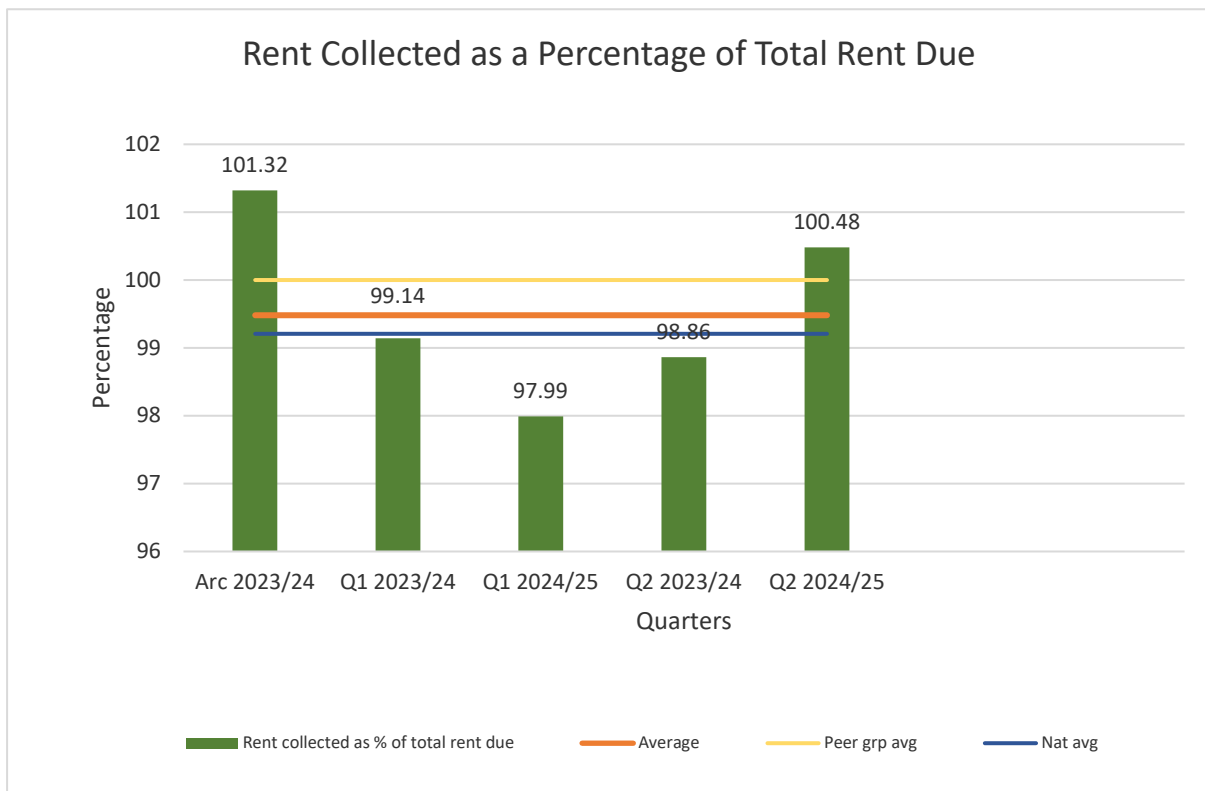


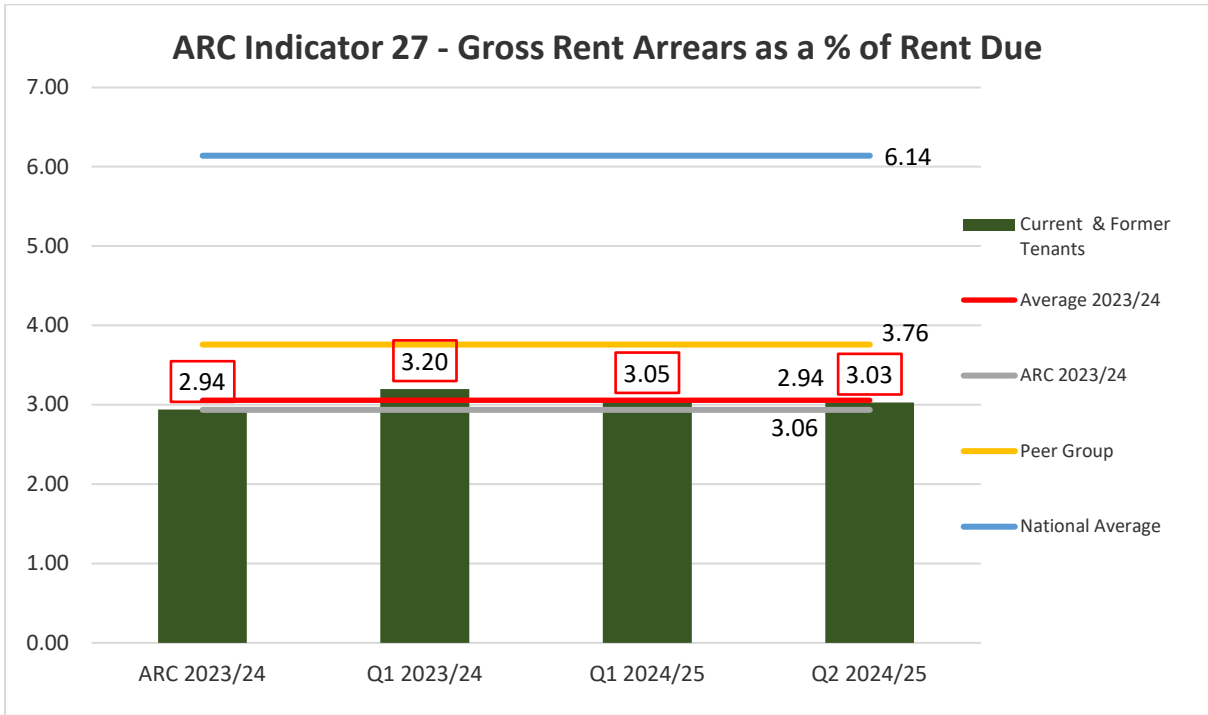
**Rent Collected as a % of rent due**

KPI (Target 100%)	ARC 2023/24	Q1 2023/24	Q1 2024/25	Q2 2024/25
<b>Rent Collected as % of Rent Due</b>	<b>101.36%</b>	<b>99.14%</b>	<b>97.99%</b>	<b>100.48%</b>

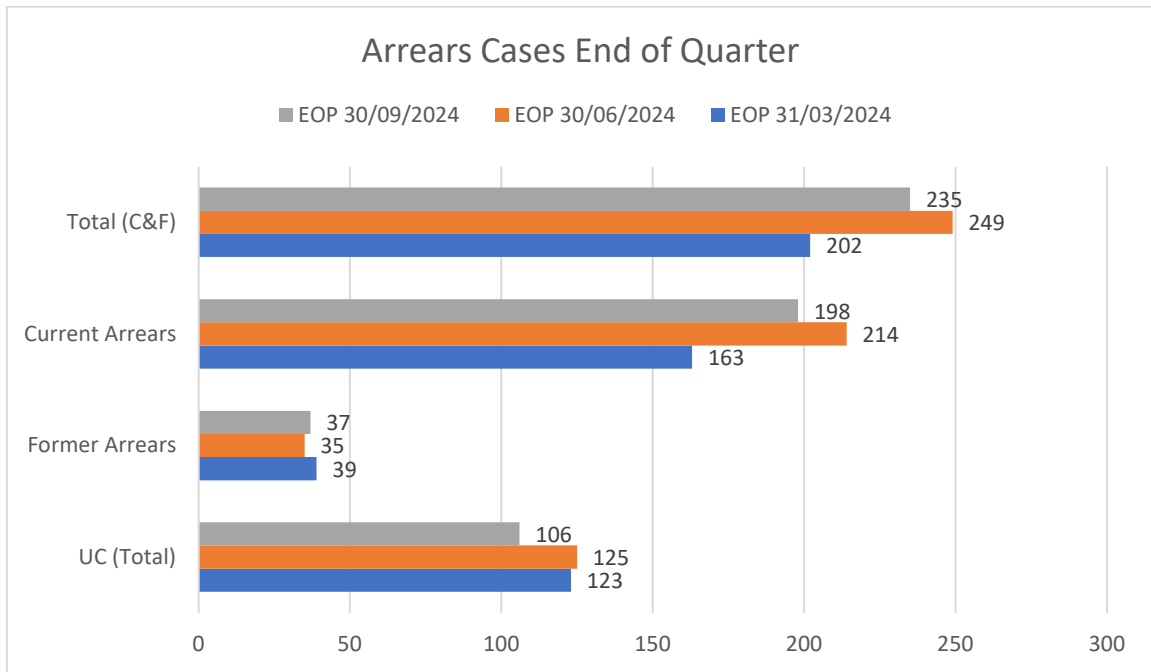


**Rent Arrears as a % of rent due**

KPI (Target 3.50%)	ARC 2023/24	Q1 2023/24	Q1 2024/25	Q2 2024/225
<b>Rent Arrears as % of Rent Due</b>	2.94%	3.20%	3.05%	3.03%



**Arrears Cases**



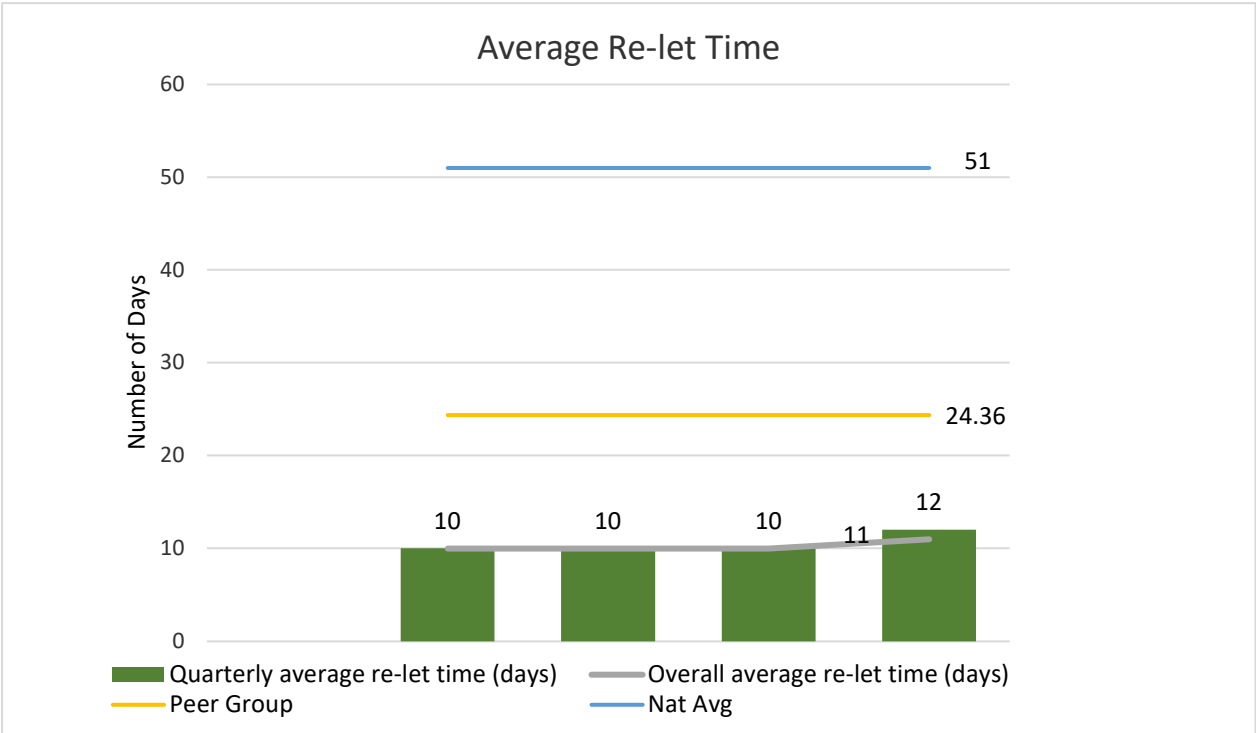
**Recovery Stages & Legal Action 2024/25**

Notice Of Proceedings in the quarter	3
Cases currently with Harper MacLeod	2
Cases at court	1
Evictions	2
*Sisted (non arrears case)	1
Evictions Carried out to date 2024/25	3

\*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	Q2 2024/25
Avg Relet Time	10 Days	10 Days	10 Days	12 Days



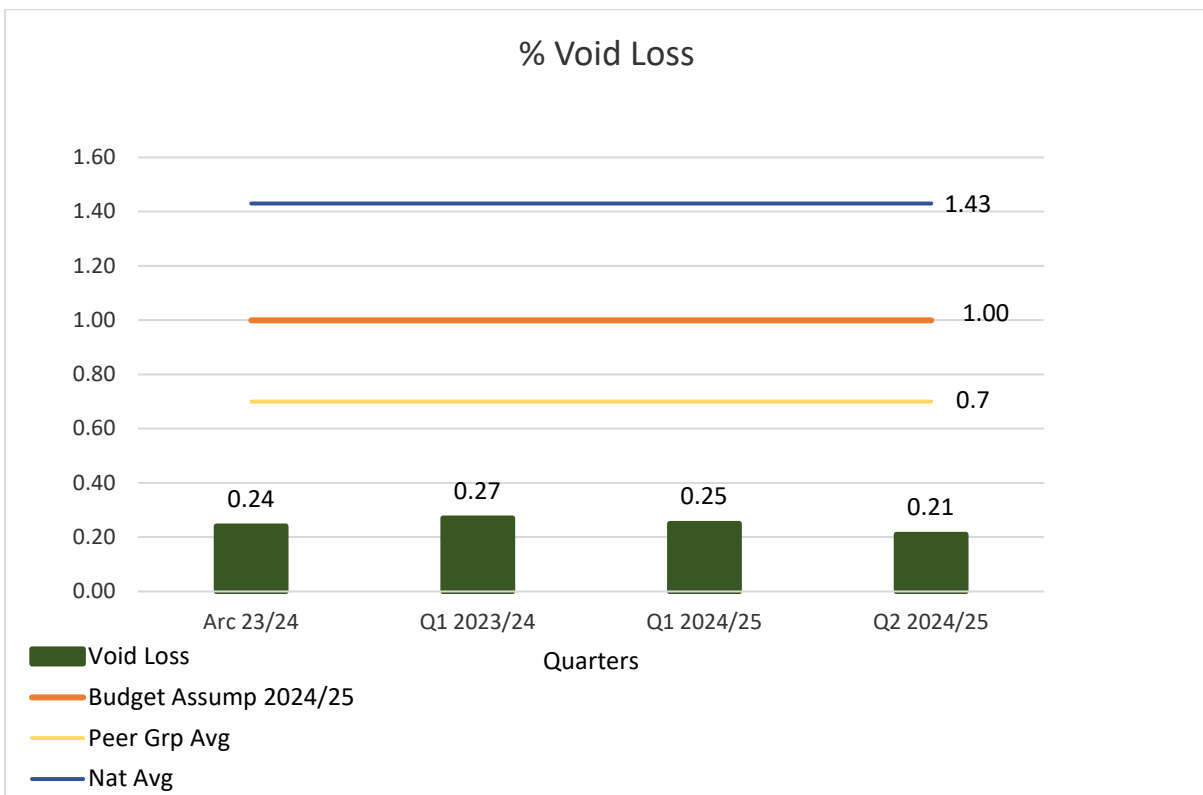
**Allocation Refusals and Withdrawals (LHA Rented only)**

<b>Percentage of tenancy offers refused during the quarter</b>	
Allocation Refusals and Withdrawals (LHA Rented only)	
i) Number of tenancy offers during the quarter	23
ii) Number of Tenancy offers that were refused	2
<b>Reasons for refusal (sumarised):</b>	
No contact	1
Health reasons	1
iii) Percentage of tenancy offers refused during the quarter	9%

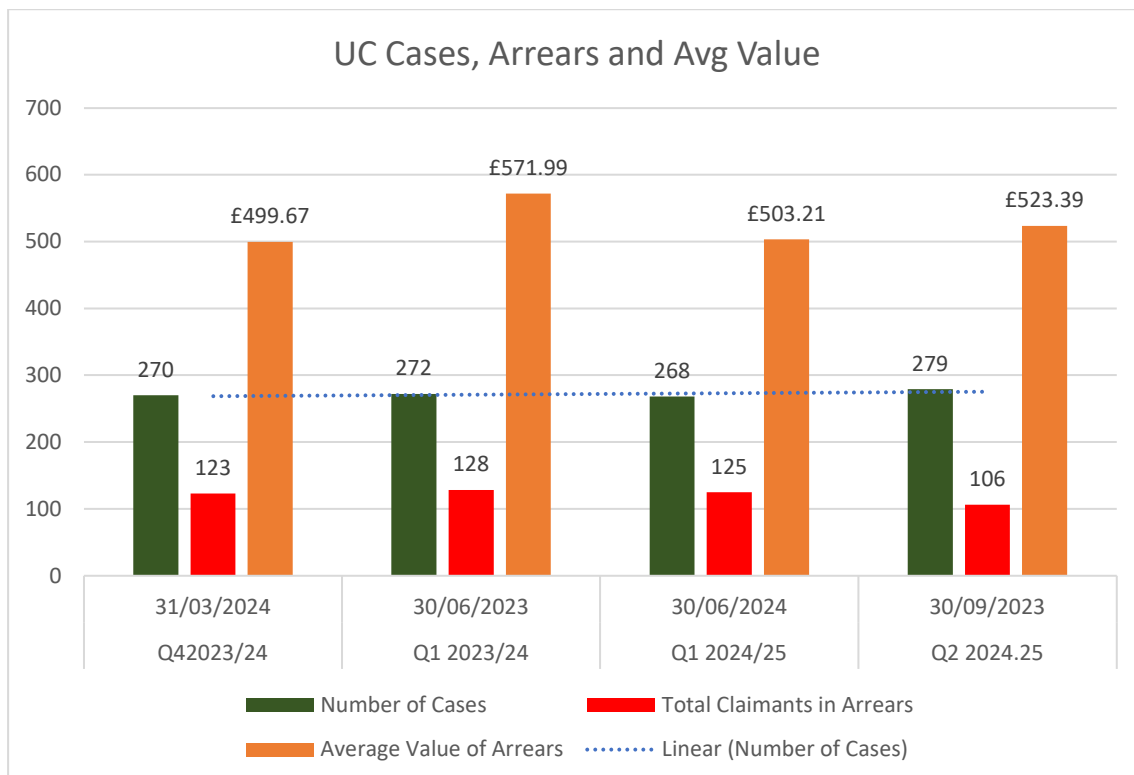
This shows good progress and consistency in managing the concerns that the Board of Management had on refusal rates through improved pre allocation discussions held with applicants to ensure details and information is correct, up to date and that the property and the offer is suitable.

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

KPI (Target 1%)	Budget	ARC 2023/24	Q1 2023/24	Q1 2024/25	Q2 2024/25
Void Loss	1%	0.24%	0.27%	0.25%	0.21%



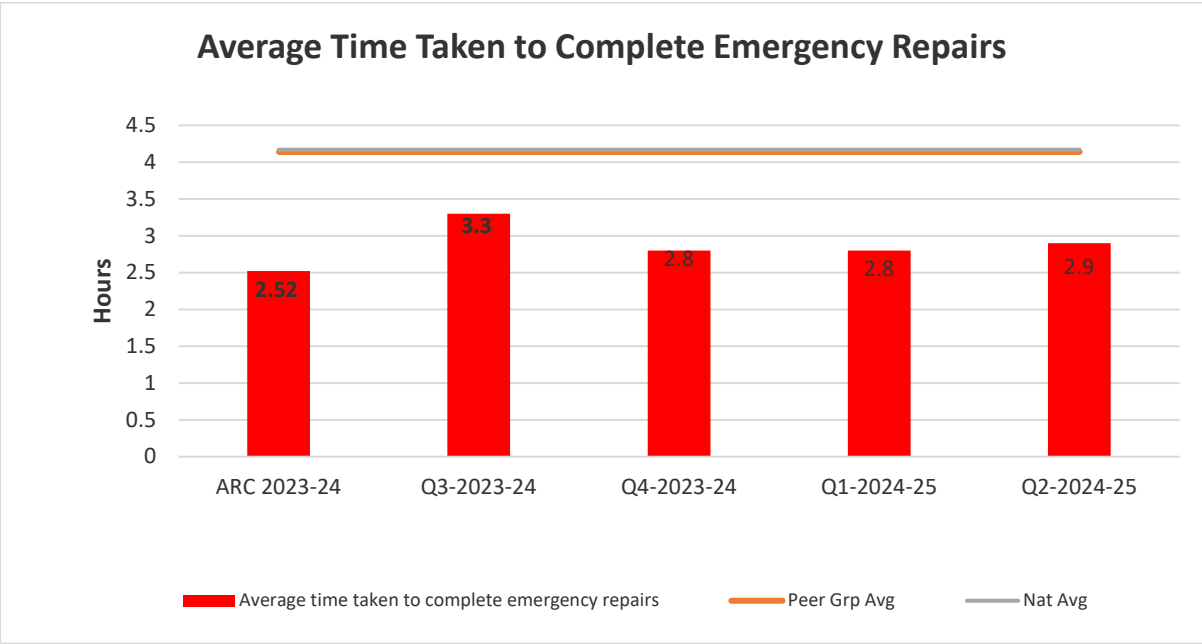
**Report on the impact of Universal Credit on income and arrears Q2 2024/25**



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

ARC 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
2.52	3.3	2.8	2.8	2.9
No of Repairs	37	40	21	28

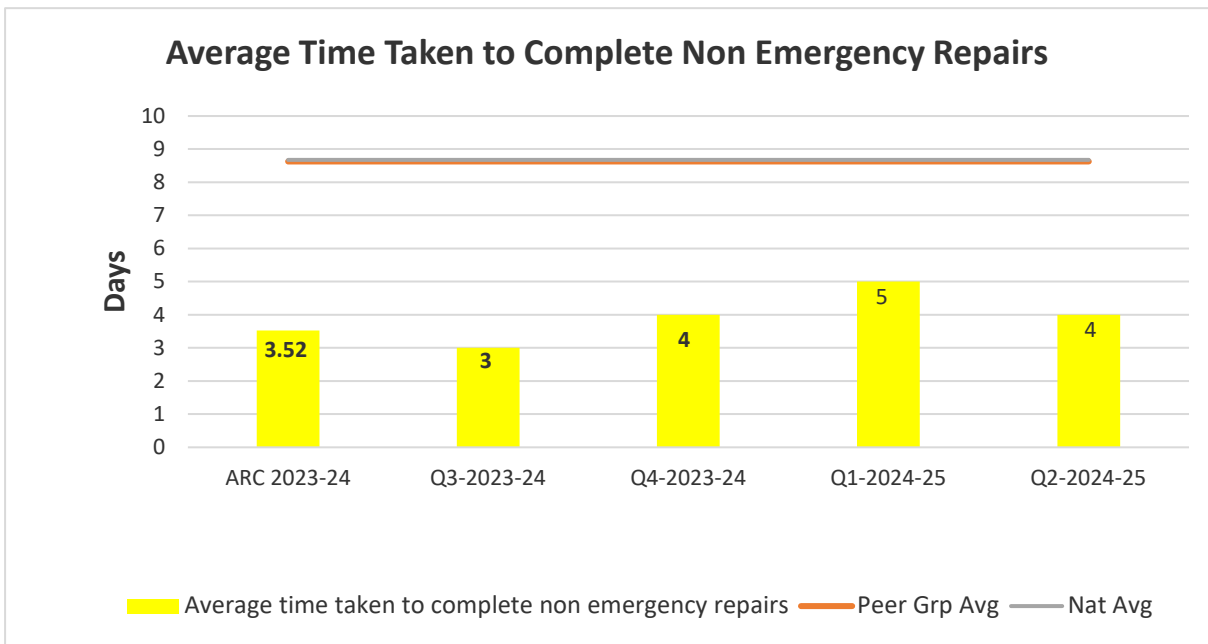
**Average Time Taken to Complete Emergency Repairs**





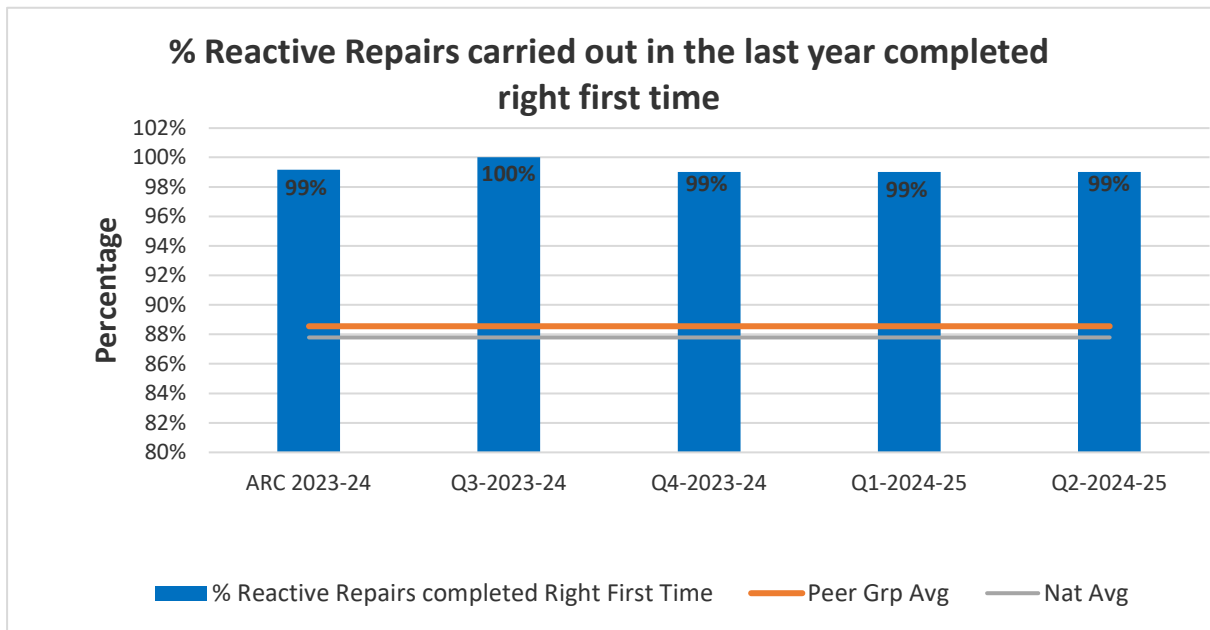
**Average Time Taken to Complete Non-Emergency Repairs**

ARC 2023/24	Q3 2023/24	Q4 2023/24	Q2 2024/25	Q2 2024/25
3.52	3	4	5	4
No of Repairs	431	451	322	438



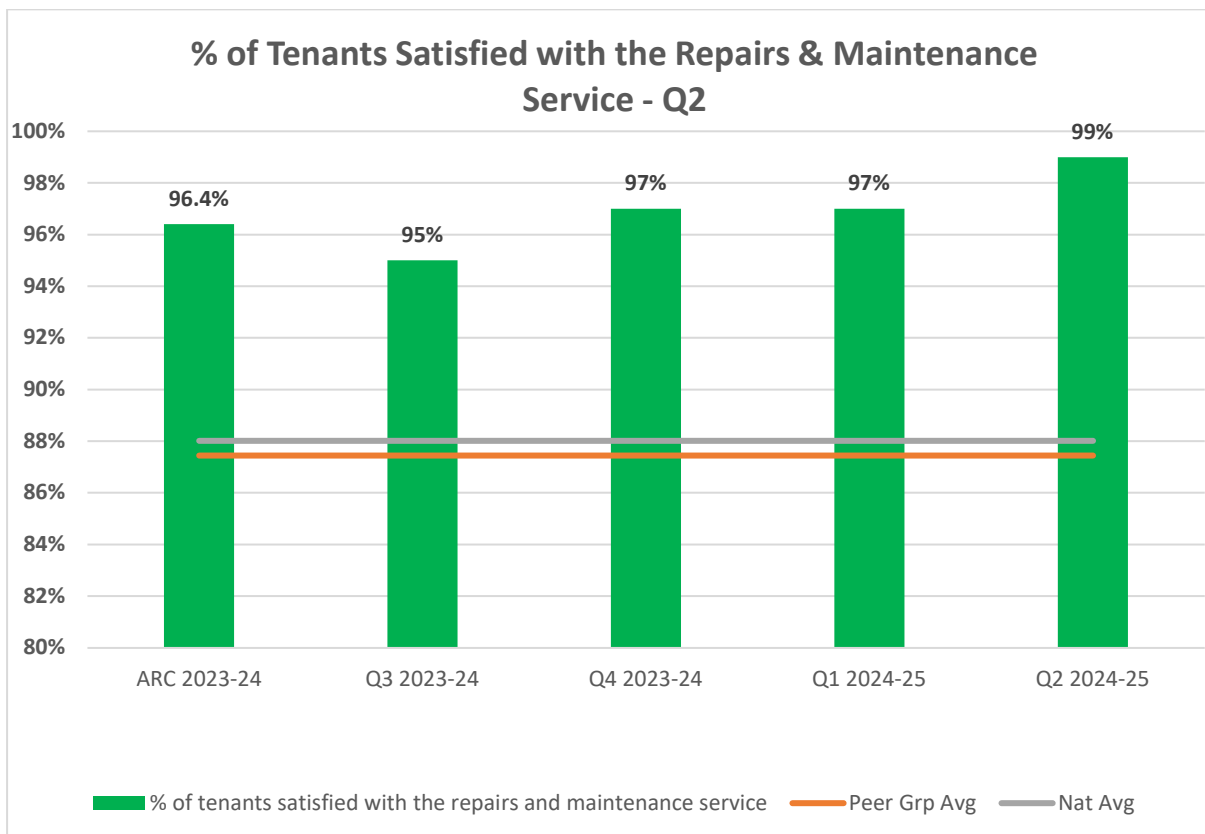
**Percentage of Reactive Repairs Carried out in the last year completed Right First Time**

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



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

ARC 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
96.4%	95%	97%	97%	99%



**Narrative:**

A total of 285 tenants were called in quarter 2. (of these we were unable to get 134) 138 tenants were very satisfied and 12 were fairly satisfied.

1 tenant was very dissatisfied with a replacement mixer shower that had been installed as the pressure was very low and the length of time for hot water to flow through. This has been forwarded to LHAPS to follow up.

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.)*

## APPENDIX 4 FOI and GDPR Requests for Quarter 2 2024/25

### FOI and GDPR Requests

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