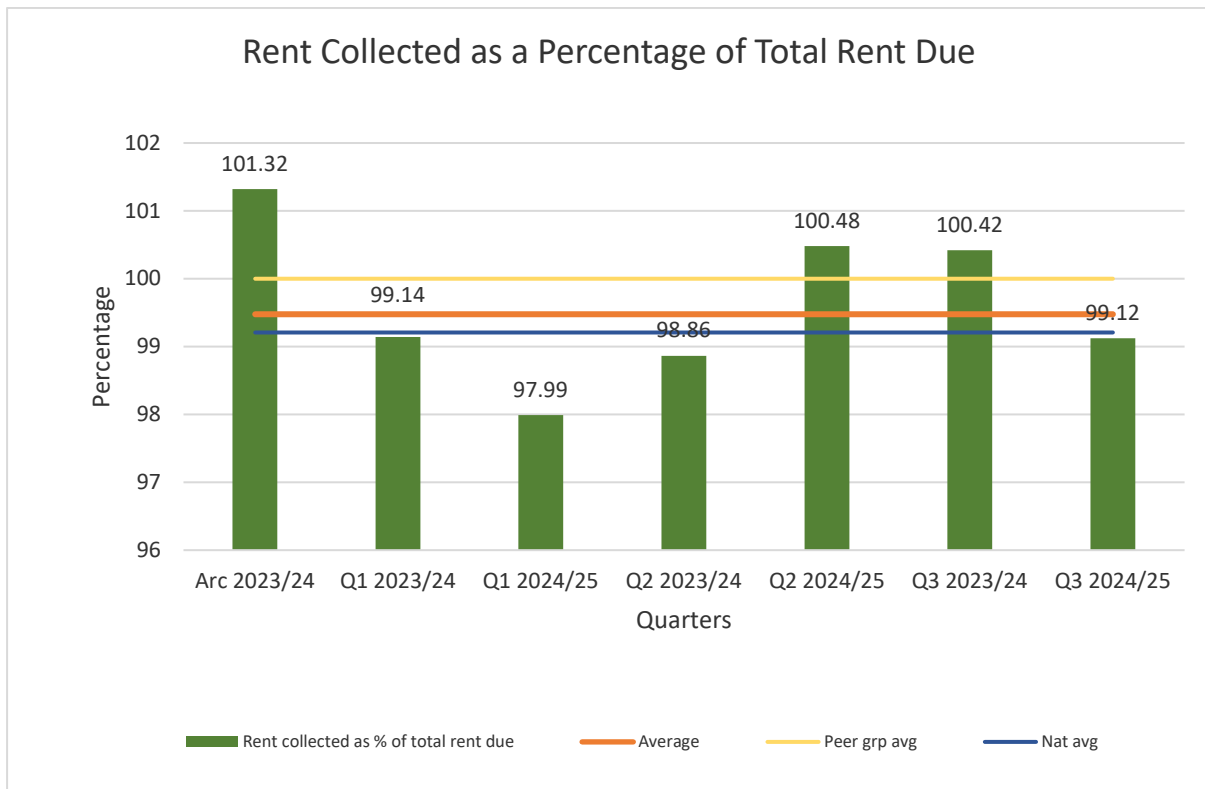


Rent Collected as a % of rent due

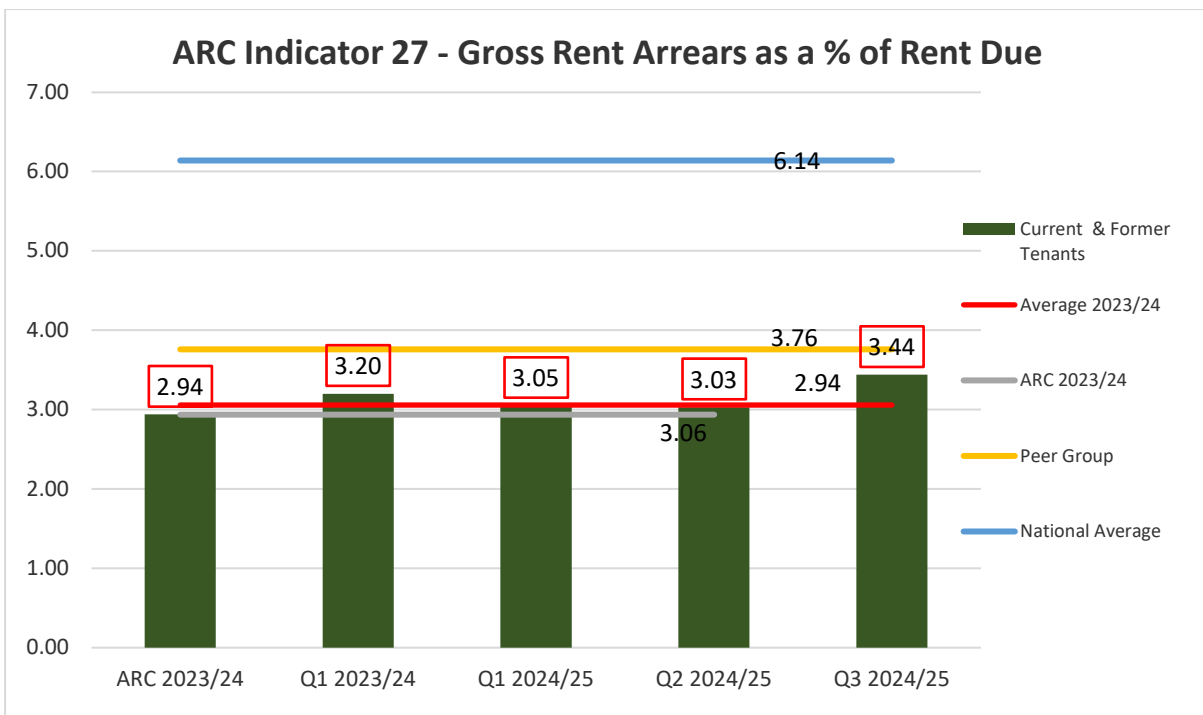
KPI (Target 100%)	ARC 2023/24	Q1 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Rent Collected as % of Rent Due	101.36%	99.14%	97.99%	100.48%	99.12%



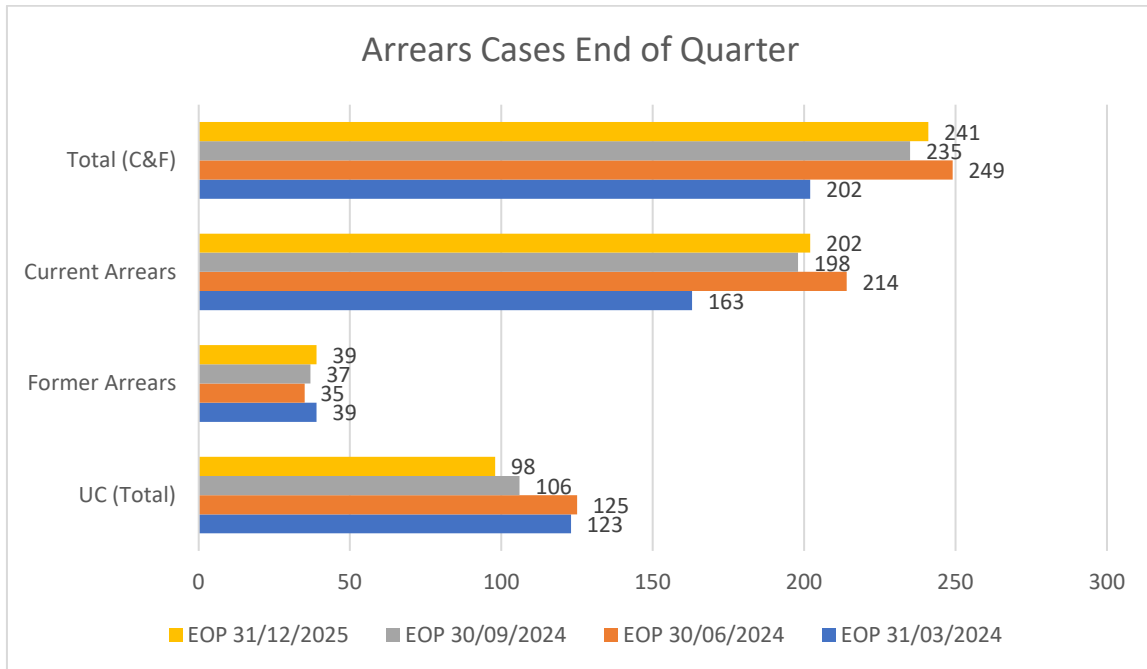
The reduction in rent collected in this quarter correlates with the increase of arrears as noted below. Quarter 3 often shows a dip in performance given the festive period but the trend will be monitored and reviewed.

Rent Arrears as a % of rent due

KPI (Target 3.50%)	ARC 2023/24	Q1 2023/24	Q1 2024/25	Q2 2024/225	Q3 2024/25
Rent Arrears as % of Rent Due	2.94%	3.20%	3.05%	3.03%	3.44%



Arrears Cases



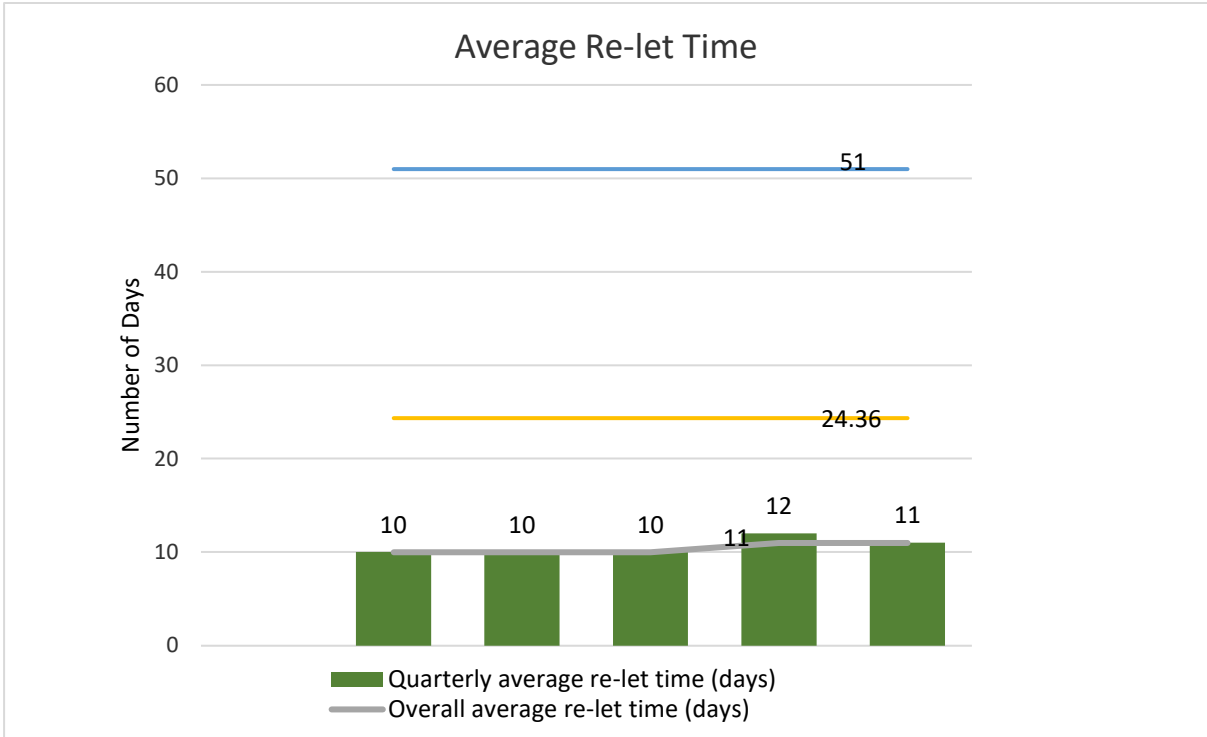
Recovery Stages & Legal Action 2024/25

Notice Of Proceedings in the quarter	5
Cases currently with Harper MacLeod	2
Cases at court	1
Evictions	0
*Sisted (non arrears case)	1
Evictions Carried out to date 2024/25	2

*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	Q3 2024/25
Avg Relet Time	10 Days	10 Days	10 Days	12 Days	11 Days



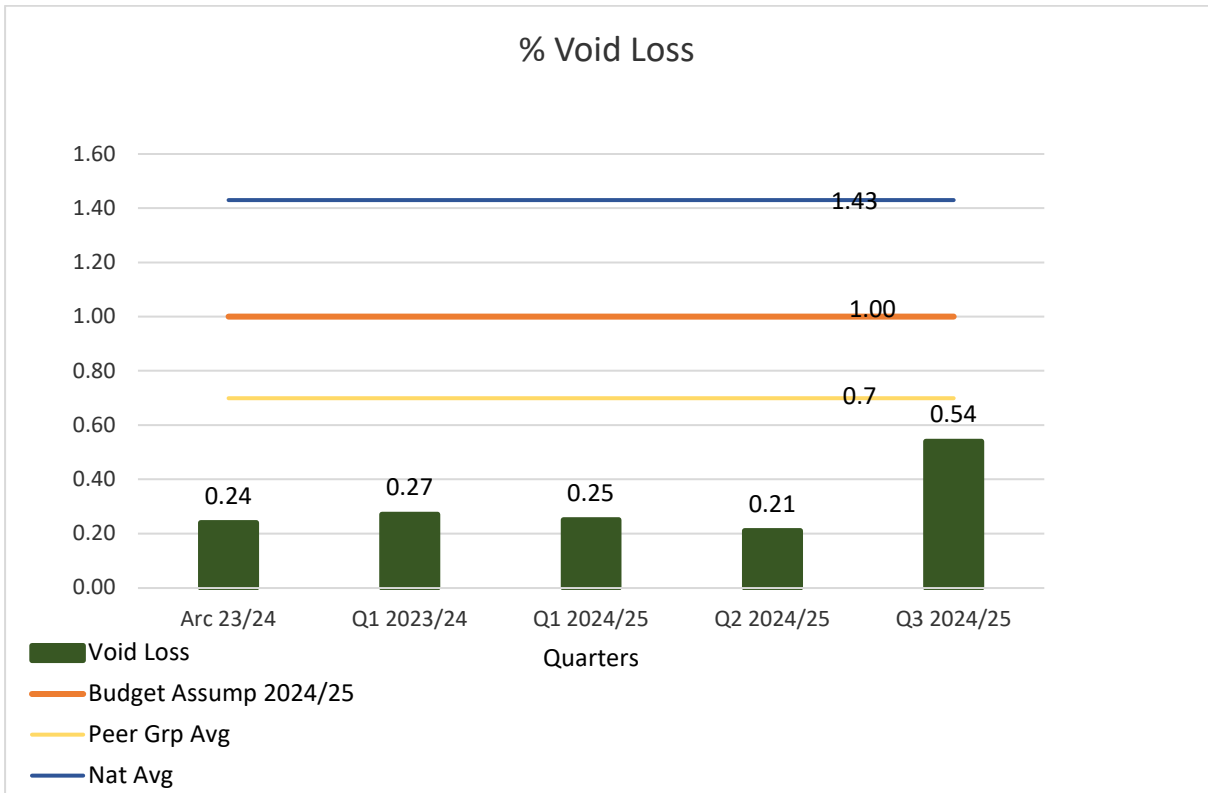
Allocation Refusals and Withdrawals (LHA Rented only)

Allocation Refusals and Withdrawals (LHA Rented only)	
Number of tenancy offers during the quarter	11
Number of Tenancy offers that were refused	3
Reasons for refusal (sumarised)	
Property type unsuitable	1
Property not modern enough	1
Property in poor condition	1
Percentage of tenancy offers refused during the quarter	27%

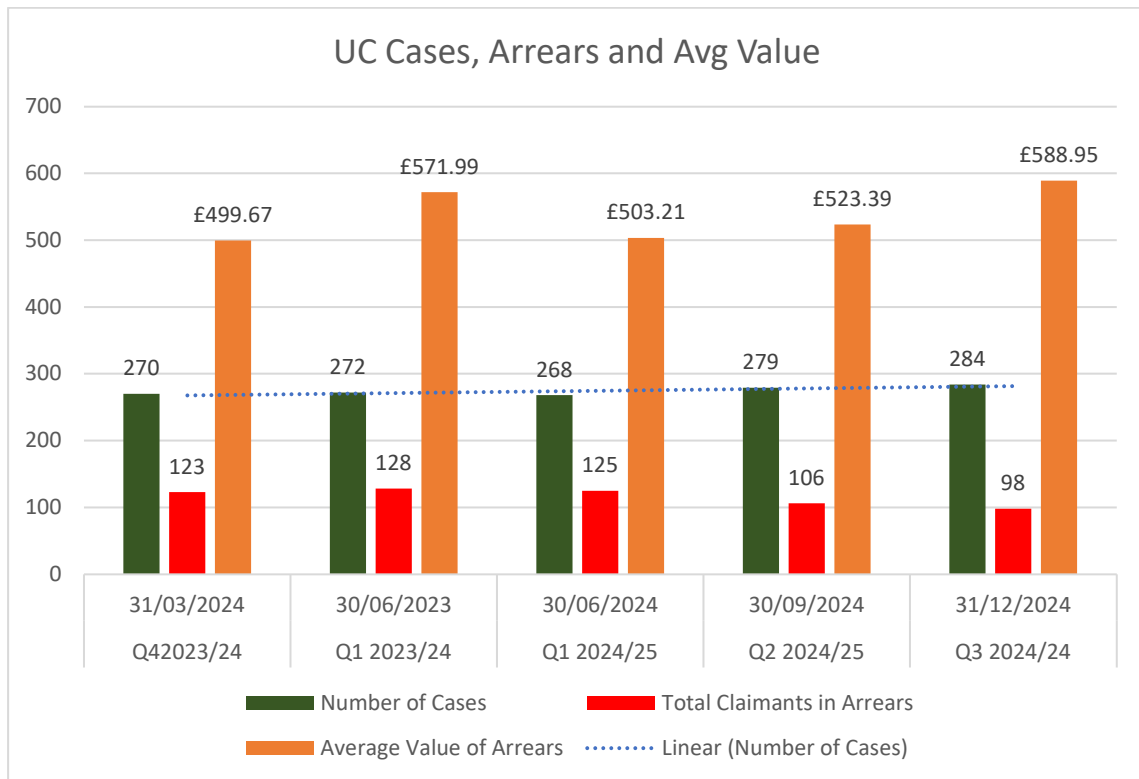
There has been an increase in refusals this period following on from last quarter. Per-allocation work continues in mitigation, and this will be kept under review, with more detailed analysis over quarter 4.

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	Q3 2024/25
Void Loss	1%	0.24%	0.27%	0.25%	0.21%	0.54%



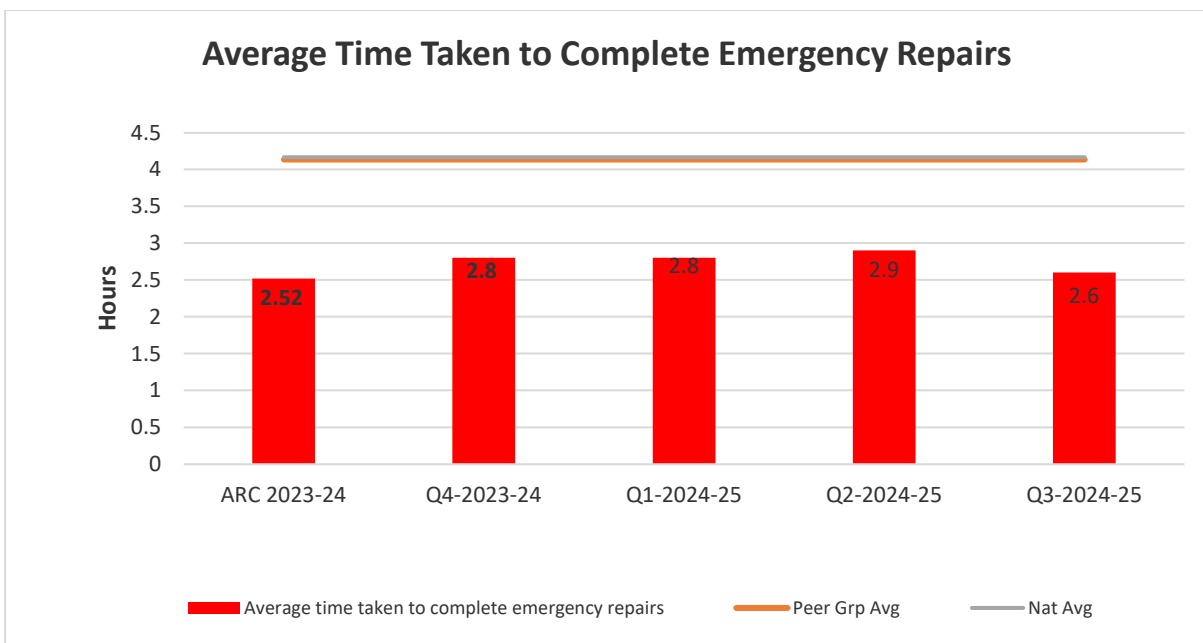
Report on the impact of Universal Credit on income and arrears Q3 2024/25



Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 3 2024/25

Average Time Taken to Complete Emergency Repairs

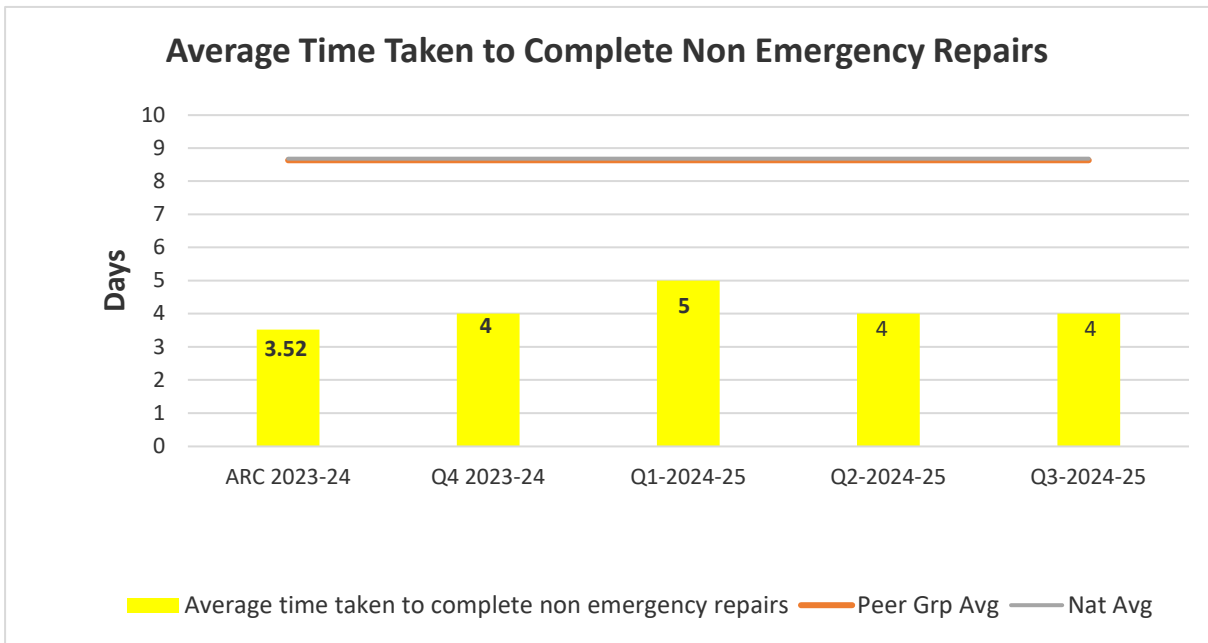
ARC 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
2.52	2.8	2.8	2.9	2.6
No of Repairs	40	21	28	49



Total of 49 24hr repairs which include 30 out of hour call outs

Average Time Taken to Complete Non-Emergency Repairs

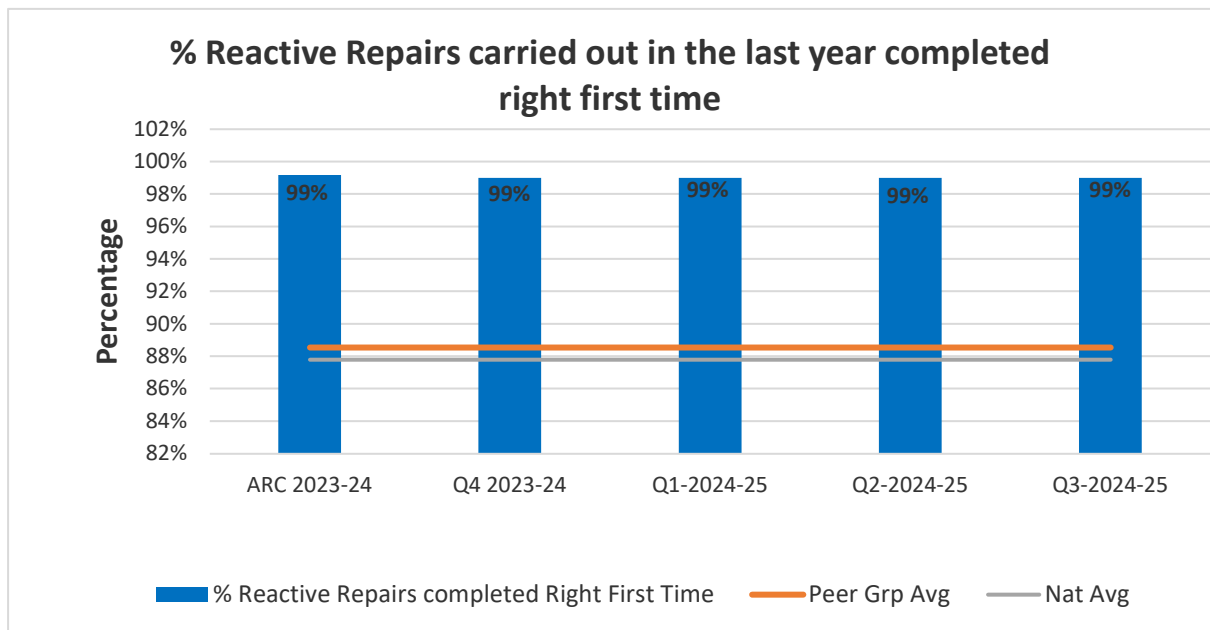
ARC 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
3.52	4	5	4	4
No of Repairs	451	322	438	380



Total of 380 non urgent repairs during Q3

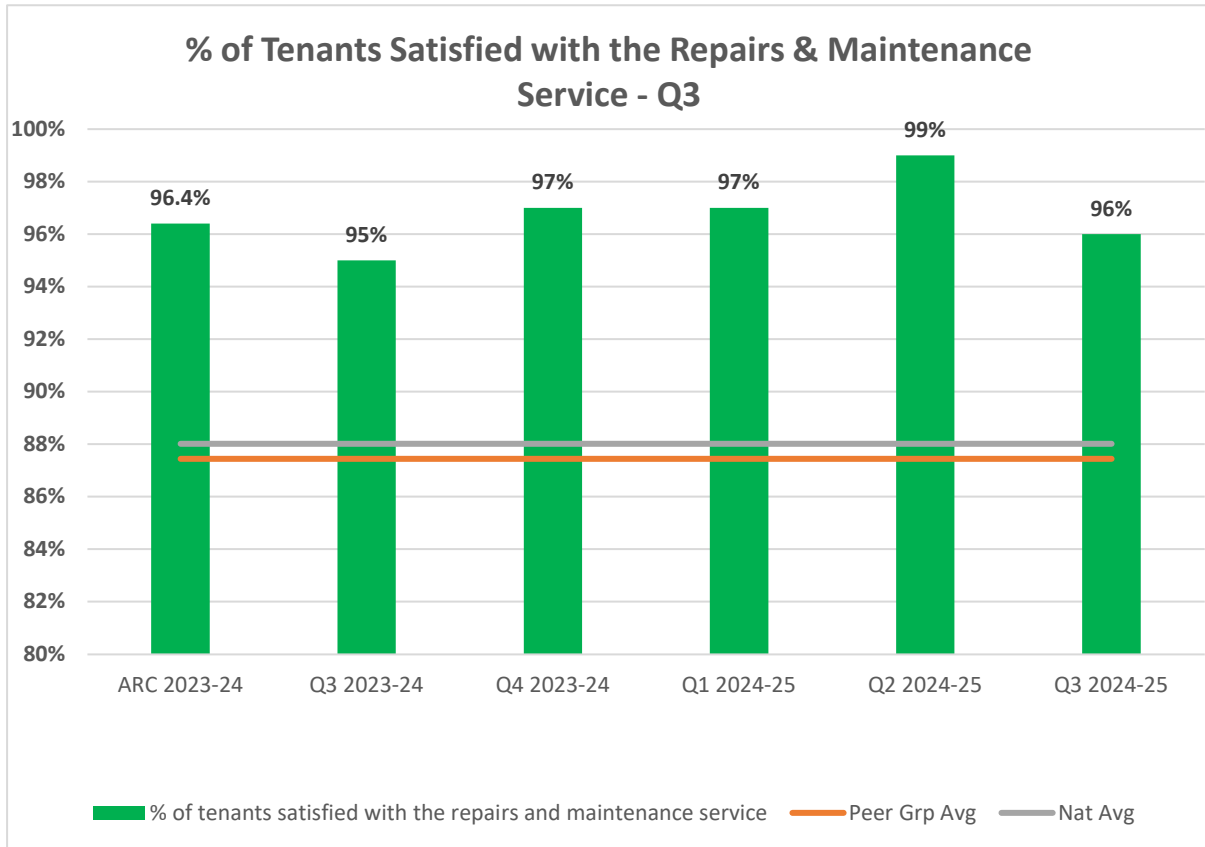
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

ARC 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
99%	99%	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	Q3 2024/25
96.4%	95%	97%	97%	99%	96%



Narrative:

A total of 267 tenants were contacted in quarter 3 by telephone call and text. Out of these 132 either did not answer or reply to a text message. 119 tenants were very satisfied and 11 were fairly satisfied.

3 tenants were very dissatisfied and 2 was fairly dissatisfied. There were various reasons for the dissatisfaction including a leak still at a radiator and a door still leaking. All issues were passed onto LHAPS who are investigating and carrying out the necessary repairs.

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 3 2024/25

FOI and GDPR Requests

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