

# Housing Performance Indicators Report

June 2019

## Gross Rent Arrears as a Percentage of Rent Due (ARC Indicator 31)

	September 2018	December 2018	March 2019	June 2019	Key ARC 18/19	Scottish Average
Unsupported	2.97%	3.1%	3.33%	3.31%	-	-
Supported	3.51%	2.74%	1.82%	2.64%	-	-
<b>Total Arrears</b>	<b>3.45%</b>	<b>2.78%</b>	<b>2.29%</b>	<b>2.70%</b>	<b>2.22%</b>	<b>5.67%</b>
	Note: Peer Group average: 2.88%					

## Percentage of rent loss due to properties being empty during the period (ARC Indicator 34)

	18/19	18/19	17/18	17/18
Time Period	Percentage of Rent lost	Rent Loss ( £ ) cumulative	Percentage of Rent lost	Rent Loss ( £ ) cumulative
Quarter 1	0.89%	11,328.25	0.68%	£8,109.48
Quarter 2			0.90%	£21,515.13
Quarter 3			0.89%	£32,073.61
Quarter 4			<b>0.88%</b>	£40,817.91

Key (ARC 18/19)	Scottish Average	Peer Group Average
0.88%	0.9%	1.58 %

## Average length of time taken (in days) to re-let properties during the period (ARC Indicator 35)

Time Period	Average Time taken	Number of lets (cumulative)	Average Time taken	Number of Lets ( cumulative)
Quarter 1	47.53 days	18 lets	43.46 days	13 lets
Quarter 2			43.26 days	26 lets
Quarter 3			52.07 days	44 lets
Quarter 4			55.41 days	58 lets

Key (ARC 18/19)	Scottish Average	Peer Group Average
55.4 days	31.7 days	36.04 days

# Housing Performance Indicators Report

Average length of time taken (in hours) to complete emergency repairs  
(ARC Indicator 11)

Time Period	Average Time taken	Number of Repairs	Average Time taken	Number of Repairs
Quarter 1	3.13	84	5.32 hours	52
Quarter 2			2.95 hours	71
Quarter 3			4.42 hours	90
Quarter 4			4.09 hours	104

Key (ARC 18/19)	Scottish Average	Peer Group Average
3.7 hours	3.6 hours	3.54 hours

Average length of time taken (in days) to complete non emergency repairs (ARC Indicator 12)

Time Period	Average Time taken	Number of Repairs	Average Time taken	Number of Repairs
Quarter 1	4.26	644	3.33 days	636
Quarter 2			3.70 days	627
Quarter 3			4.31 days	692
Quarter 4			4.28 days	705

Key (ARC 18/19)	Scottish Average	Peer Group Average
3.8 days	6.6 days	5.59 days

Percentage of repairs completed within target timescales

Emergency Repairs - Target: 8 hours				
Time Period	No of Repairs 19/20	No completed within timescale 19/20	No. of Repairs 18/19	No. completed within timescale 18/19
Quarter 1	84	83 (98.81%)	52	46 (88.46%)
Quarter 2			71	70 (98.57%)
Quarter 3			90	87(96.67%)
Quarter 4			104	99 (95.19%)

# Housing Performance Indicators Report

Urgent Repairs - Target: 24 hours					
Time Period	No of Repairs 19/20	No completed within timescale 19/20		No. of Repairs 18/19	No. completed within timescale 18/19
Quarter 1	20	18 (90%)		26	22 (84.62%)
Quarter 2				15	14 (93.3%)
Quarter 3				11	10 (90.91%)
Quarter 4				20	20 (100%)

Routine - Target: 10 days					
Time Period	No of Repairs 19/20	No completed within timescale 19/20		No. of Repairs 18/19	No. completed within timescale 18/19
Quarter 1	624	565 (90.54%)		610	584 (95.74%)
Quarter 2				611	575(94.11%)
Quarter 3				681	630 (92.51%)
Quarter 4				685	630 (91.97%)

Percentage of properties that require a gas safety check and record completed within 365 days (ARC Indicator 15)

100% (up to 30 June 2019)		
Key (ARC 18/19)	Scottish Average	Peer Group Average
100%	99.81%	99.93%
Note: We can confirm that we have 640 properties requiring a gas safety check and none of these exceeded the 365 days to date this year.		

# Housing Performance Indicators Report

## **Stage 3 adaptations feedback**

We had noted on our internal audit action list that we would provided feedback on the return rate for the satisfaction surveys for Stage 3's in May. We have compiled these returns which are rather disappointing. Of x issued only x were returned. For this year we will consider a telephone survey to see if we can improve the level of feedback

## **Major Repairs feedback**

We will be reporting on this by December 2019