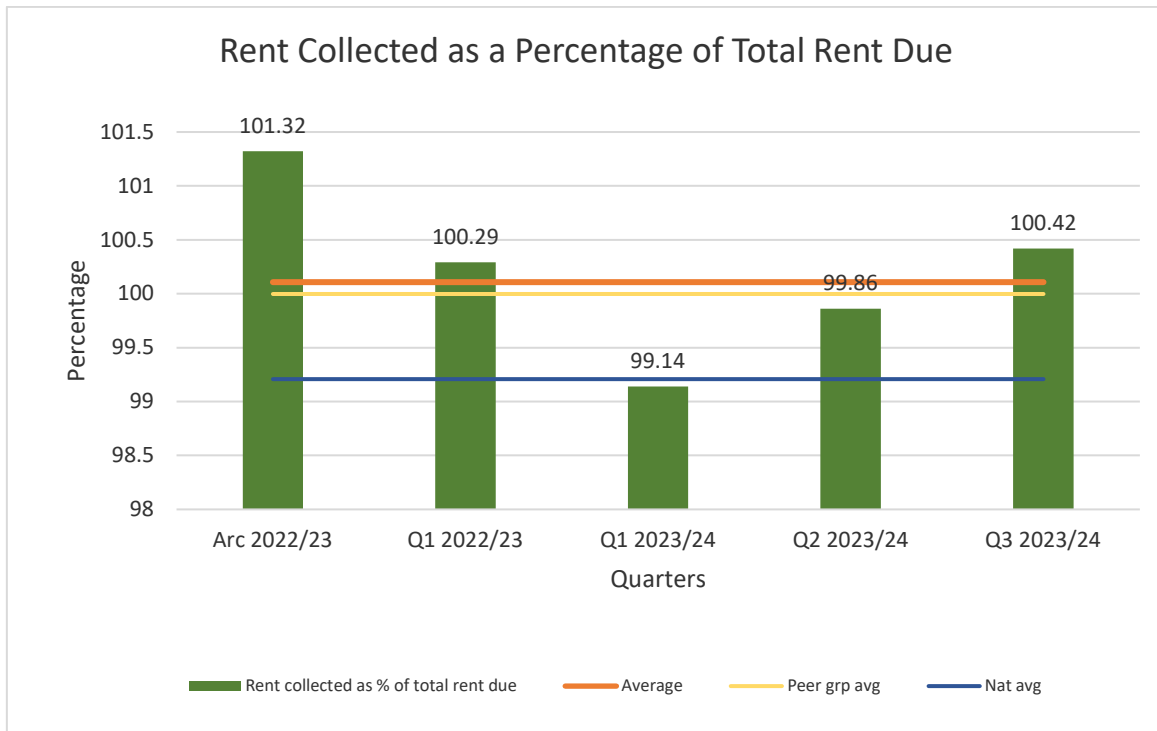


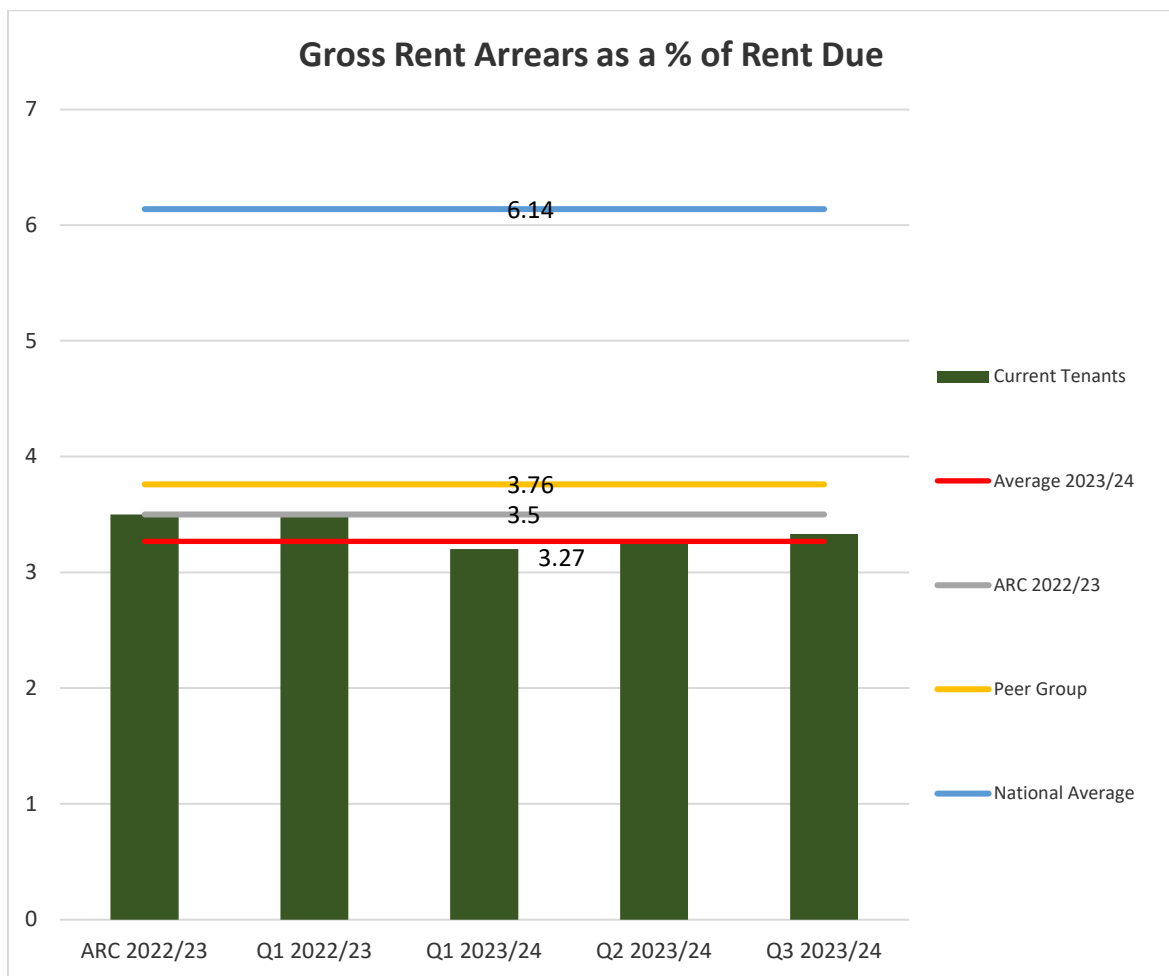
Rent Collected as a % of rent due

KPI (Target 100%)	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Rent Collected as % of Rent Due	101.32%	100.29%	99.14%	99.86%	100.42%

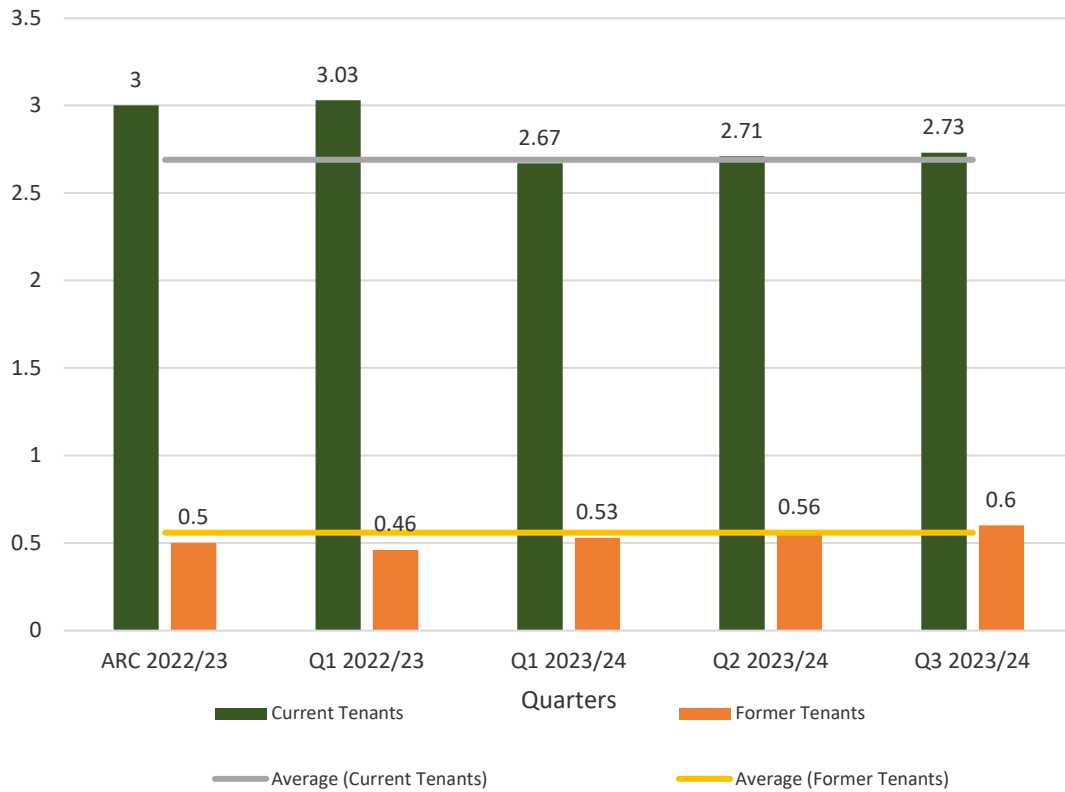


Rent Arrears as a % of rent due

KPI (Target 3.50%)	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Rent Arrears as % of Rent Due	3.50%	3.49%	3.20%	3.27%	3.33%

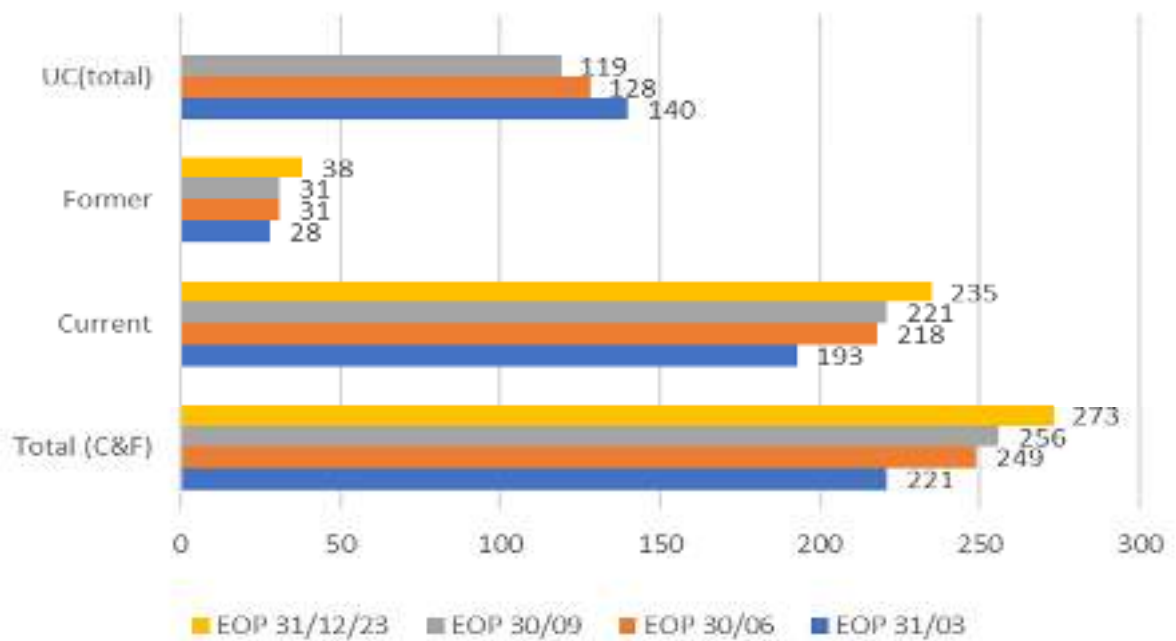


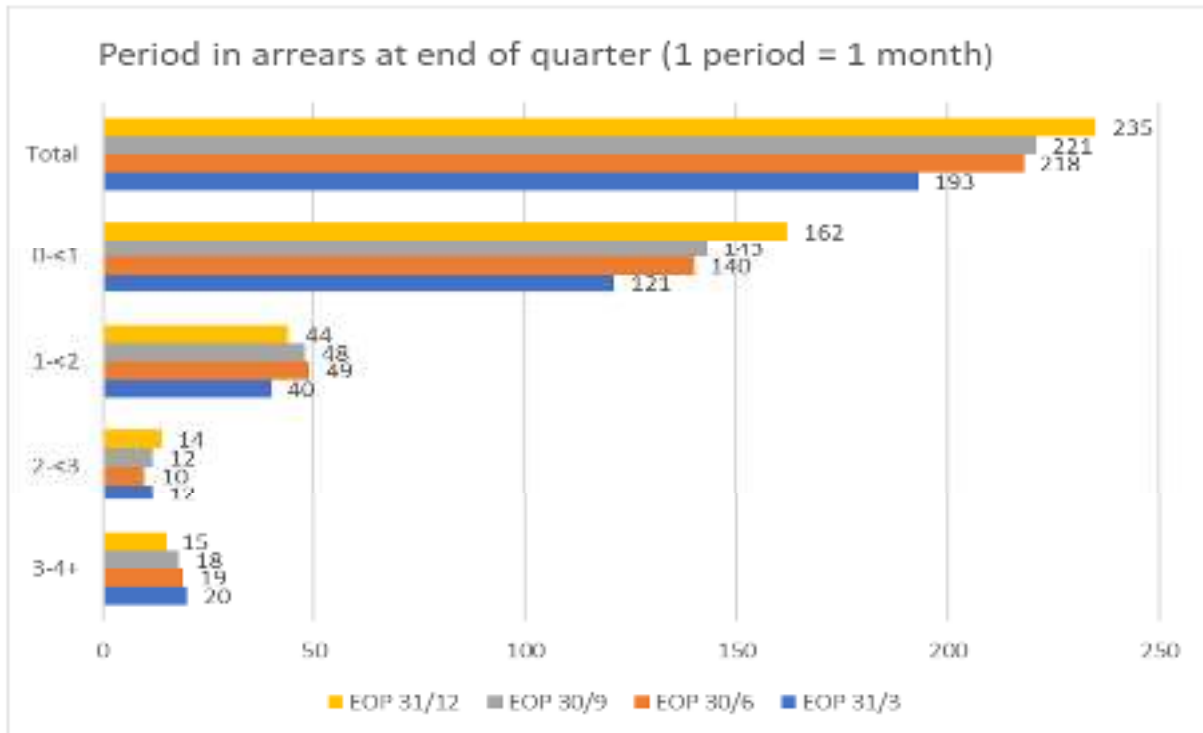
Gross Rent Arrears as a % of Rent Due (Current & Former)



Arrears Cases

Arrears Cases End of Quarter





This graph also contains arrears cases that will be technical arrears where money is due from Housing Benefit paid 4 weeks in arrears and UC Managed Payments paid in arrears.

Recovery Stages & Legal Action 2023/24

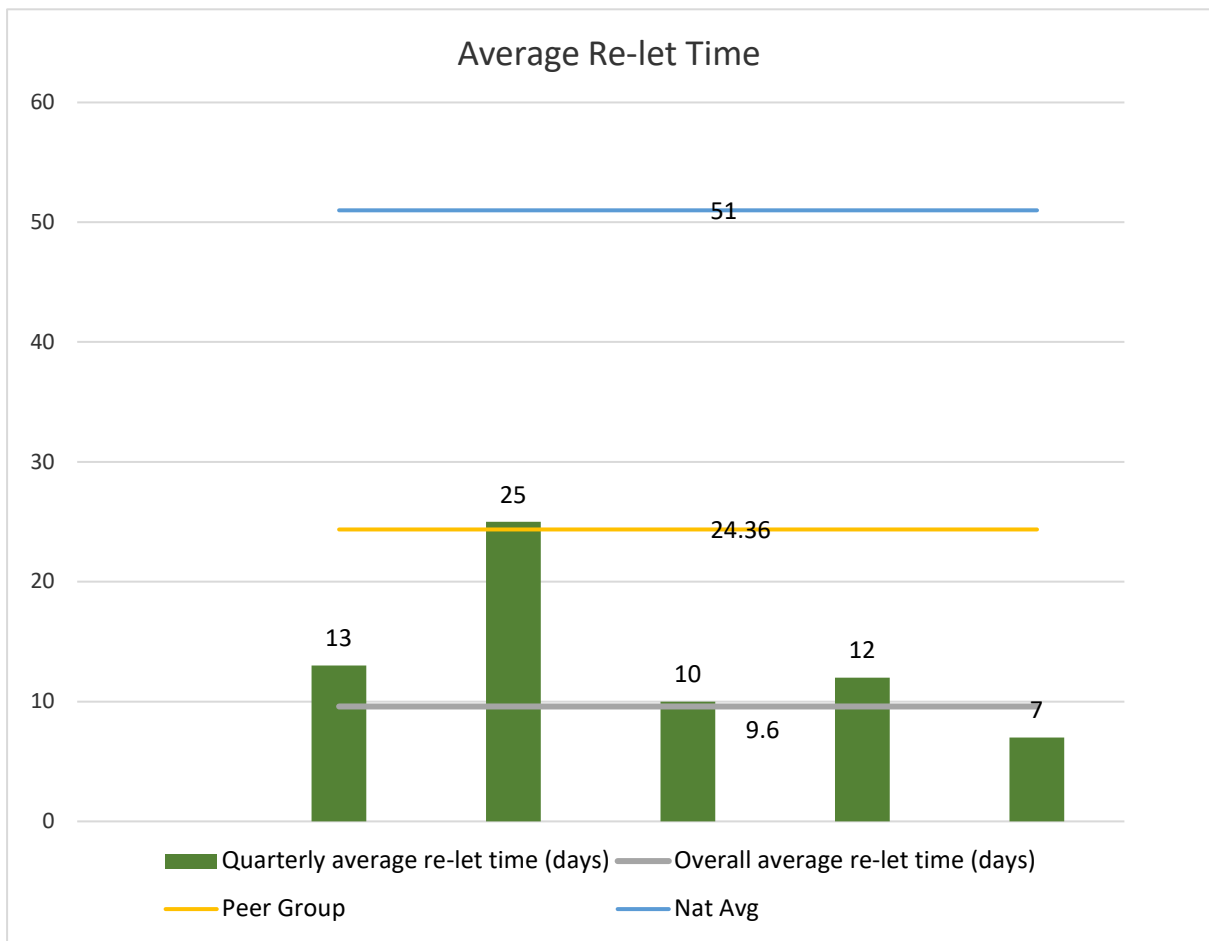
*non arrears – Termination of a Short Scottish Secure Tenancy

Notice Of Proceedings in the quarter	8
Cases currently with Harper MacLeod	2
Cases at court*	1
Decrees granted**	1
Evictions	0

****CA**

Average length of time to re-let properties

KPI (Target 14 Days)	ARC 2022/23 (Target)	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Avg Relet Time	13 Days	25 Days	10 Days	12 Days	7 Days



Allocation Refusals and Withdrawals

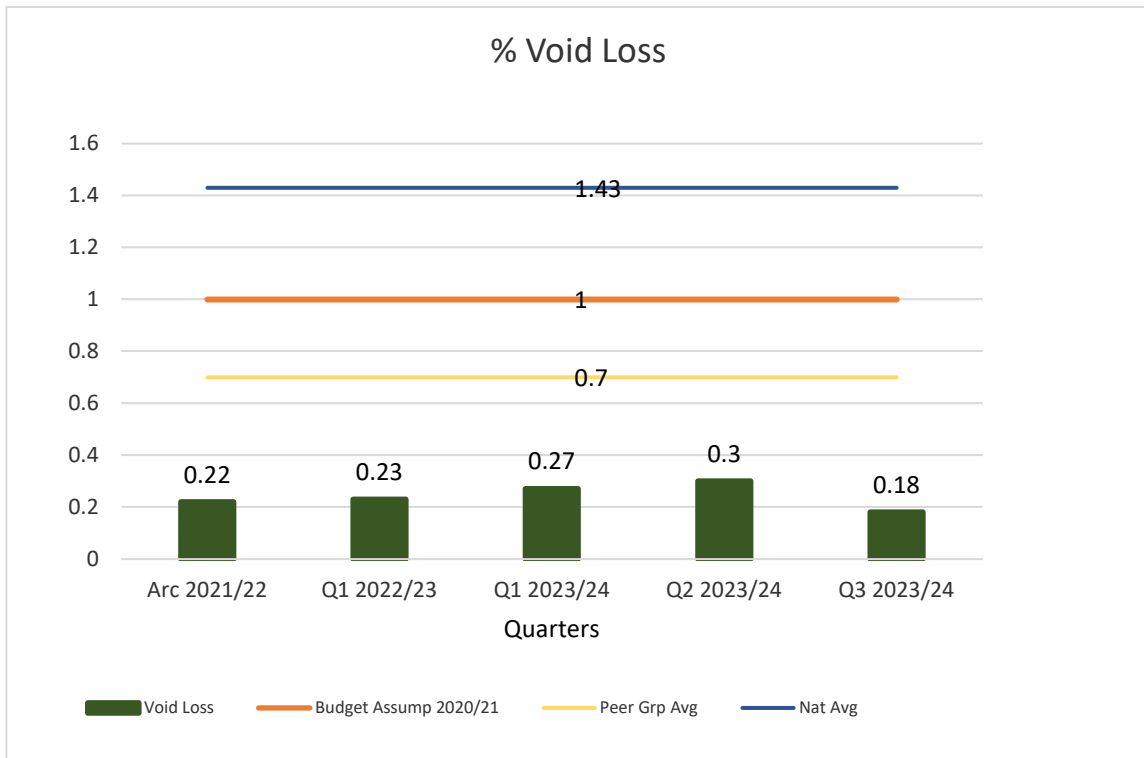
12.50% tenancy offers refused during the quarter which is a reduction on Q1(25%), Q2 (17.86%) and the ARC 2022/23 (47%).

Percentage of tenancy offers refused during the quarter		
i)	Number of tenancy offers during the quarter	16
ii)	The number of tenancy offers that were refused	2
Reasons for refusal (sumarised):		
	Change of circs	
	Unsuitable area	1
	Unsuitable property	1
	Requires adapted property	
		2
iii)	Percentage of tenancy offers refused during the qu-	12.50%

This shows good progress 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 as opposed to the offer is suitable.

Percentage of rent due lost through properties being empty

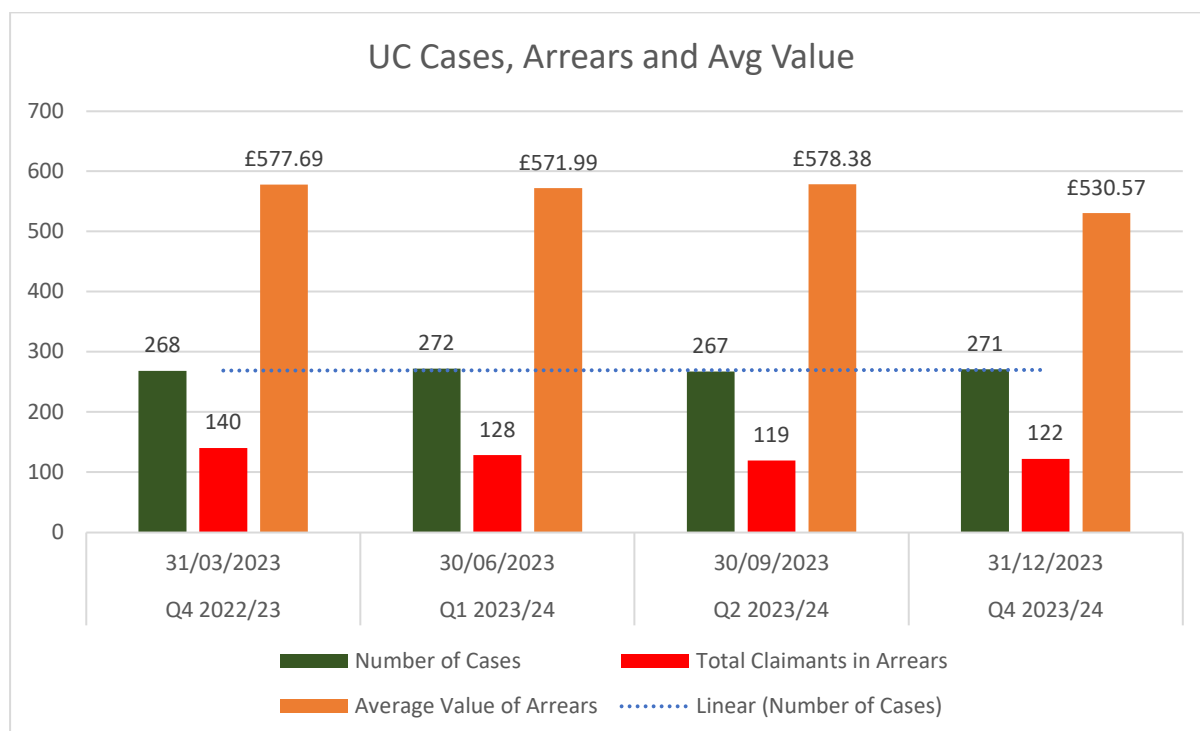
KPI (Target 1%)	Budget	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Void Loss	1%	0.22%	0.07%	0.23%	0.30%	0.18%



Report on the impact of Universal Credit on income and arrears Q3 2023/24

The following is an analysis of our Universal Credit cases based on the 271 LHA tenants we have on UC at 30.09.23.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	137	134	271
No. in Arrears	77	45	122
Arrears @ 31/03/23	£58,747.86	£22,129.21	£80,877.07
Arrears @ 30/06/23	£52,779.06	£20,435.94	£73,215.00
Arrears@ 30/09/23	£41,495.14	£27,332.50	£68,827.64
Arrears@ 31/12/23	£41,197.62	£23,532.47	£64,730.09



Analysis of UC arrears for Q3 2023/24 shows that UC debt attributes to 60% of **current** arrears, down on previous quarters. This quarter, managed payment arrears were reduced to 38% of the current arrears. Looking at average arrears, our current average is £456.05 down from £478.67 in Q2, however, for UC cases it is £530.57 down from £578.38 in Q2 and for managed payments £535.03 down from £553.27. The average debt for UC non-direct payments is £546.96, slightly higher than managed payments.

Comparing this to Housing Benefit (HB) cases and non-benefit cases, HB average debt is £225.20 and represents 16% of current arrears at EOP 31/12/23, with non benefit cases representing 24% of current arrears with an average debt of £650.02, this figure is slightly skewed with a large arrears case pending action for eviction.

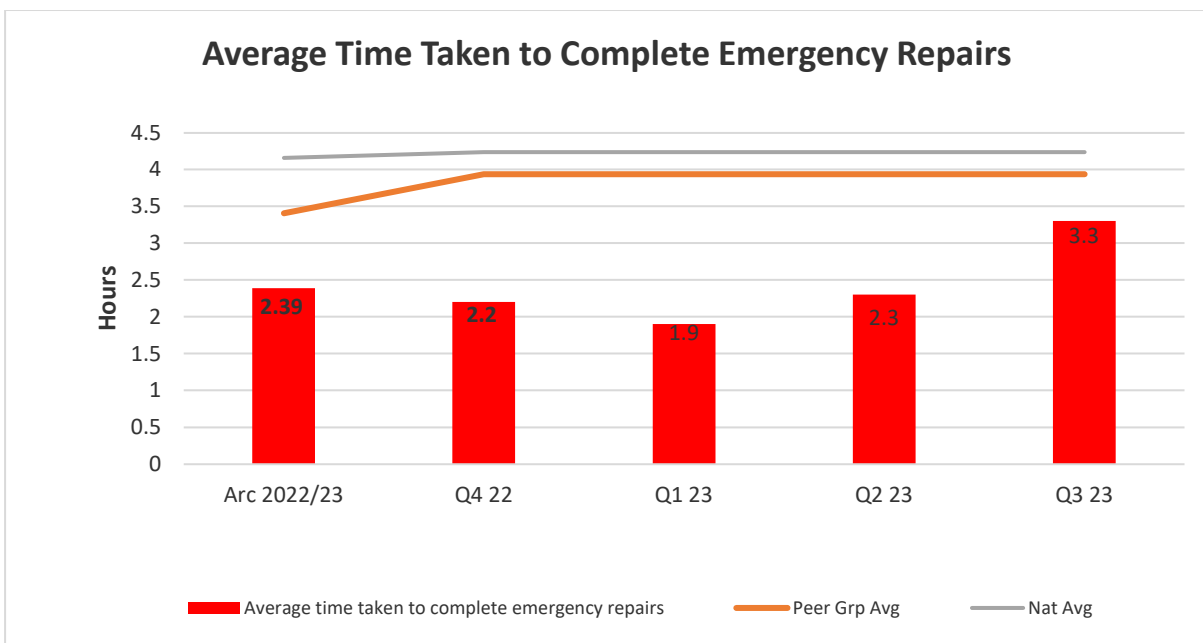
Quarter 2024/23	UC Arrears % of current arrears	HB Arrears % of current arrears	Non Benefit % of current arrears
Q3	60%	16%	24%

The team will be reviewing all cases in Q3 through the UC audit to minimise reporting errors and ensure data is up to date (although this is a manual process with the risk of error).

Appendix 2 HOUSING MAINTENANCE KPI'S QUARTER 3 2023/24

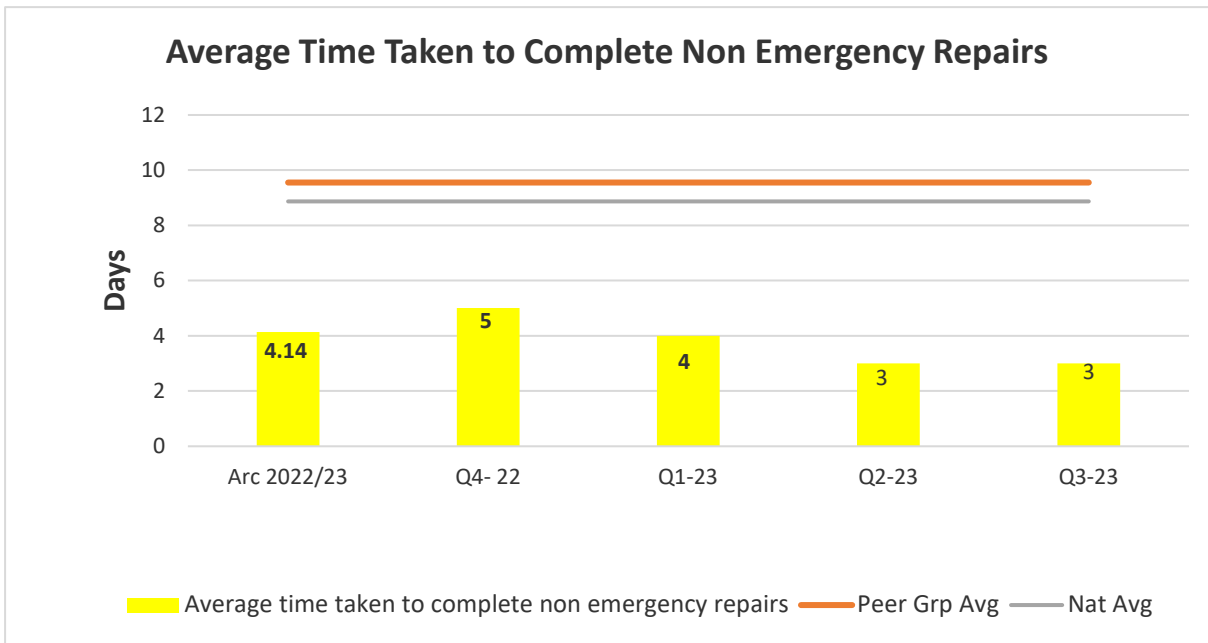
Average Time Taken to Complete Emergency Repairs

ARC 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
2.39	2.2	1.9	2.3	3.3
No of Repairs	32	26	28	37



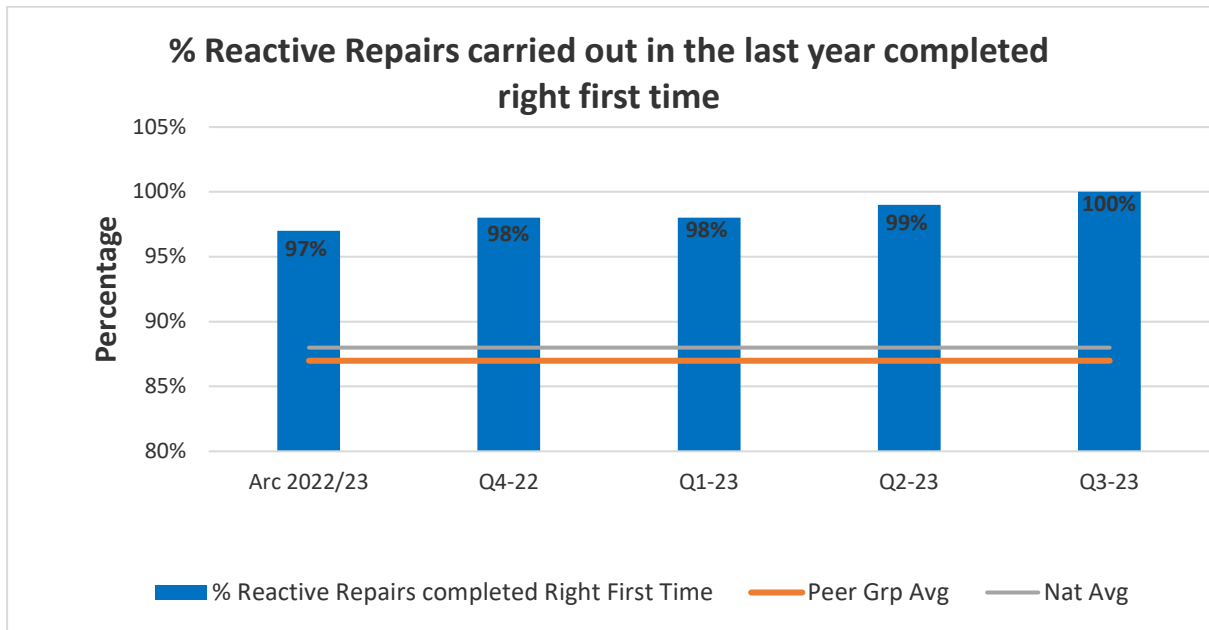
Average Time Taken to Complete Non-Emergency Repairs

ARC 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
4.14	5	4	3	3
No of Repairs	522	337	333	431



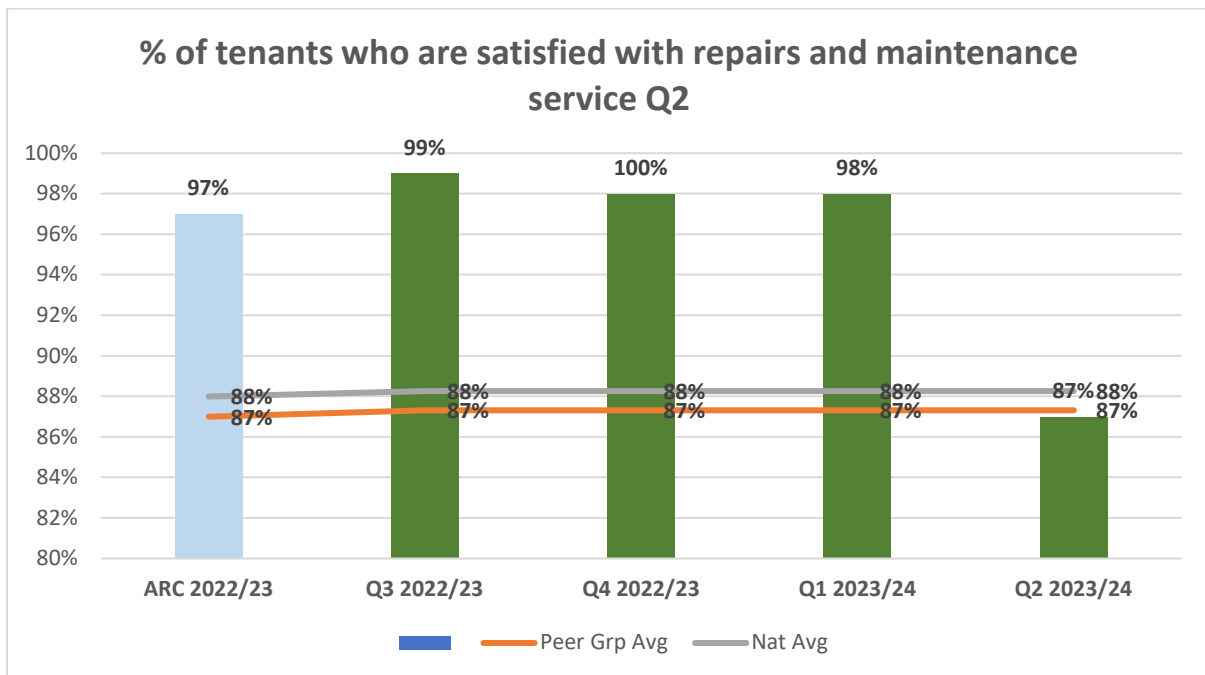
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

ARC 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
97%	98%	98%	99%	100%



Percentage of tenants satisfied with the repairs and maintenance service

ARC 2022/23	Q3 2022/23	Q4 2022/23	Q1 2022/23	Q2 2023/24
99.04%	100%	97%	98%	87%



Narrative:

A total of 63 tenants were called in quarter 2. 33 tenants were very satisfied and 3 were fairly satisfied. 1 was very dissatisfied, 1 was fairly dissatisfied, 2 reported the repair had not been completed and 22 did not answer.

(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*

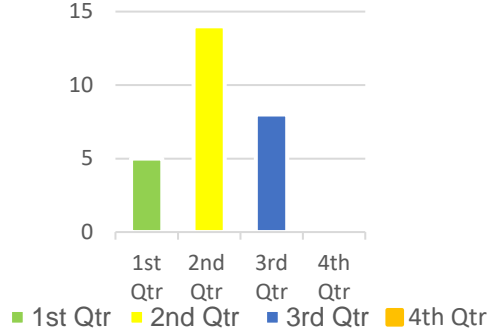
Only those classed in 1 and 2 above can be included as satisfied and those answered 3,4 or 5 count as dissatisfied.)

There were various reasons for the dissatisfaction, and where necessary, tenants have been contacted with apologies. LHAPS have been contacted regarding the repairs not complete and also service improvements.

Complaints Report – Quarter 3 2023/24

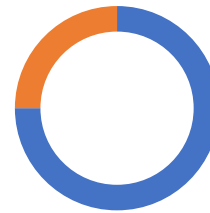


Total number of complaints received each quarter



ARC complaints 2022.23 – 51
 Stage 1 Complaints received 6
 Stage 2 Complaints received 2

Total number of complaints responded to within timescale



■ Stage 1 ■ Stage 2

Stage 1 Complaints responded to 6
 Stage 2 Complaints responded to 2
 There were no equalities complaints reported in this quarter.

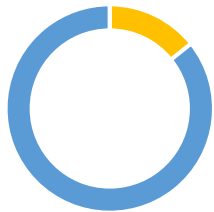
Total Number of complaints upheld



■ Upheld ■ Not Upheld
 ■ Partially Upheld ■ Resolved

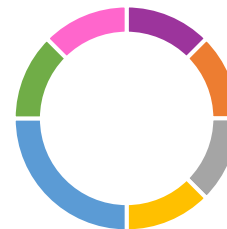
Upheld (1 out of 8)
 Not Upheld (3 out of 8)
 Partially Upheld (1 out of 8)
 Resolved (3 out of 8)

Department complaints were to in Q3

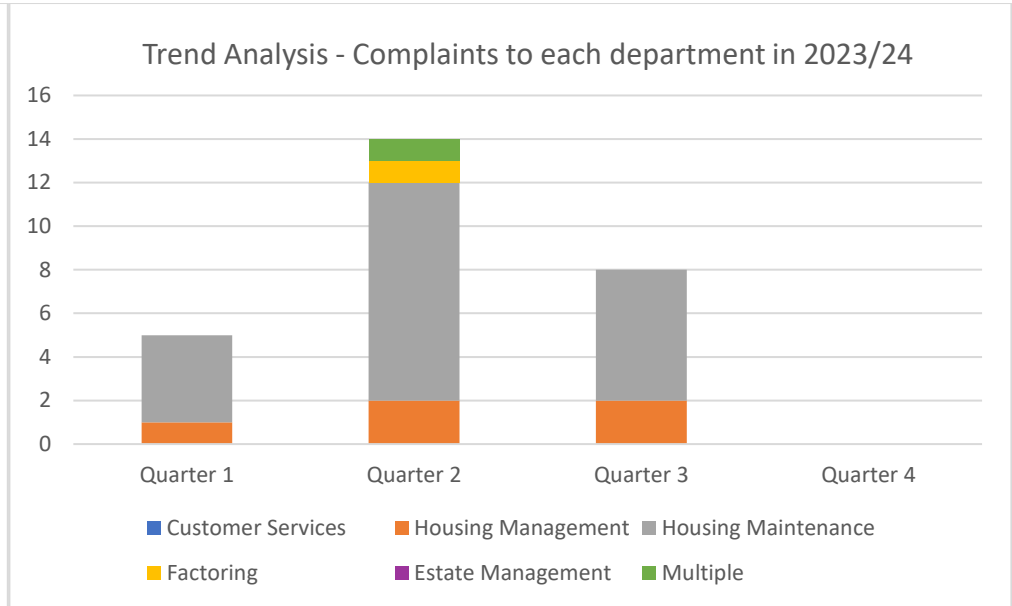
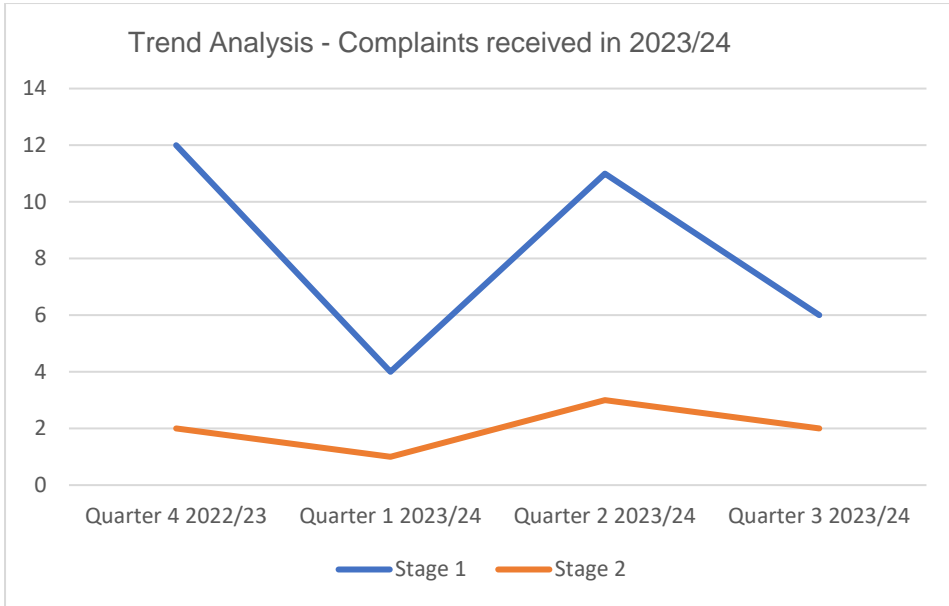


■ Customer Services ■ Estate Management
 ■ Factoring ■ Housing Management
 ■ Housing Maintenance ■ Multiple
 Housing Management (2 out of 8)
 Housing Maintenance (6 out of 8)

Subcategory of complaints dealt with in Q3



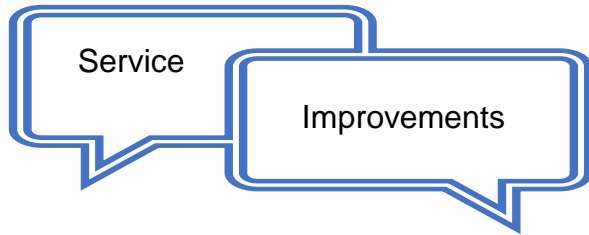
■ Level of Communication (1 out of 8)
 ■ Repairs Standard of Service (1 out of 8)
 ■ Multiple (1 out of 8)
 ■ General (2 out of 8)
 ■ Elderly or disabled adaptations (1 out of 8)
 ■ Car Park (1 out of 8)
 ■ Level of Charges (1 out of 8)



The average number of days taken to resolve Stage 1 complaints was 4.6 days. Two complaints were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 12.5 days.



- Ensure that tenants are kept up to date with progress of works.
- Where grant payments are made to tenants rent accounts ensure the payment is made for the purpose and not recharges if the tenant is in credit.



Compliments

1. Tenant who was moving out of property asked that her appreciation was passed on for how quickly repairs were carried out and how friendly and helpful LHA staff are.

APPENDIX 4 FOI and GDPR Requests for Quarter 3 2023/24

FOI and GDPR Requests

Type	Number received	Details / Outcome
Subject Access Requests	0	0
Freedom of Information Requests	0	0
Environmental Information Requests	2	1 x partially withheld and request for review. Upheld 1 x refused – information not held
Data Breaches	2	2 x no requirement to inform ICO