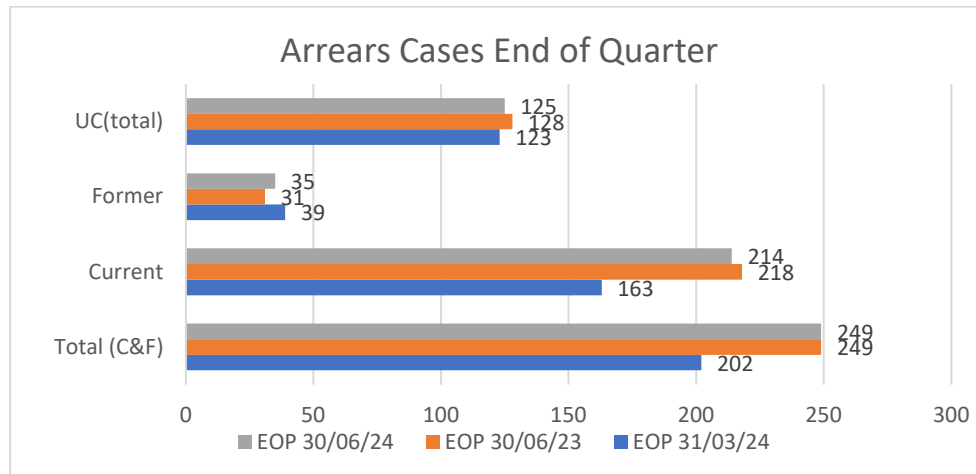
KPI (Target 3.50%)	ARC 2023/24	Q1 2023/24	Q1 2024/25
Rent Arrears as % of Rent Due	2.94%	3.20%	3.05%





This potentially ties in with the issues raised in the first KPI reported and being looked at with finance regarding calculations within the system report.

Arrears Cases



Recovery Stages & Legal Action 2024/25

Notice Of Proceedings in the quarter	7
Cases currently with Harper MacLeod	2
Cases at court	2
Evictions	1
*Sisted (non arrears case)	1
Evictions Carried out Q1	1
Evictions Carried out to date 2024/25	1

*non arrears – Termination of a Short Scottish Secure Tenancy

Average length of time to re-let properties

KPI (Target 14 Days)	ARC 2023/24 (Target)	Q1 2023/24	Q1 2024/25
Avg Relet Time	10 Days	10 Days	10 Days



Allocation Refusals and Withdrawals (LHA Rented only)

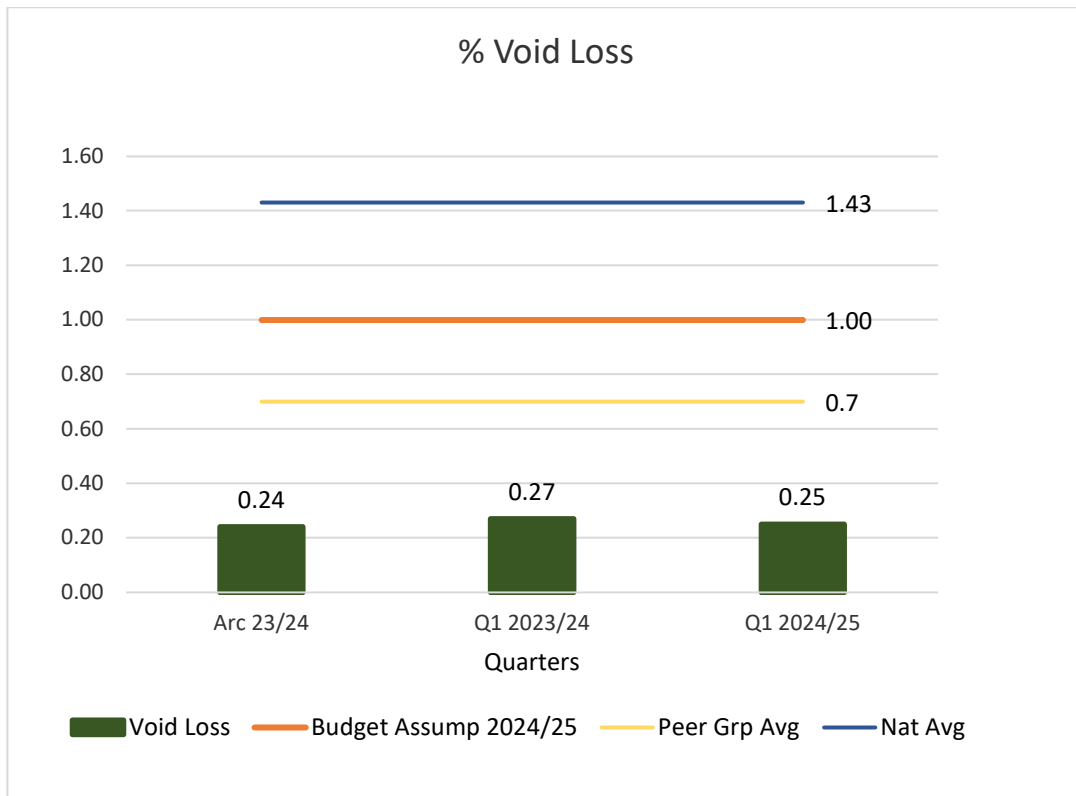
The refusal rate was 25% this quarter, the reporting is reflective of the annual ARC figure and covers Q1 2024/25. The previous years Q4 reporting showed a reduction from the ARC 2022/23 (47%) to 25%.

Percentage of tenancy offers refused during the quarter		
i)	Number of tenancy offers during the quarter	20
ii)	The number of tenancy offers that were refused	5
Reasons for refusal (sumarised):		
	No contact	1
	Not wanting the area	1
	Unsuitable property (poroperty space or garden privacy)	2
	Withdrawal	1
		0
		0
		0
		0
		5
iii)	Percentage of tenancy offers refused during the quarter	25.00%

This shows good progress and consistency in managing the concerns that the Board of Management had on refusal rates through improved pre allocation discussions held with applicants to ensure details and information is correct, up to date and that the property and the offer is suitable. Out of the five actual refusals (one was a withdrawal by LHA) only one was deemed to be reasonable.

Percentage of rent due lost through properties being empty

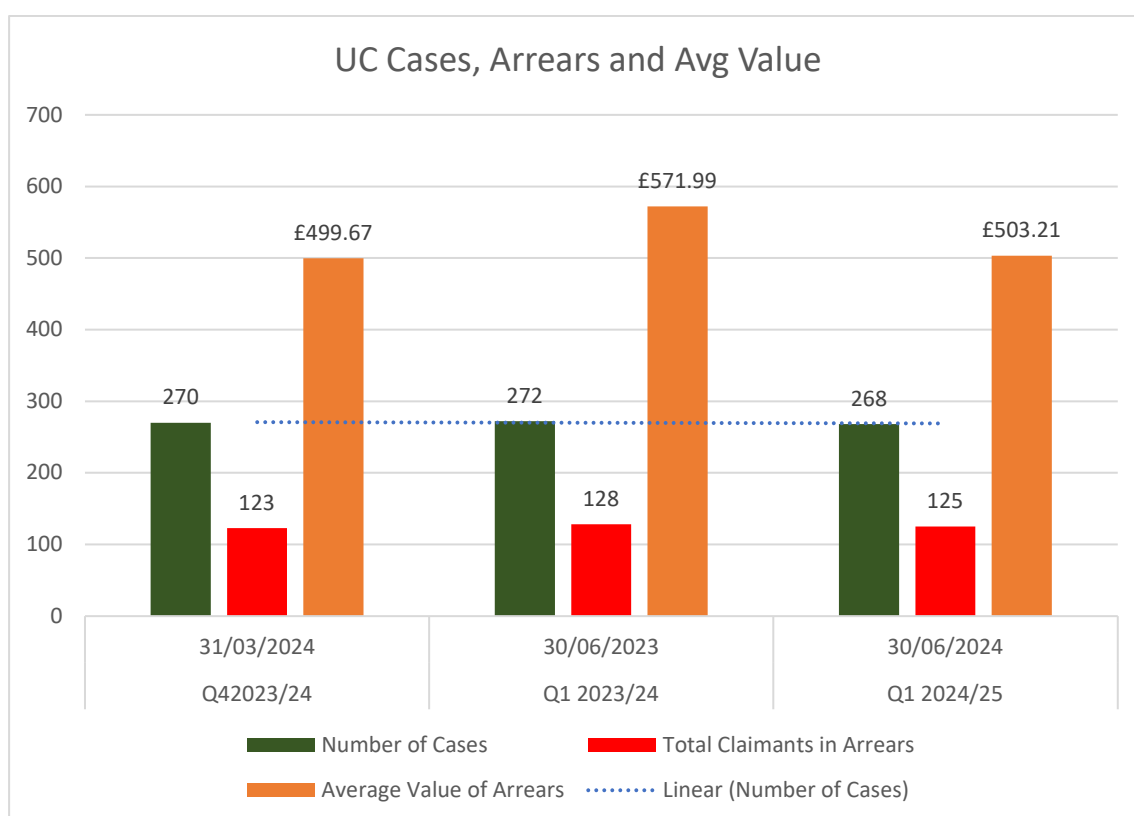
KPI (Target 1%)	Budget	ARC 2023/24	Q1 2023/24	Q1 2024/25
Void Loss	1%	0.24%	0.27%	0.25%



Report on the impact of Universal Credit on income and arrears Q1 2024/25

The following is an analysis of our Universal Credit cases based on the 268 LHA tenants we have on UC at 30.06.24

	Managed Payments	No Managed Payment	Total
No of Tenants UC	140	128	268
No. in Arrears	83	42	125
Arrears@ 31/03/24	£46,365.44	£15,094.29	£61,459.73
Arrears @ 30/06/23	£52,779.06	£20,435.94	£73,215.00
Arrears @ 30/06/24	£44,242.83	£18,658.93	£62,901.76



Analysis of UC arrears for Q1 2024/25 shows that UC attributes to 60% of current rent arrears. This quarter, managed payment arrears are 42% of the current arrears up from last quarter. Looking at average arrears for all UC cases it is £503.21 and for managed payments £533.05 which is slightly less than previous quarters. The average debt for UC non-direct payments is £444.26, up from £359.39 last quarter.

Comparing this to Housing Benefit (HB) cases and non-benefit cases, HB average debt is £195.68 but this will increase over the year as HB is paid in arrears and represents 6% of current arrears at EOP 30/06/24.

Non benefit cases represent 34% of current arrears up from 29% in Q4 23/24 and overall, up 10% from Q3 23/24. The average debt for non-benefit cases is £670.03, up from £526.67 in Q4 2023/24, this is slightly skewed due to a high arrears case pending eviction.

Quarter 2024/25	UC Arrears % of current arrears	HB Arrears % of current arrears	Non Benefit % of current arrears
Q1	60%	6%	34%

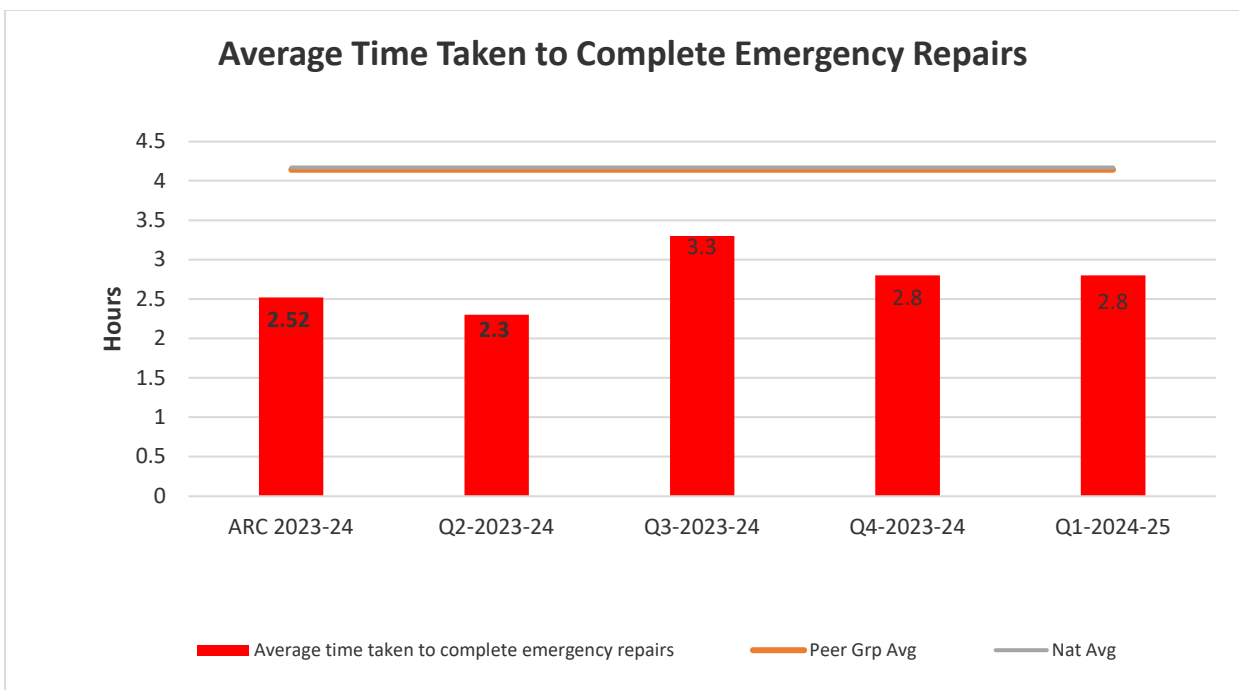
The team will be reviewing all cases from the end of Q1 2024/25 through the UC audit to minimise reporting errors and ensure data is up to date. As this is a manual process we seek to minimise the risk of errors.

The team are also aware of the priority to monitor and target those tenants due to pay the Association either through waged income or UC as this is seen as a risk area compared to direct payments made through UC or HB.

Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 1 2024/25

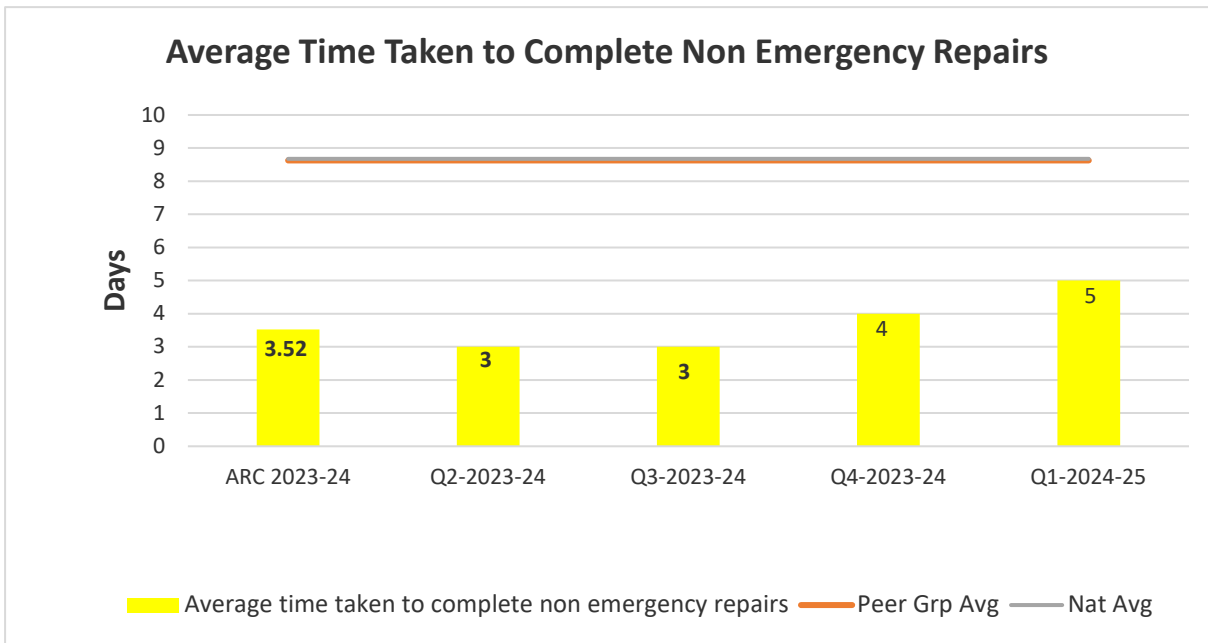
Average Time Taken to Complete Emergency Repairs

ARC 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
2.52	2.3	3.3	2.8	2.8
No of Repairs	28	37	40	21



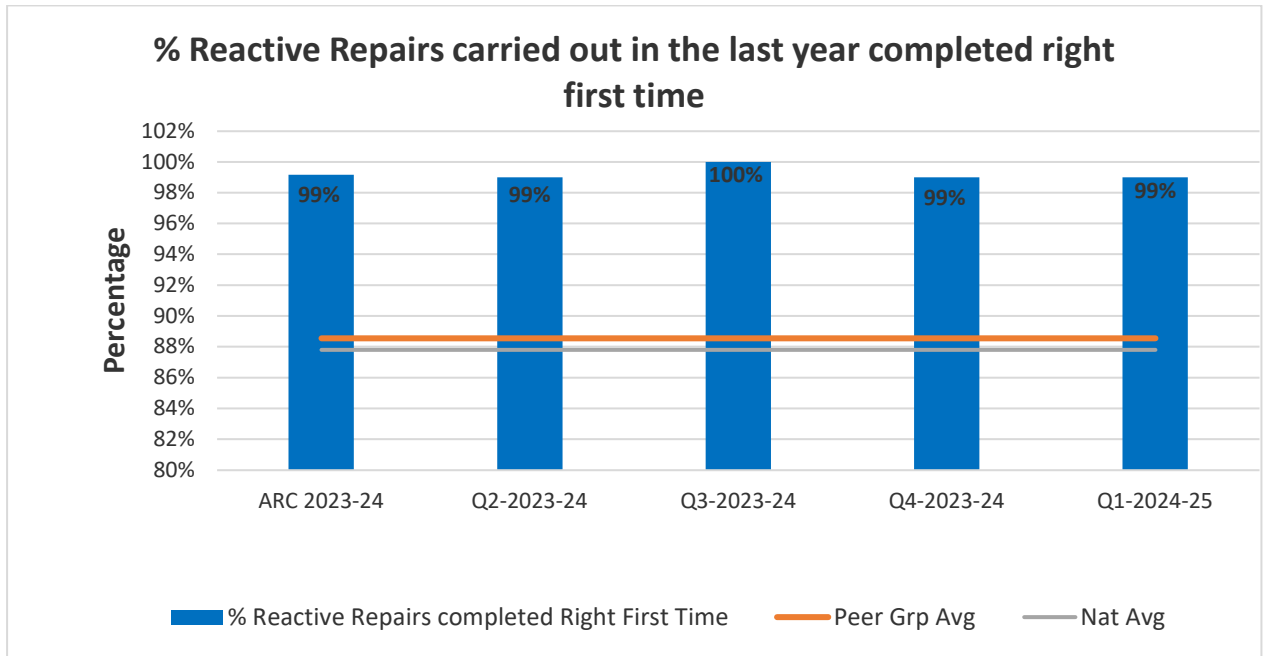
Average Time Taken to Complete Non-Emergency Repairs

ARC 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
3.52	3	3	4	5
No of Repairs	333	431	451	322



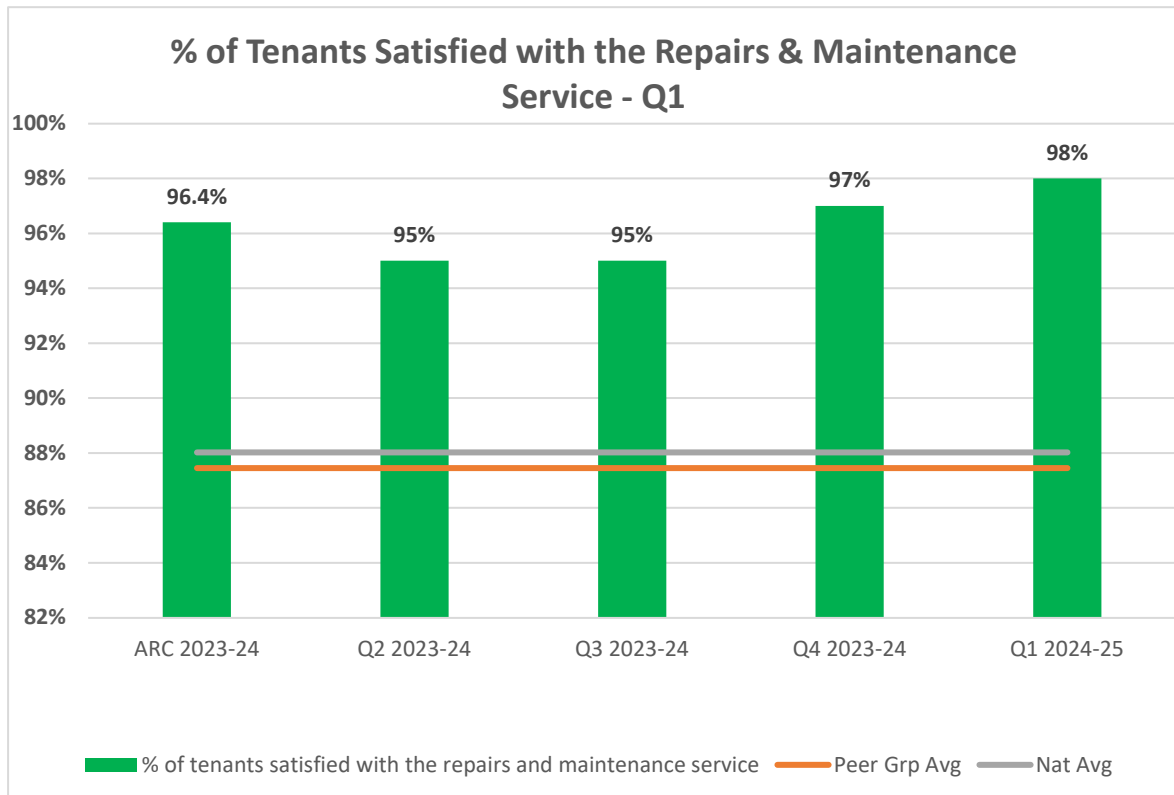
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

ARC 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
99%	99%	100%	99%	99%



Percentage of tenants satisfied with the repairs and maintenance service

ARC 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
96.4%	95%	95%	97%	98%



Narrative:

A total of 156 tenants were called in quarter 1. (of these we were unable to get 71) 78 tenants were very satisfied and 5 were fairly satisfied.

1 was fairly dissatisfied regarding the length of time taken to replace a damaged bathroom floor.

1 tenant was very dissatisfied. The expectation of the tenant was that the job was urgent, however, it was classed as non-urgent and therefore categorised by our team as a 7 day repair. *The nature of the job was to insert a mesh over an external vent, however, the decided to carry out the repair themselves rather than wait.)*

Feedback comments are always provided to LHAPS to follow up where necessary.

(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*

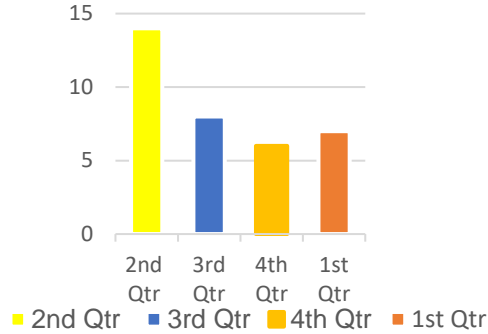
5 *Very Dissatisfied*

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

Complaints Report – Quarter 1 2024/25

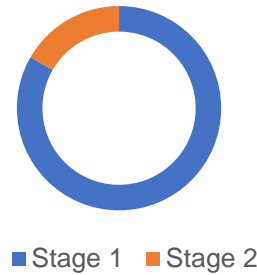


Total number of complaints received each quarter



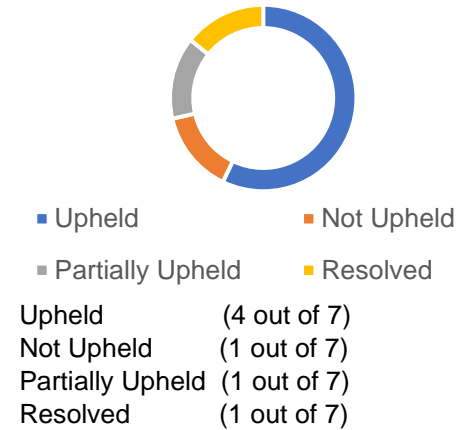
ARC complaints 2023.24 – 33
 Stage 1 Complaints received 6
 Stage 2 Complaints received 1

Total number of complaints responded to within timescale

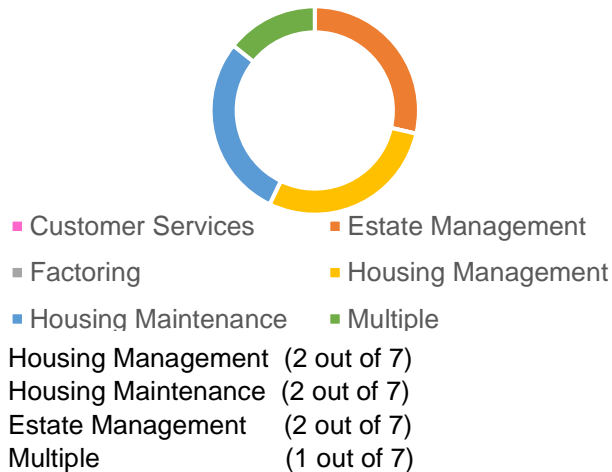


Stage 1 Complaints responded to 6
 Stage 2 Complaints responded to 1
 There were no equalities complaints reported in this quarter.

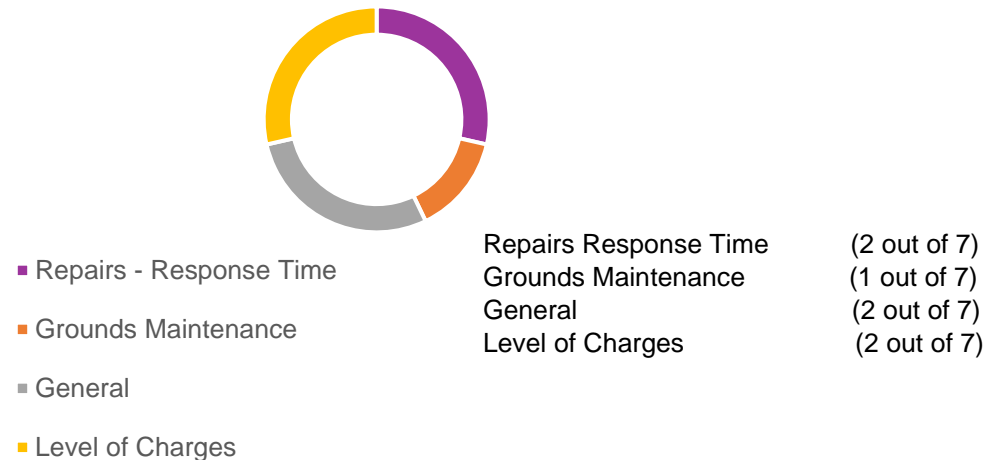
Total Number of complaints upheld

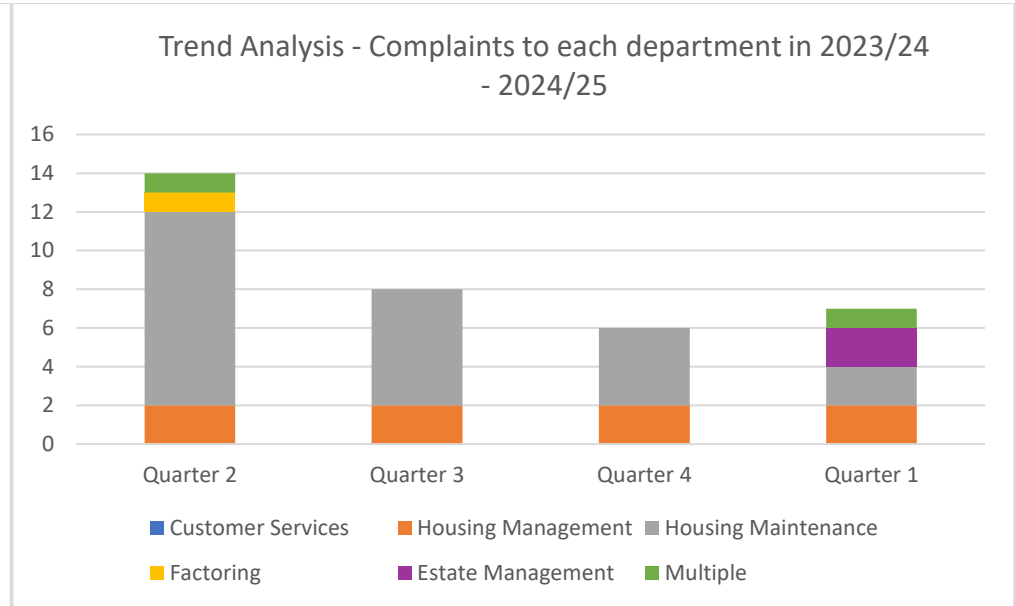
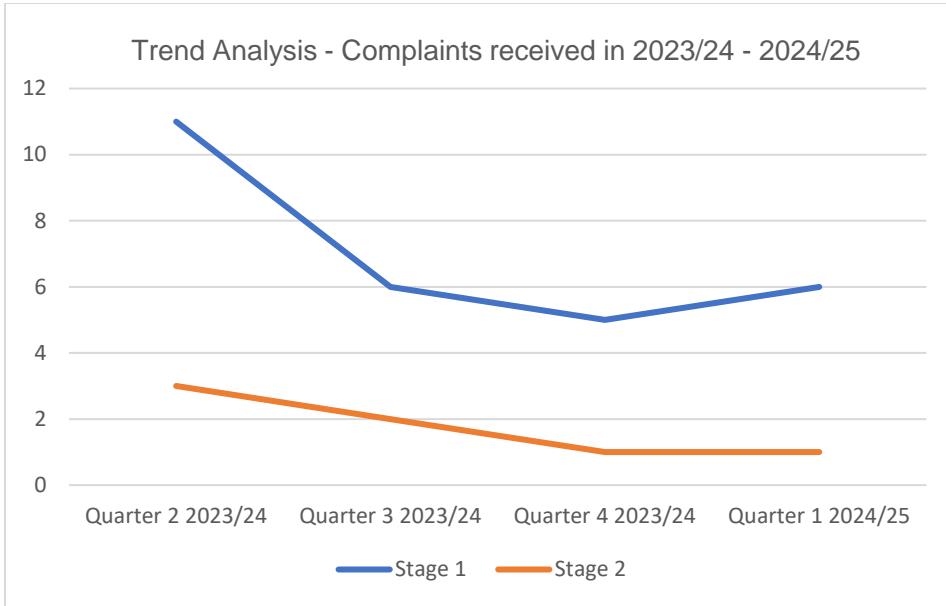


Department complaints were to in Q1



Subcategory of complaints dealt with in Q1

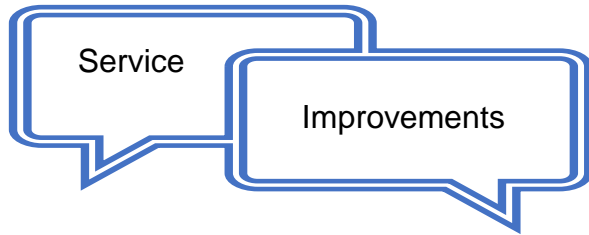




The average number of days taken to resolve Stage 1 complaints was 2.7 days.



The average number of days taken to resolve Stage 2 complaints was 11 days.



- The Finance Officer is to create a script on how all service charges are calculated and charged, a toolbox talk will then be carried out with Housing Officers. This information will then be part of tenant sign ups.
- Ensure the third-party consent mandate process is followed.
- An update has now been made to the procedures to ensure former tenants are not picked up on mailing list exports from SDM.
- Ensure better communication to tenants and neighbours regarding estate management work.



Compliments

No compliments were reported in Quarter 1.

APPENDIX 4 FOI and GDPR Requests for Quarter 1 2024/25

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	1	1 x partially disclosed
Freedom of Information Requests	2	2 x disclosed in full
Environmental Information Requests	0	0
Data Breaches	0	0