

# Muirhouse Housing Association: Quarterly Key Performance Indicator Report for January to March 2019

## Introduction

This is a report to Muirhouse Housing Association Board of Management which shows how we performed during the last quarter 1 January to 31 March 2019. It is set against our key performance indicators and demonstrates how we meet the outcomes and standards of the Scottish Social Housing Charter in the following areas:

1. The customer/ landlord relationship
2. Housing quality and maintenance
3. Neighbourhood and community
4. Access to housing and support
5. Getting good value from rents and service charge

We also regularly benchmark our performance against similar size and types of Scottish Registered Social Landlords through our membership of the Scottish Housing Network, Housemark, and through the Housing Exchange Benchmarking Group (HEX) which is made up of various Housing Associations with properties in Edinburgh.

## 1. The customer/landlord relationship

### 1.1 Customer complaints about service

We deal with complaints in line with the Scottish Public-Sector Ombudsman complaint handling procedure which has 2 stages.

Stage 1 'Frontline' is where a complaint can be dealt with quickly and effectively by frontline staff and the target is 5 working days to resolve.

Stage 2 'Investigation' is where an investigation is needed to resolve the complaint and the target is 3 working days to acknowledge and 20 working days to resolve.

We record all expressions of dissatisfaction as a complaint. We also record whether it has been upheld (confirmed and justified) or not upheld (not verified or supported).

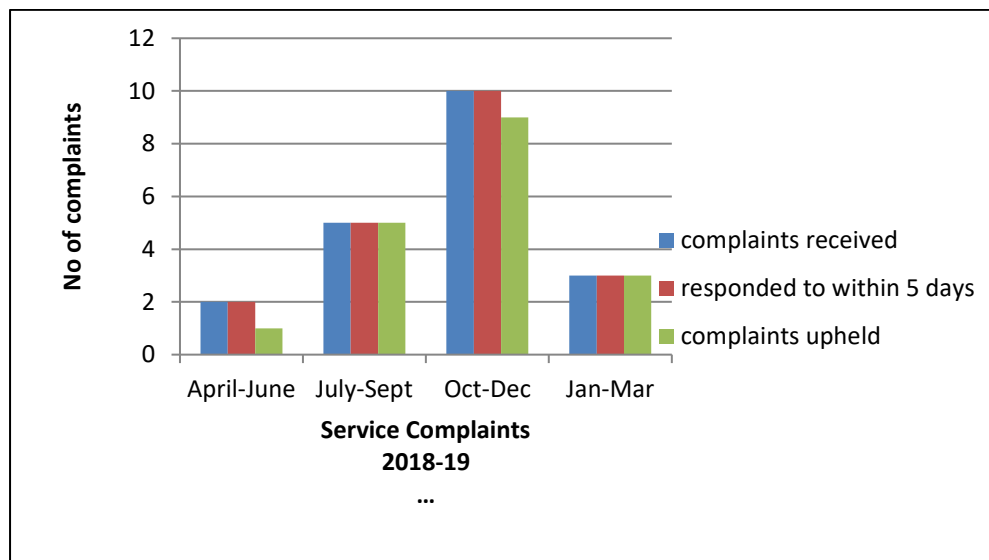
This information is reported annually to the ARC under indicators 4 and 5:  
*Percentage of 1<sup>st</sup> and 2<sup>nd</sup> stage complaints including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld.*

*Percentage of 1<sup>st</sup> and 2<sup>nd</sup> stage responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales.*

## 1.2 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 2017-18	April to June 2018-19	July to Sept 2018-19	Oct to Dec 2018-19	Jan to March 2018-19	Total 2018-19
Number of complaints	23	2	5	10	3	20
Number response within target	22	2	5	10	3	20
Number upheld	19	2	5	9	3	19

### Comment

#### Stage 1 complaints

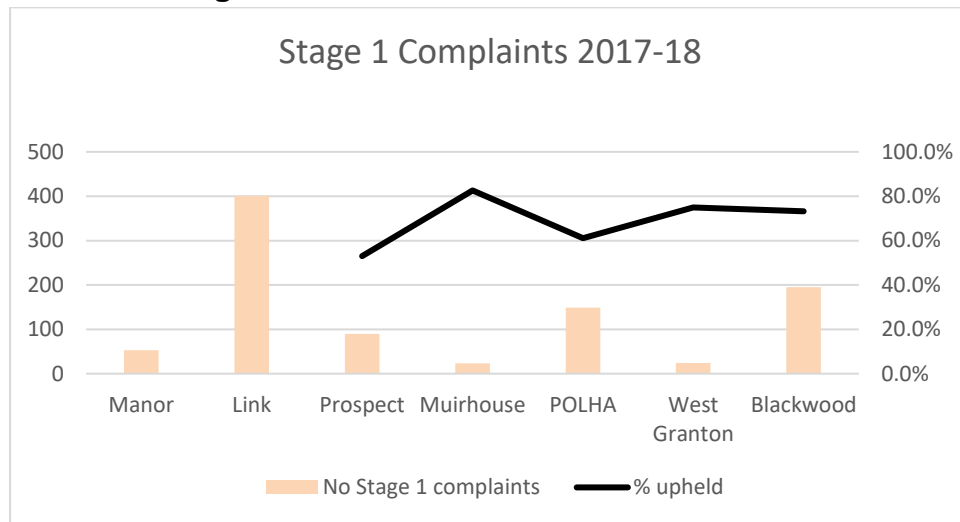
We had 3 recorded frontline complaints January and March 2019. They were:

- 1 complaint about the standard of stair cleaning from Quay
- 1 complaint about the service from Saltire Roofing and Building (delay completing repair)
- 1 complaint about the service from Response (length of time to complete flooring in the new kitchen)

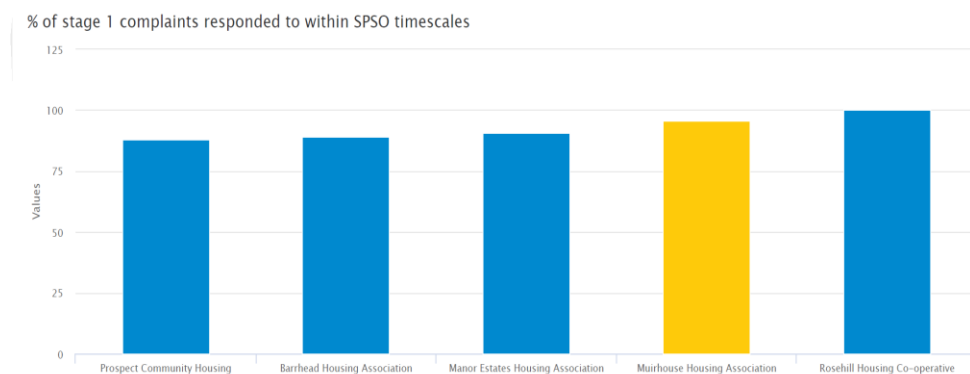
We received 1 complaint about the standard of our stair cleaning service during the quarter which we fed back to the contractor Quay. We are still carrying out regular reviews and quality checks with the Contracts Manager from Quay.

We apologised to everybody who complained, resolved the problem in all cases and contacted the contractors to give feedback. We will continue to monitor performance to improve our service and will bring this to the regular contractor service review meetings.

### Benchmarking



Hex Group Benchmarking ARC 2017-18



Housemark Benchmarking 2017-18

### 1.3 Stage 2 complaints 'Investigation'

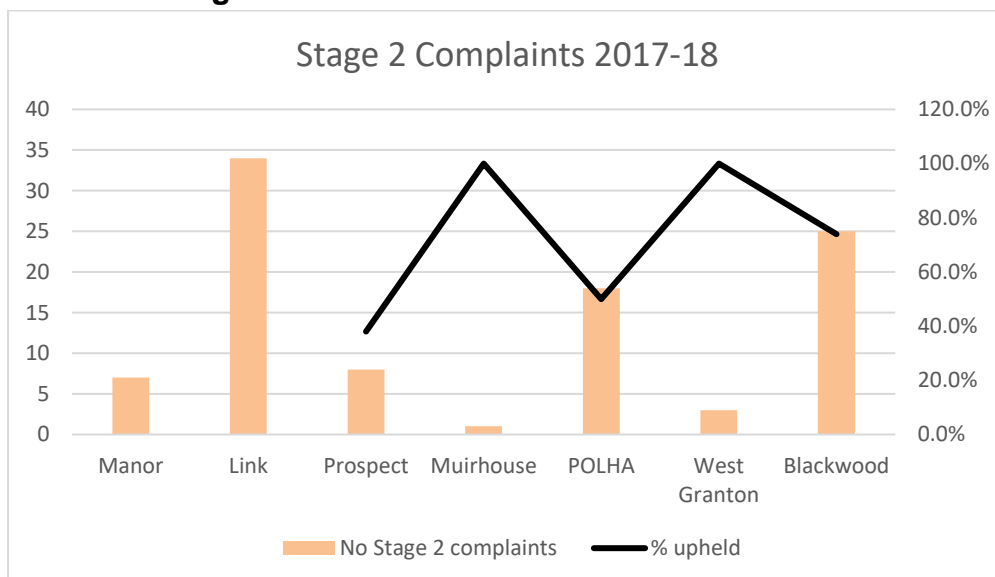
**Target:** 20 working days

The number of stage 2 complaints received and responded to within timescale per quarter and the total for the year. We had 1 between 1 January and 31 March 2019

Stage 2 complaints	Total 2017-2018	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2019	Total 2018-19
Number of Complaints	1	0	0	0	1	1
Number response within target	1	0	0	0	0	0
Number upheld	1	0	0	0	0	0

We had 1 stage 2 complaint received last quarter but responded to within the following quarter which will be reported in the next quarterly performance report.

## Benchmarking



Hex Group Benchmarking ARC 2017-18

## ARC Indicators 4 & 5

Indicator	2017 to 2018	2018 to 2019
All 1 <sup>st</sup> stage complaints responded to in full	100%	100%
All 1 <sup>st</sup> stage complaints upheld	82.61%	95%
All 2 <sup>nd</sup> stage complaints responded to in	100%	0%
All 2 <sup>nd</sup> stage complaints upheld	100%	0%
All 1 <sup>st</sup> stage complaints responded to in full within SPSO timescales	100%	100%
All 2 <sup>nd</sup> stage complaints responded to in full within SPSO timescales	100%	0%

## 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%**.

Repairs Satisfaction					
Contractor	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2018	Total 2018-19
Lothian Gas	100%	87%	92%	100%	<b>97%</b>
Saltire	95%	100%	100%	96%	
All Others	95%	98%	98%	97%	

### Comment

Between January and March our satisfaction level 97% which is down slightly from the last quarter.

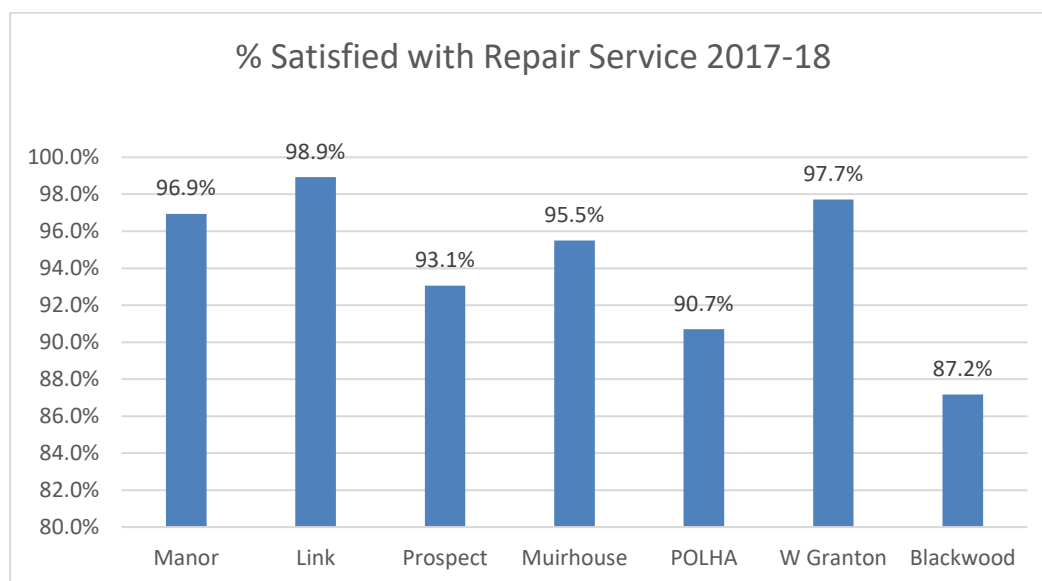
Our target for returns on questionnaires is 25%. This quarter we had 25.4% returned which is an increase from 23.2% returned between October and December. Tenants can give us feedback through a variety of methods and we also phone them directly to check how satisfied they were with the repair. Last quarter, we completed 414 repairs and received 105 returns by the following communication methods:

Method	April to June		July to Sept		Oct to Dec		Jan to March	
Post	34	56%	31	37.8%	24	27.6%	16	15.24%
Text	16	26%	25	30.5%	17	19.6%	17	16.19%
Telephone	10	16%	26	31.7%	46	52.8%	72	68.57%
Visit	1	2%	0%	0%	0	0%	0	0%
Total	61	100%	82	100%	87	100%	105	100%

When a customer expresses dissatisfaction with our service through a questionnaire, we follow up with a phone call to find out what went wrong, to make amends and learn from the experience to improve our service. We record these as Stage 1 complaints through our complaints handling procedure.

This information is reported to the ARC under indicator 16:  
*Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service: **97% for 2018/19***

## Benchmarking



Hex Group Benchmarking ARC 2017-18

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

We visit all new tenants within 6 weeks of first moving in to make sure they have settled in, that the rent is up to date and to find out their views about the standard of the property and our service.

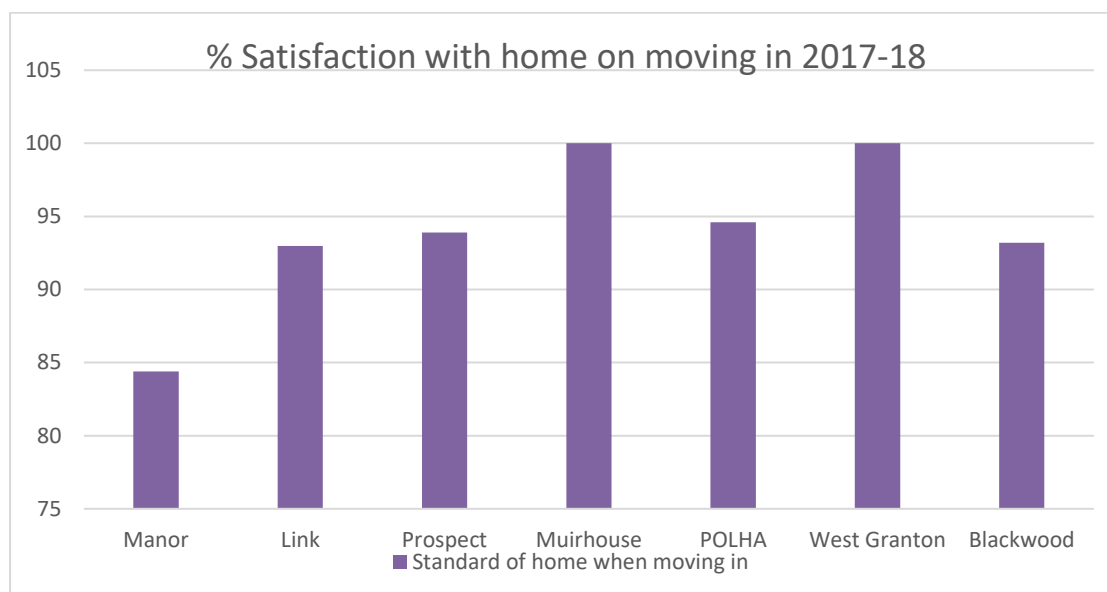
Number of responses	Total 2017-2018	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2019	Total 2018-19
Very satisfied	21	0	4	5	6	15
Fairly satisfied	5	0	0	1	1	2
Neither or	0	0	0	0	0	0
Fairly dissatisfied	0	0	0	0	0	0
Very dissatisfied	0	0	0	0	0	0
<b>Total</b>	<b>26</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>17</b>
<b>% Satisfied</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Comment

We visited 7 new tenants between January and March 2019 and all were satisfied with their new home.

This information is reported annually to the ARC under indicator 9:  
*Percentage of tenants satisfied with the standard of their home when moving in: **100% for 2018/19***

## Benchmarking



Hex Group Benchmarking ARC 2017-18

### 1.6 Positive Feedback

We record positive feedback and compliments as well as complaints. We were thanked for our help and advice in getting an adaptation put in place with the comment “The speed in which this was all put in place was amazing and we would be grateful if you would pass on our thanks to the team involved in making this all happen”. After window replacement work, we received the following thanks by email, “I would like to take this time to thank you and the members of staff at MHA for the lovely improvements you have made to my home & Muirhouse , much appreciated”.

## 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.

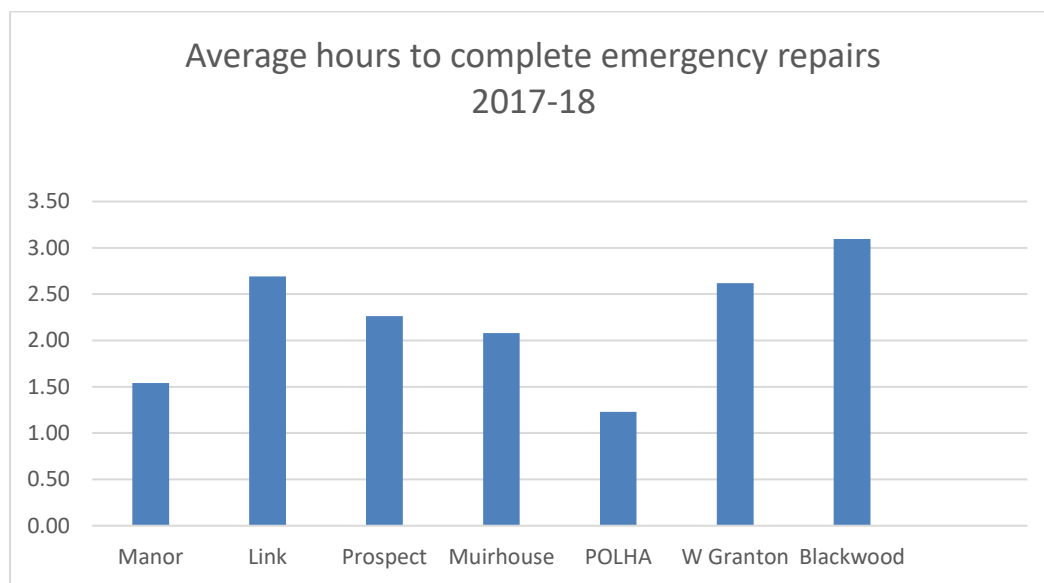
2018-2019	Number of emergency repairs	Number within target	% completed on time	Total hours	Average hours
April to June	33	33	100%	53.24	<b>1.40</b>
July to Sept	26	26	100%	49.21	<b>1.50</b>
Oct to Dec	27	27	100%	49.23	<b>1.50</b>
Jan to March	34	34	100%	54.32	<b>1.36</b>
<b>Total</b>	<b>120</b>	<b>120</b>	<b>100%</b>	206.40	<b>1.72</b>

## Comment

The average time to attend emergency repairs for the last quarter was 1.72 hours. 100% of our emergency repairs were attended within the 4 hour target time which is excellent performance for this quarter.

This information is reported to the ARC under indicator 11:  
*Average length of time taken to complete emergency repairs: 1.72 hours ARC 2018/19*

## Benchmarking



Hex Group Benchmarking ARC 2017-18

### 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

Non-emergency repairs	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2018	Total 2018-19
Average number of days	3.48	2.92	3.12	3.18	<b>3.26</b>
% completed on time	95%	98%	97%	96.5%	<b>96.5%</b>

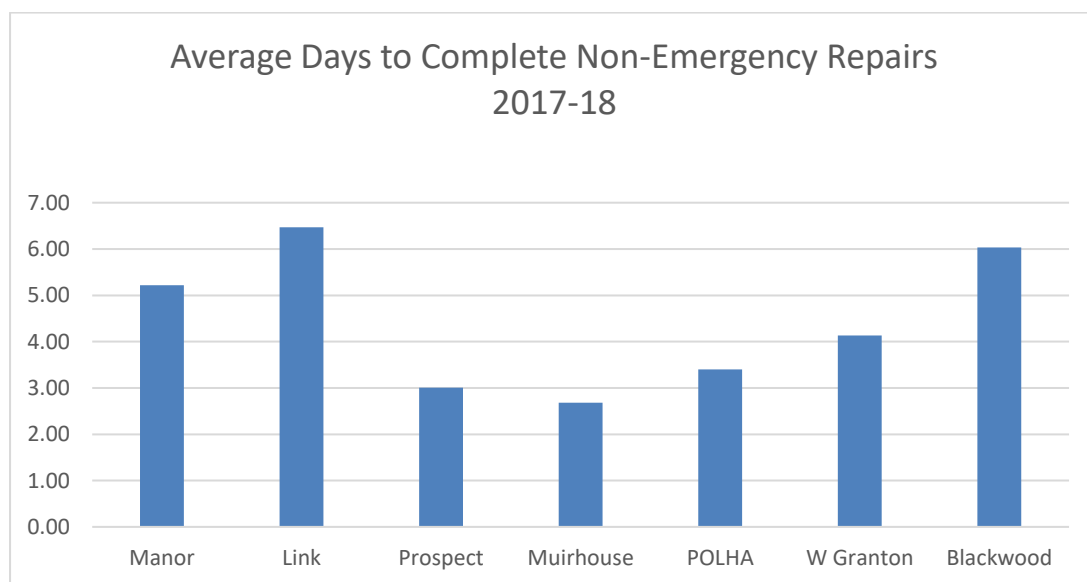


## Comment

From 1 January to 31 March 2019, we completed 380 non-emergency repairs in a total of 1192 days which gives an average length of time of 3.26 days to complete. There were 11 repairs that were out with our target timescales which is the same as last quarter. We will continue to monitor the number of late repairs and reasons and raise with the contractor in the regular service review meetings.

This information is reported to the ARC under indicator 12:  
*Average length of time taken to complete non-emergency repairs **3.26 days** for 2018/19*

## Benchmarking



Hex Group Benchmarking ARC 2017-18

### 2.3 Percentage of repairs that are 'Right first time'.

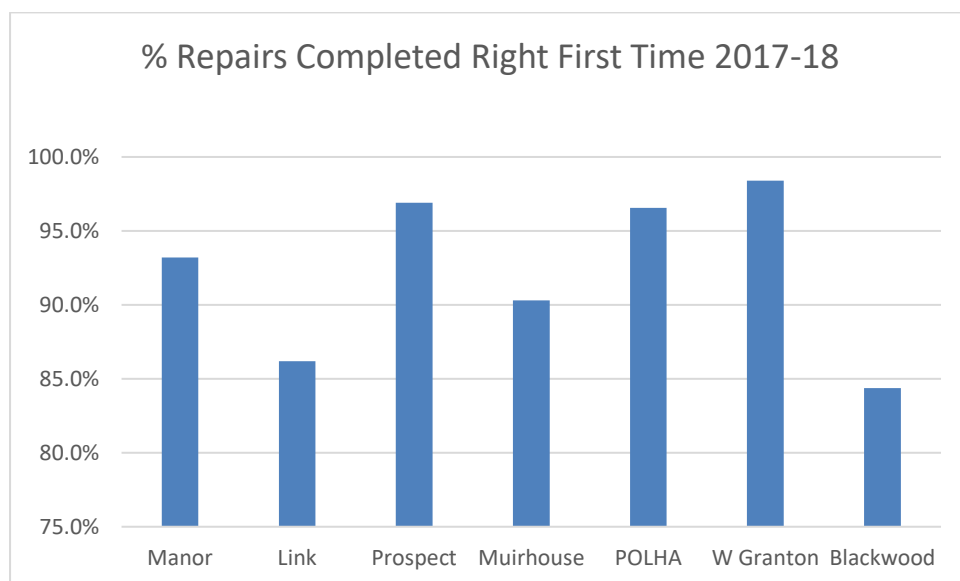
**Target:** We have set a target of 95% in line with the business plan for 2018/19

2018/19	Number of Repairs	Repairs Right first time	% Right first time
April to June	276	265	96%
July to Sept	312	304	97%
Oct to Dec	348	325	93%
Jan to March	380	359	94%
<b>Total</b>	<b>1442</b>	<b>1376</b>	<b>95%</b>

## 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 94% of our repairs were completed right first time which is an increase from 93% last quarter.

## Benchmarking



Hex Group Benchmarking ARC 2017-18

This information is reported to the ARC under indicator 13:  
*Percentage of reactive repairs carried out in the last year completed right first time: **95% for 2018/19***

## 2.4 Gas safety

As of 31 March 2019, 100% of our occupied houses had a valid gas safety certificate to meet the legal requirement.

This information is reported to the ARC under indicator 15:  
*Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date: **100% for 2018/19***

## 2.5 Scottish Housing Quality Standard

We were not able to show 100% compliance with the Scottish Housing Quality Standard at the end of the reporting year. We have 1 flat out of 506 not compliant so we are reporting a figure of 99.8% to the ARC. This is because 1 property does not meet the requirements for 'modern facilities and services' because of inadequate provision for food storage in the kitchen. The current tenant is satisfied with the amount of storage and does not want the facilities upgraded because of the disruption involved. We will therefore upgrade the kitchen storage area when the existing tenant leaves and the property is empty. As we do not have a date, we have recorded the work to the property as being in 'abeyance' until the opportunity arises.

This information is reported to the ARC under indicator 7:  
*Percentage of the stock meeting the Scottish Housing Quality Standard*  
**99.8% for 2018/19**

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

This information is reported to the ARC under contextual indicator C33:  
*Percentage of properties meeting the EESH: 100% for 2018/19*

## 2.6 Medical Adaptations

Medical adaptations is a collective term for a broad range of products and changes to the fabric of a building that enable people of all ages to carry out ordinary activities of daily life that have been affected by:

- impairment;
- ill health;
- traumatic injury; or
- the effects of ageing.

They can be minor or major. Examples of minor adaptations which do not need a referral from an occupational therapist include: handrails at front or rear entrance of property, additional stair rails, changing door knobs to lever handles. Major adaptations must be referred by an occupational therapist who has carried out an assessment of need. Examples include: level access shower, over bath shower, ramps.

We had 2 requests for minor adaptations (supply and fit handrails) during the quarter. For 2018 to 2019 we had 9 requests for adaptations which were completed in 272 days. We are therefore reporting an average of 41.3 days to complete adaptations for 2018 to 2019.

This information is reported to the ARC under indicator 22 and 23  
*Percentage of approved applications for medical adaptations completed during the reporting year: 100%. Average days to complete approved applications for medical adaptations: 41.3 days for 2018/19*

## 2.7 Investment programme update

**Electric Heating Renewal:** This programme is currently underway for Muirhouse Green (109, 163, 165,167), Park (31, 33, 35, 49), Terrace (2), and Muirhouse Avenue North. The contract was procured through Procurement for Housing Scotland (PfH Scotland).

**Window Replacement:** The window replacement programme is now complete apart from a small amount of snagging works being followed up before the contractor leave the site. The programme went well with tenants noting a big difference in the warmth of their homes. The windows were replaced in Muirhouse Green (109-167) Muirhouse Terrace (1-42) Muirhouse Close (1-15), Muirhouse Park blocks (31,33,35,49,55) 51,53.

## 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.

	<b>Total 2017 to 2018</b>	<b>April to June 2018</b>	<b>July to Sept 2018</b>	<b>Oct to Dec 2018</b>	<b>Jan to March 2018</b>	<b>Total 2018 to 2019</b>
<b>No of ASB complaints</b>	<b>19</b>	8	7	6	8	<b>29</b>
<b>Resolved within 20 days</b>	<b>19</b>	8	7	6	7	<b>28</b>

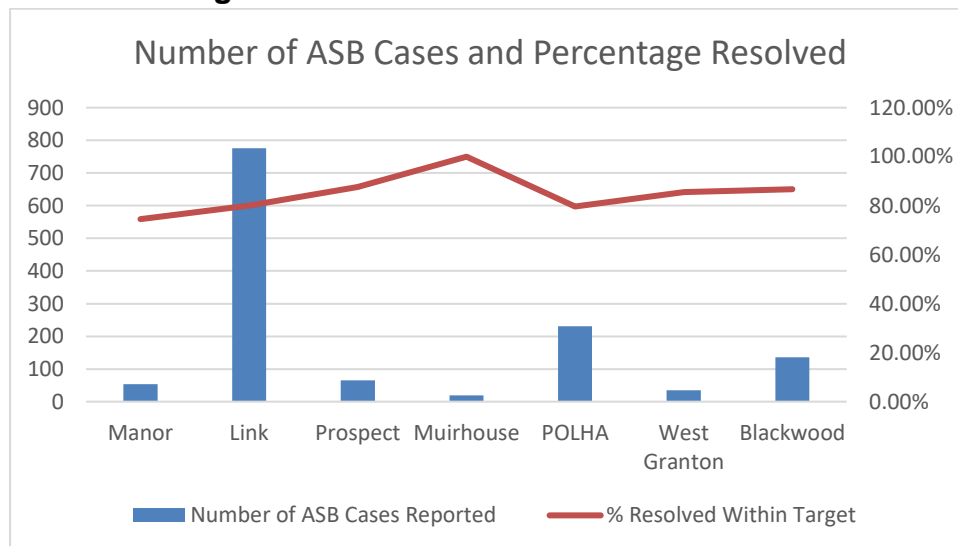
### Comment

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	Harassment	Total
7	11	1	0	10	0	0	<b>29</b>

97% of complaints were responded to and resolved within timescales. 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



Hex Group Benchmarking ARC 2017-18

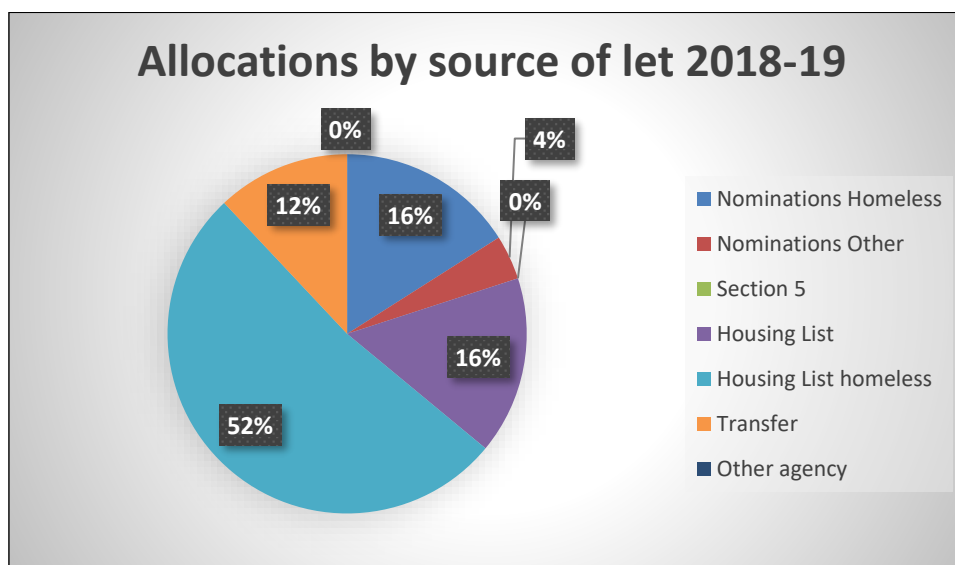
This information is reported to the ARC under indicator 19: *Percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets: 96.3% for 2018/19*

## 4. Access to housing and support

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

	Total 2017/18	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2018	Total 2018/19
Nominations (homeless)	7	3	1	0	0	4
Nominations other	0	1	0	0	0	1
Section 5	0	0	0	0	0	0
Housing List	0	1	0	3	0	4
Housing List (homeless)	14	1	0	8	4	13
Transfer	9	0	1	1	1	3
Other agency	0	0	0	0	0	0
<b>Total</b>	<b>30</b>	<b>5</b>	<b>3</b>	<b>13</b>	<b>4</b>	<b>25</b>

We relet 25 properties between 1 January and 31 March 2019 and 68% of these were allocated to people who were classed as statutorily homeless by the City of Edinburgh Council.



This information is reported to the ARC under contextual indicator C8: *The number of lets during the reporting year by source of let. 25 for 2018/19*

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

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

**Target:** 5 working days

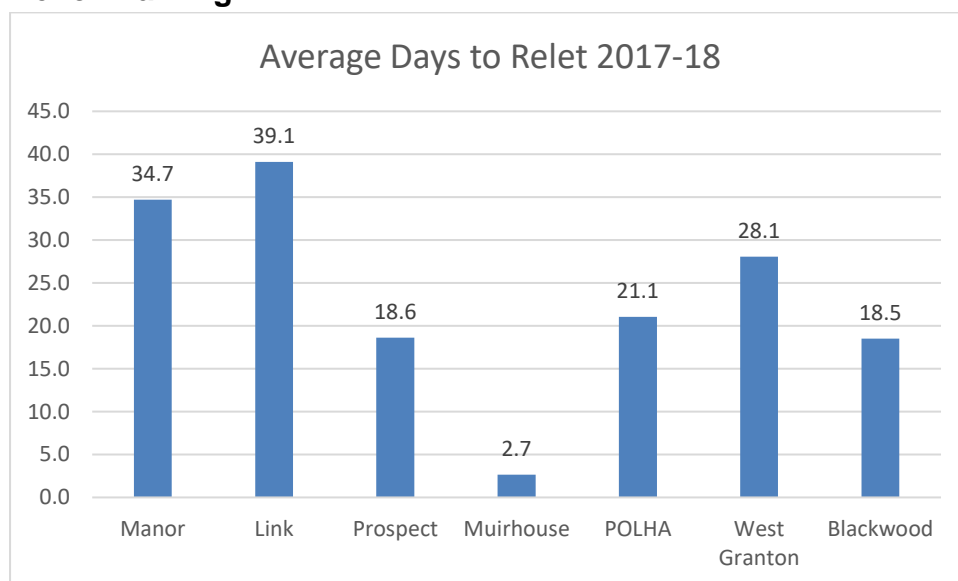
	Total 2017/18	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2018	Total 2018/19
Number of void days	80	19	0	51	39	109
Number of void properties	30	5	3	13	5	26
Average days to relet	2.7	3.8	0	3.9	7.8	4.36

### Comment

We had 5 empty houses between 1 January to 31 March 2019. 5 properties were empty for a period adding up to 39 days. 31 days were due to the poor condition and circumstances surrounding only one property. 8 days were due to void work needing

done to 3 different properties. This quarter 1 property was relet with no void time and no rent loss.

## Benchmarking



Hex Group Benchmarking ARC 2017-18

This information is reported to the ARC under indicator 35:  
*Average length of time taken to relet properties in the last year: **4.36 days for 2018/19***

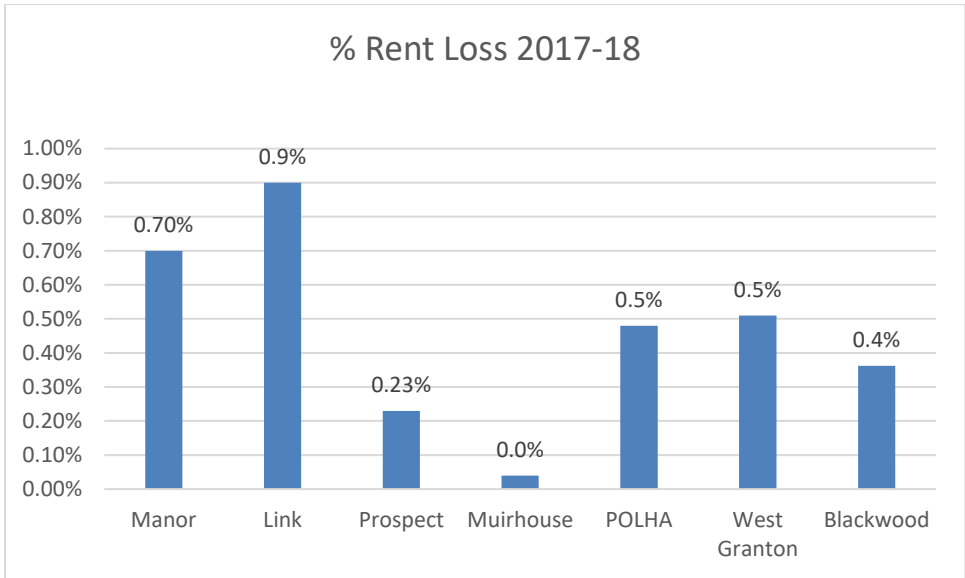
## 5.2 Percentage of rental income lost through properties being empty.

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

	<b>Total 2017/18</b>	<b>April to June 2018</b>	<b>July to Sept 2018</b>	<b>Oct to Dec 2018</b>	<b>Jan to March 2019</b>	<b>Total 2018/19</b>
Rent loss amount	£835.79	£192.93	£0.00	£580.41	£584.76	£1358.11
Rent loss percentage	0.04%	0.008%	0.00%	0.02%	0.02%	0.06%

## Comment

Once again, performance in this area is very good. We are reporting void loss of 0.06% to the ARC for 2018 to 2019.



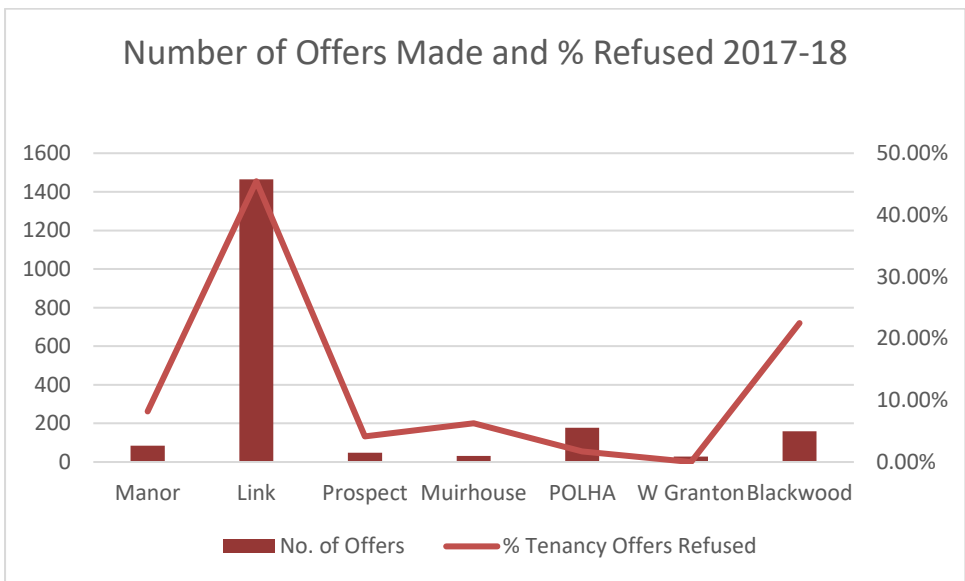
**Hex Group Benchmarking ARC 2017-18**

This information is reported to the ARC under indicator 34:  
*Percentage of rent due lost through properties being empty during 2017/18 0.04% (0.06% for 2018/19)*

### 5.3 Percentage of tenancy refusals

There was 1 tenancy offer refused between January and March 2019.

### Benchmarking

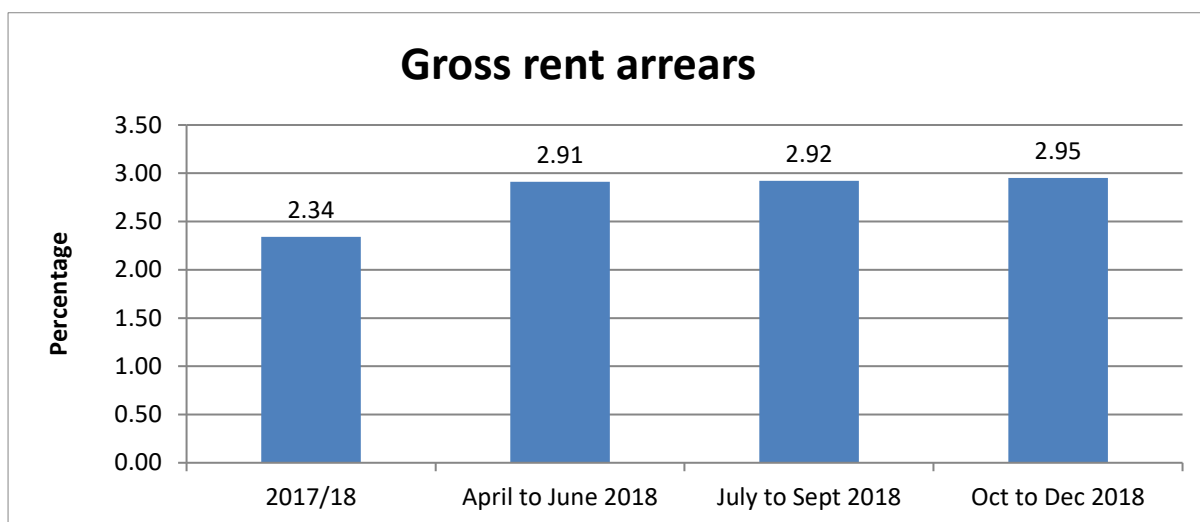


**Hex Group Benchmarking ARC 2017-18**



*This information is reported to the ARC under indicator 18  
 Percentage of tenancy offers refused during the year: **25.7% for 2018/19***

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



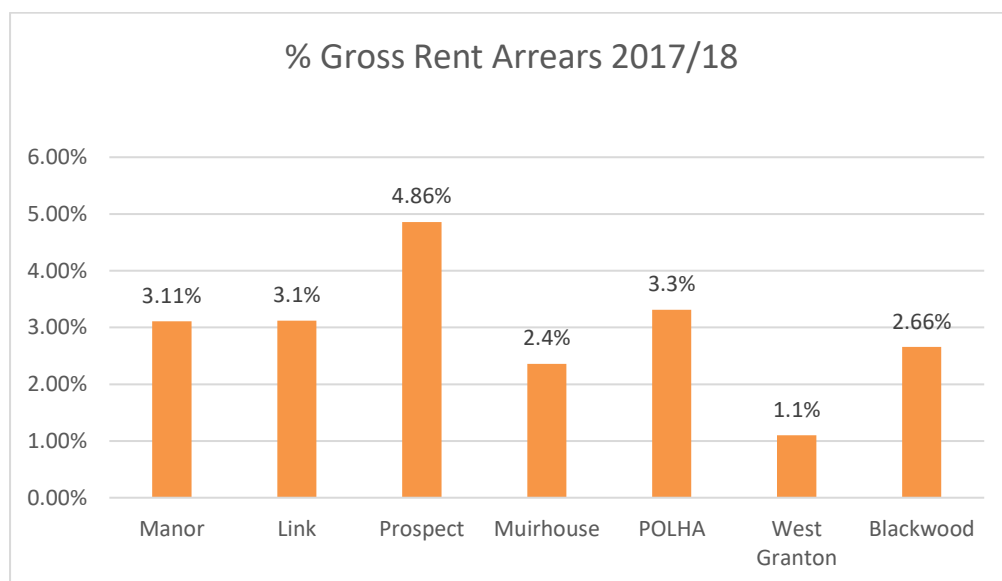
Quarter	April-June 2018	July-Sept 2018	Oct-Dec 2018	Jan to March 2019
Gross rent arrears	2.91%	2.92%	2.95%	2.78%

**Comment**

Our target for gross rent arrears for 2018/19 is less than 3% of our expected annual rent income. Our gross rent arrears were 2.78% at the end of the quarter which is a decrease from 2.95% 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



Hex Group Benchmarking ARC 2017-18

This information is reported to the ARC under indicator 31: *Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year **2.78% for 2018/19***

### 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	2015/16	2016/17	2017/18	April to June 2018	July to Sept 2018	Oct to Dec 2018	Jan to March 2019
Tenant arrears	1.30%	1.42%	1.54%	2.01%	2.28%	2.27%	2.08%

#### 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 2.08% which is a decrease from 2.27% 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%

2017/18	2018/19
0.79%	0.94%

### Comment

Our former tenant arrears were 0.94% at the end of the quarter and we are reporting to the ARC that 67.12% of our former tenant arrears were written off at the end of the year. The reason for this high percentage is that historically MHA did not write off any former tenant arrears and there were longstanding debts continually carried forward from previous years. We now have a regular procedure for reviewing debts and reporting to the Audit & Risk Committee and Board according to our write off policy.

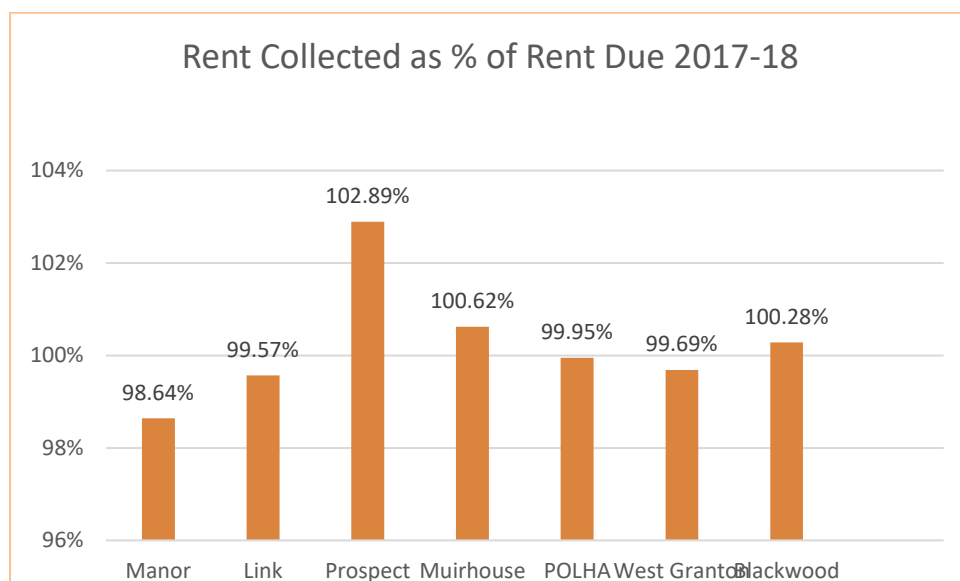
We also pass cases to an external Debt Collection Agency to pursue as per our rent setting, collection and debt recovery policy. Going forward, our focus will be on preventing our current tenants getting into high arrears to reduce the amount of former tenant debt arising.

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

The rent collected as percentage of total rent due between January and March 2019 was 100.18%.

This information is reported to the ARC under indicator 30 <i>Rent collected as percentage of total rent due in the reporting year <b>100.2%</b></i>
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## Benchmarking



Hex Group Benchmarking ARC 2017-18

### 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
2015 - 2016	17	4	2	2
2016-2017	13	7	4	1
2017-2018	14	2	2	0
April to June 2018	3	0	0	0
July to Sept 2018	3	1	0	0
Oct to Dec 2018	3	2	1	0
Jan to March 2019	2	1	2	1
<b>Totals 2018/19</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>1</b>

This information is reported to the ARC under indicator 24  
*Percentage of the court actions initiated which resulted in eviction and the reasons for eviction* **25% for 2018/19**

### 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 has now increased to 21. Early indications have been that some working tenants will be better off on Universal Credit on some occasions by about £300 per month. The Housing Officers

are working with the Financial Inclusion Officer to ensure that tenants are being given appropriate advice on whether to remain on existing benefits or to make a new claim for Universal Credit. At the end of the quarter, tenants on UC owed £15,893.70 total in rent arrears (£9,612.46 the previous quarter). This is an average debt of £756.84 (£534.03 previous quarter). 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 2018 to 31 March 2019 is 2.18%.

This information is reported to the ARC under indicator C1  
*Percentage days lost through staff sickness absence in the reporting year*  
**2.18% for 2018/19**

## **7. Financial Inclusion Service**

The outcomes for our Financial Inclusion Service for 1 January to 31 March 2019 are detailed in attached reports from the Financial Inclusion Officer and Heat Energy Advice Officer.