**Muirhouse Housing Association**

**Quarterly Key Performance Indicator Report**

**for July to September 2019**

**1. The Customer/ Landlord relationship**

**1.1 Stage 1 Complaints ‘Frontline’**

**Target:** 5 working days

The number of stage 1 complaints received and responded to within timescale per quarter and the total for the year.

|  |  |  |  |
| --- | --- | --- | --- |
| **Stage 1 complaints** | **Total 2018-19** | **April to June 2019** | **July to Sept 2019** |
| Number of complaints | 20 | 5 | 3 |
| Number response within target | 20 | 5 | 3 |
| Number upheld | 19 | 4 | 2 |

**Comment**

We had 3 frontline complaints during July to September 2019. They were:

* 3 complaints about the service from Saltire (2 complaints about the quality of work both upheld and 1 complaint about not turning up to complete the repair which was not upheld).

## We apologised to everybody who complained, resolved the problem in all cases and contacted the contractors to give feedback. We visited the complainant who was not satisfied with how we had dealt with an antisocial behaviour complaint and explained the actions we had taken and agreed a way forward.

**1.3 Stage 2 complaints ‘Investigation’**

**Target**: 20 working days

The number of stage 2 complaints received and responded to within timescale per quarter and the total for the year.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stage 2 complaints** | **Total**  **2017-18** | **Total 2018-19** | **April to June 2019** | **July to Sept 2019** |
| Number of  Complaints | 1 | 1 | 2 | 0 |
| Number response within target | 1 | 0 | 1 | n/a |
| Number upheld | 1 | 0 | 3 | n/a |

**Comment**

We had no complaints for investigation received in July to September 2019.

**1.4 Percentage of tenants satisfied or very satisfied with repairs carried out**

Our target is to achieve **90%** satisfaction rates. Our target for number of questionnaires returned every quarter is **25%**.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | **Quarter** | **Lothian Gas** | **Saltire** | **All Contractors** | | April to June 2019 | 100% | 99% | 99% | | July to Sept 2019 | 100% | 100% | 100% | |  |  |  |  |  |  |  |

**Comment**

Between July and September our satisfaction level was 100% which is up from 99% last quarter.

Our target for returns on questionnaires is 25%. This quarter we had 24.5% returned which is a slight decrease from 25% returned between April and June. Tenants can give us feedback through a variety of methods and we also phone them directly to check how satisfied they were with the repair. This quarter, we completed 326 repairs and received 80 returns.

**Benchmarking**

**1.5 Percentage of tenants satisfied with home when moving in**

|  |  |  |  |
| --- | --- | --- | --- |
| **Number of**  **responses** | **Total 2018-19** | **April to June 2019** | **July to Sept 2019** |
| Very satisfied | 15 | 8 | 6 |
| Fairly satisfied | 2 | 1 | 1 |
| Neither or | 0 | 0 | 0 |
| Fairly dissatisfied | 0 | 0 | 0 |
| Very dissatisfied | 0 | 0 | 0 |
| **Total** | **17** | **9** | **7** |
| **% Satisfied** | **100%** | **100%** | **100%** |

**Comment**

We visited 6 new tenants between July and September 2019, and all were satisfied with their new home. We had lots of positive comments about the staff including:

‘Very happy’, ‘This is the first time I’ve lived somewhere that feels like home’, ‘Very good, happy and settled’, ‘Brilliant’, Very,very satisfied!’,

**1.6 Positive Feedback**

We record positive feedback and compliments as well as complaints.

* Thank you so much for your help doing this and getting me help from the other Suzanne (Financial Inclusion Officer) sorting things out, you’re a gem!
* I think the organisation is incredible, when I call, I always get to speak to someone, the phone is answered, and you are happy to help. Thank you for doing such a good job!
* thank you for your unwavering support you have given us as a family!

**2. Housing quality and maintenance**

**2.1 Average length of time to complete emergency repairs**

**Target**: Our target for emergency repairs is **4** hours and **100%** on time.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2019-2020** | **Number of emergency repairs** | **Number within target** | **% on time** | **Total hours** | **Average hours** |
| April to June | 33 | 32 | 96.97% | 64hrs 44mins | **1hr 58mins** |
| July to Sept | 36 | 36 | 100% | 71hrs 03 mins | **1hr 58mins** |

**Comment**

This quarter we completed 36 emergency repairs and 100% were attended within the 4-hour target time.

(The average time to attend emergency repairs for 2018-19 was 1 hour 72 mins).

**Benchmarking**

**2.2 Average length of time to complete non-emergency repairs**

**Targets**: 2 working days for urgent repairs, 10 working days for routine repairs and

95% of repairs completed within timescales

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **2019-2020** | **Number of Non -emergency repairs** | **Number within target** | **% completed on time** | **Total days** | **Average days** |
| April to June | 364 | 359 | 98.62% | 965 | **2.65** |
| July to Sept | 290 | 282 | 97.5% | 928 | 3.20 |

**Comment**

From 1 July to 30 September 2019, we completed 290 non-emergency repairs in a

total of 928 days which gives an average length of time of 3.20 days to complete.

There were 8 repairs that were out with our target timescales which is up from 5 last quarter. There was one common theme with 3 repairs which was delays in getting gutters cleaned. We have spoken to the contractor and asked for reasons to avoid this type of repair being delayed in the future. We will continue to monitor the number of late repairs and reasons, and to raise with the contractor in the regular service review meetings.

**Benchmarking**

**2.3 Percentage of repairs that are ‘Right first time’.**

**Target:** We have set a target of 95% in line with the business plan for 2019/20

|  |  |  |  |
| --- | --- | --- | --- |
| **2019/20** | **Number of Repairs** | **Repairs Right first time** | **% Right first time** |
| April to June | 364 | 348 | 96% |
| July to Sept | 290 | 278 | 95% |

**Comment**

‘Right first time’ is defined as within the appropriate target timescale agreed locally and without the need to return a further time because the repair was inaccurately diagnosed, and/or the contractor did not resolve the reported problem. This quarter 95% of our repairs were completed right first time which is a decrease from 96% last quarter.

**Benchmarking**

**2.4 Gas safety**

As of 30 September 2019, 100% of our occupied houses had a valid gas safety certificate to meet the legal requirement.

**2.5 Scottish Housing Quality Standard**

As reported to the ARC and in last quarter’s performance report, we have 1 property out of 506 not compliant so we reported a figure of 99.8% to the ARC 2018-19. Further details in Appendix 2 – Guide to Performance Report.

## We are reporting 100% compliance with the Energy Efficiency Standard for Social Housing (EESSH) for 2018/19.

**2.6 Medical Adaptations**

We had 1 request for major adaptations to fit a wet floor shower during the quarter. There was 1 request for a minor adaptation. These adaptations took an average of 28 days to complete.

**2.7 Investment programme update**

**Painting**

We have appointed Novus to paint the buildings at Muirhouse Avenue North, Muirhouse Way and Muirhouse Avenue and the work is due to start at the end of October. Tenants who live in the flats have been given a choice of colours to paint the internal stairs to make them fresh and bright again.

At the moment we are carrying out surveys to the following properties prior to painting, Muirhouse Green (odd numbers) Muirhouse Terrace (1a -1d) Muirhouse Bank (1a and 1b) Muirhouse Gardens.

**Bathrooms**

The expected start date for the bathroom replacement programme in Muirhouse Green(even numbers) is the end of October 2019. We have now appointed L and D Plumbing as our contractor. They will firstly start with 6 properties. Tenants will be sent letters apologising for the delay in starting, introducing the contractor and explaining what to expect from the project. We will be holding an event at the Millennium Centre to display products and we will have some on display at MHA.

**Smoke and Heat Detectors**

Easy Heat Systems will be starting on site in October and letters have been sent out to tenants with a leaflet about what to expect. Easy Heat Systems are holding an event for tenants to ask questions and learn more about what the changes may mean for them. This project is expected to last until the summer of 2020.

**Stock Condition Survey (SCS)**

We will be carrying out a procurement exercise for a Stock Condition Survey at the end of the October for a start date of January 2020.

**3. Neighbourhood and community**

**3.1 Antisocial Behaviour (ASB) complaints**

Our target is to resolve 80% of complaints made to us about Antisocial Behaviour within 20 working days.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Total 2017-18** | **Total 2018-19** | **April to June 2019** | **July to Sept 2019** |
| **No of ASB complaints** | **19** | **29** | 9 | 5 |
| **Resolved within 20 days** | **19** | **28** | 9 | 5 |

**Comment**

The breakdown of categories for antisocial complaints for the year to date is as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Neighbour dispute | Noise | Animals | ASB Young People | ASB Other | Rubbish | Harass-ment | Total |
| 1 | 0 | 0 | 2 | 1 | 0 | 1 | **5** |

All complaints were responded to and resolved within timescales. The average response time was 6.4 days. The type of complaints which we categorise as ‘ASB other’ may include for example parking issues, nuisance from garden rubbish being burned, smoking in communal stairs.

**Benchmarking**

**4. Access to housing and support**

**The number of lets during the year by source of let:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Total**  **2017/18** | **Total 2018/19** | **June to April 2019** | **July to Sept 2019** |
| Nominations (homeless) | 7 | 4 | 1 | 0 |
| Nominations other | 0 | 1 | 0 | 0 |
| Section 5 | 0 | 0 | 0 | 0 |
| Housing List | 0 | 4 | 3 | 0 |
| Housing List (homeless) | 14 | 13 | 4 | 1 |
| Transfer | 9 | 3 | 2 | 1 |
| Other | 0 | 0 | 0 | 0 |
| **Total** | **30** | **25** | **10** | **3** |

We relet 2 properties between 1 July and 30 September 2019 and 33% of these were allocated to people who were classed as statutorily homeless by the City of Edinburgh Council.

**5. Getting good value from rent and service charges**

**5.1 Average days taken to relet a property**.

**Target:** 5 working days

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Total 2017/18** | **Total 2018/19** | **April to June 2019** | **July to Sept 2019** |
| Number of void days | 80 | 109 | 48 | 32 |
| Number of void properties | 30 | 26 | 10 | 2 |
| Average days to relet | **2.7** | **4.36** | **4.8** | **16** |

**Comment**

We had 2 empty houses between 1 July to 30 September 2019. One property was empty for 32 days. This became empty after an eviction and there was extensive work needed done. The property needed a full clearance, deep-clean, multiple repairs including 7 new doors and repainted throughout. We also took the opportunity to fit a new bathroom and downstairs toilet while the property was empty which also added to the void turnaround time. This has made a big impact on our average days to relet figure for this quarter which is 16 days. Unfortunately, there was no way of avoiding this. We will aim to improve this figure by our performance in the coming quarters.

**Benchmarking**

**5.2 Percentage of rental income lost through properties being empty.**

**Target:** below 1% of the rent due for any given year.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Total**  **2017/18** | **Total 2018/19** | **April to June ’19** | **July to Sept ‘19** |
| Rent loss amount | £835.79 | £1358.11 | £571.28 | £402.01 |
| Rent loss percentage | 0.04% | 0.06% | 0.02% | 0.02% |

**Comment**

This quarter we are reporting a loss of 0.02% due to properties being empty.

**Benchmarking**

**5.3 Percentage of tenancy refusals**

There were no tenancy offers refused between July and September 2019.

**Benchmarking**

**5.4 Gross rent arrears (current and former tenant) as a percentage of total of rent due in a year. Target:** less than 3%

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gross Arrears** | **2016/17** | **2017/18** | **2018/19** | **April to June ‘19** | **July to**  **Sept ‘19** |
| 2.11% | 2.36 | 2.78% | 2.62% | 2.45% |

**Comment**

Our target for gross rent arrears for 2019/20 is less than 3% of our expected annual rent income. Our gross rent arrears were 2.45% at the end of the quarter which is a decrease from 2.62% the previous quarter.

## We will continue our commitment to improve performance and mitigate the extra pressures faced by tenants and landlords through welfare reform, raised costs and inflation.

**Benchmarking**

**5.5 Tenant Arrears (non-technical)**

Our target is less than 2% of the amount we expect to receive in rent payments in any given year.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Year** | **2016/17** | **2017/18** | **2018/19** | **April to June ‘19** | **July to Sept ‘19** |
| Tenant arrears | 1.30% | 1.54% | 1.93% | 2.01% | 2.04% |

**Comment**

This is the amount owed wholly by current tenants only (the non-technical arrear) and does not include the amount owed and expected from housing benefit payments (the technical arrear) or from former tenants. However, it does now include the arrears due because of delays or problems with Universal Credit payments.

Our non-technical arrears were 2.04% which is a slight increase from 2.01% the previous quarter. We will continue to work hard to engage with our tenants and encourage a ‘rent first’ culture and to mitigate any adverse impact on tenants from the introduction of Universal Credit.

**5.6 Former Tenant Arrears:**

**Target:** less than 0.5%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **2017/18** | **2018/19** | **April to June ‘19** | **July to Sept ‘19** |
| **FT Arrears** | 0.79% | 0.31% | 0.44% | 0.44% |

**Comment**

Our former tenant arrears were 0.44% at the end of the quarter, the same as the previous quarter. We will continue to pursue former tenant arrears and refer to a Debt Collection Agency for tracing and recovery as necessary.

**5.7 Rent collected as percentage of total rent due**

The rent collected as percentage of total rent due between April and June 2019 was 100.72 %.

**Benchmarking**

**5.8 Notice of Proceedings (NOPs) served, court actions started, decree for eviction and repayment awarded and evictions carried out**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **NOPs** | **Court Action** | **Decrees** | **Evictions** |
| 2016-2017 | 13 | 7 | 4 | 1 |
| 2017-2018 | 14 | 2 | 2 | 0 |
| 2018-2019 | 11 | 4 | 3 | 1 |
|  |  |  |  |  |
| **2019** | **NOPs** | **Court Action** | **Decrees** | **Evictions** |
| April to June | 0 | 0 | 1 | 0 |
| July to Sept | 1 | 0 | 2 | 1 |
| **Totals** | **1** | **0** | **3** | **1** |

**5.9 Universal Credit**

Universal Credit (UC) was introduced for new claims in Edinburgh on 28 November 2018. At that point we had 11 tenants on Universal Credit which increased to 21 by 31 March 2019, 43 by 30 June 2019 and 61 by 30 September 2019.

At the end of the quarter, out of 61 tenants on UC, 36 of them owed £25,074.3

total in rent arrears (£21,442.06 for 26 arrears cases out of 43 UC claimants, the previous quarter). This is an average debt of £696.50 (£824.69 the previous quarter). In contrast, tenants not on UC but working or on housing benefit have an average debt of £422.99.

The main issue is the length of time claimants have to wait for their first UC payment to come through, usually 5 weeks, which puts all new claimants in arrears. The Housing Officers are making arrangements with tenants to pay by direct debt in the first instance and then will consider asking for direct payments of the housing costs. Claimants also have the right to have the payments sent directly to us through the Scottish Flexibility arrangements, but this puts them further into arrears.

We will continue to monitor and report on UC claims and to advertise our Financial Inclusion Services.

**6. Staff Attendance**

The percentage of days lost through staff sickness absence 1 April to 30 September 2019 is 0.01%.

**7. Financial Inclusion Service**

**Financial Inclusion Advice**

The outcomes for the Financial Inclusion and Heat Energy Advice Services are attached as appendices.