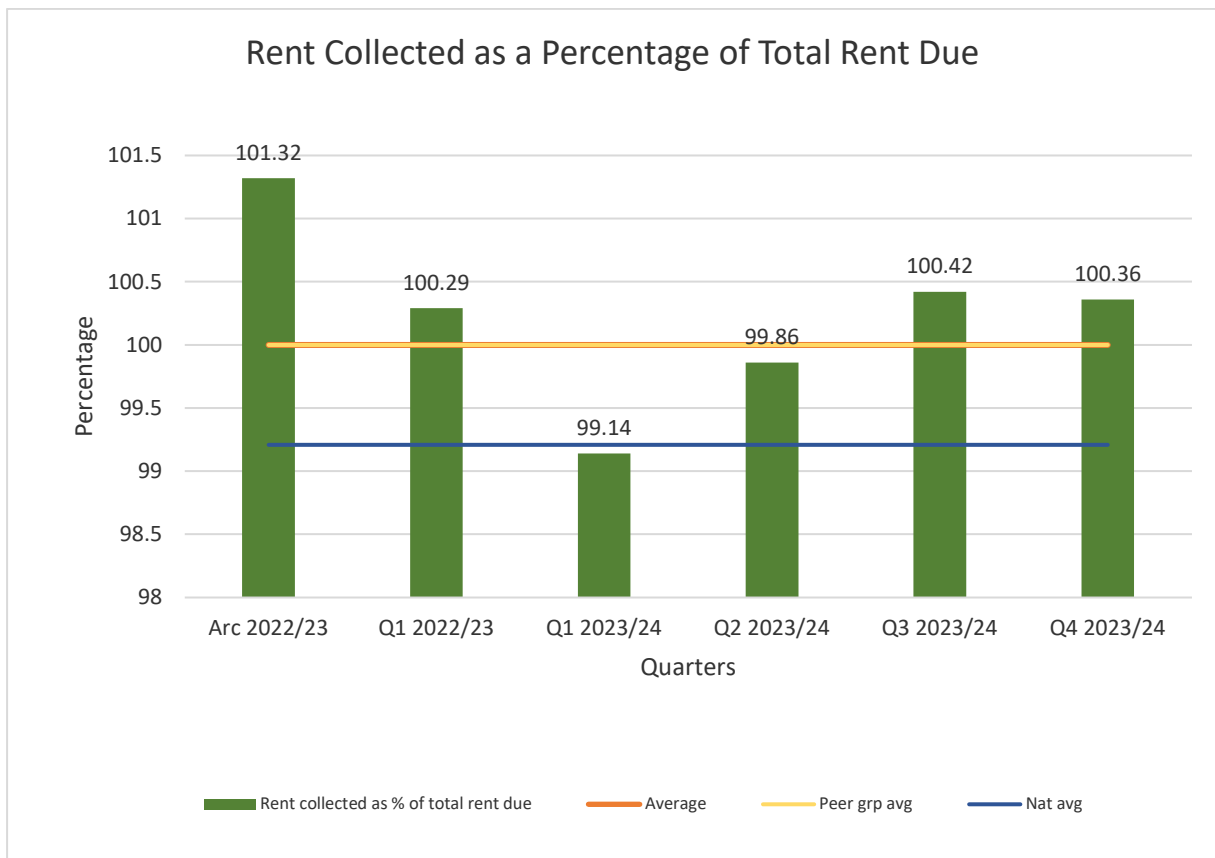


Appendix 1

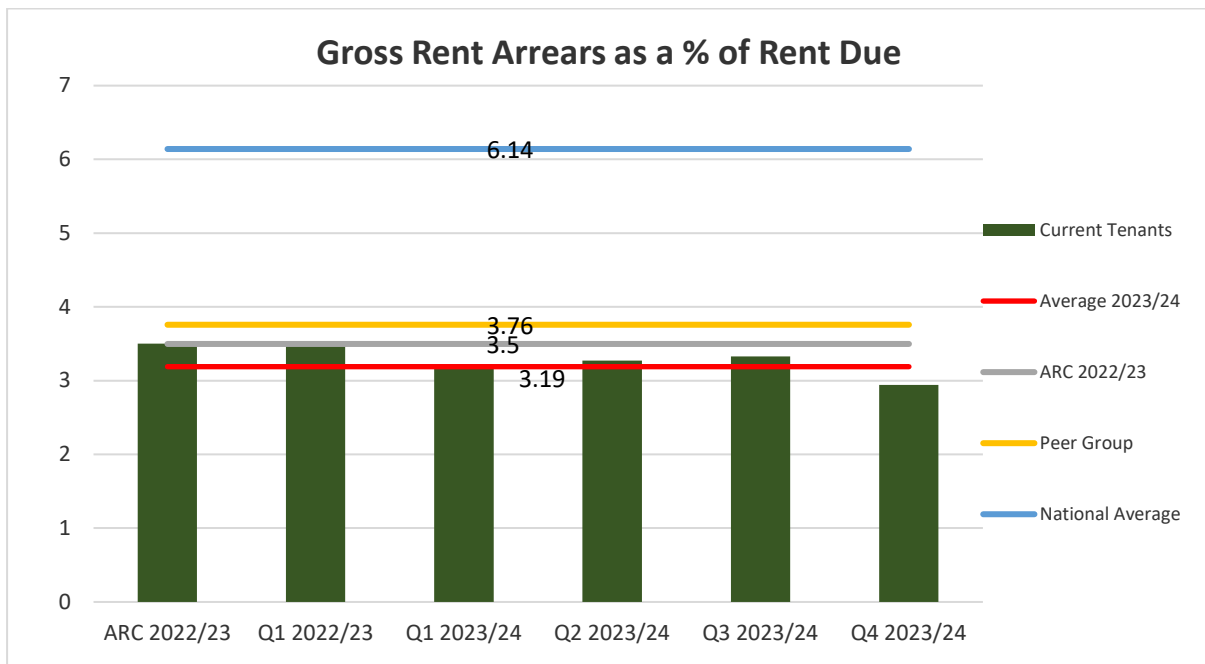
Rent Collected as a % of rent due

KPI (Target 100%)	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Rent Collected as % of Rent Due	101.32%	100.29%	99.14%	99.86%	100.42%	100.36%

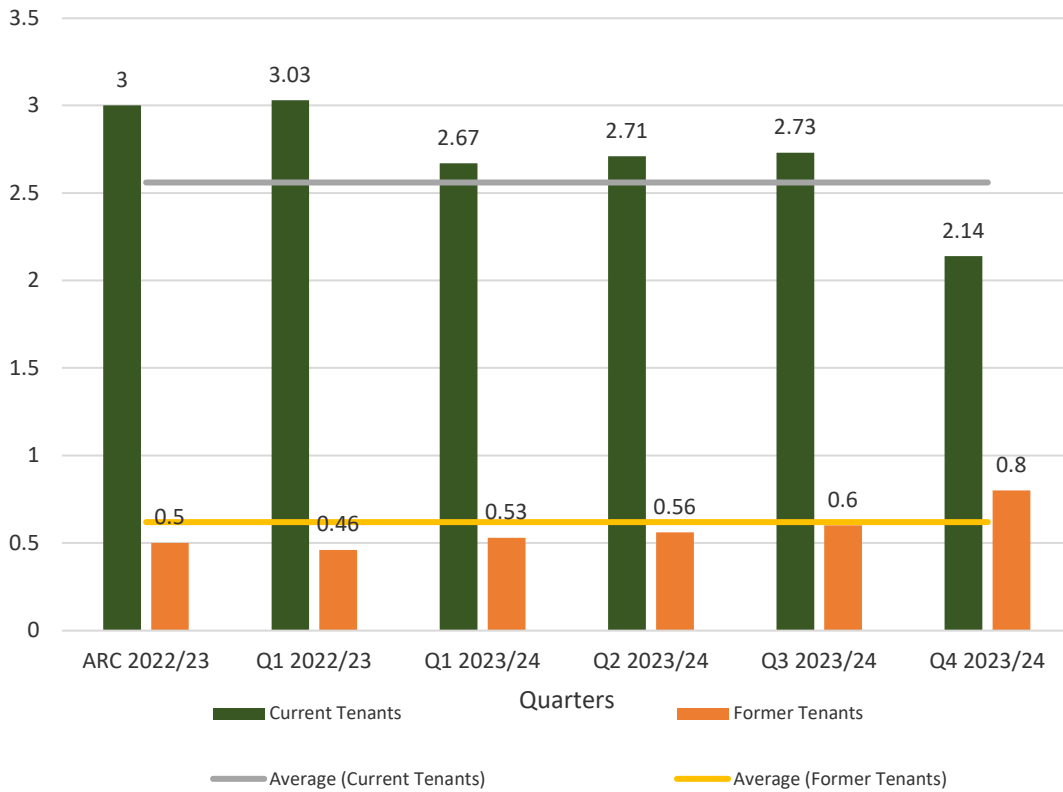


Rent Arrears as a % of rent due

KPI (Target 3.50%)	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Rent Arrears as % of Rent Due	3.50%	3.49%	3.20%	3.27%	3.33%	2.94%

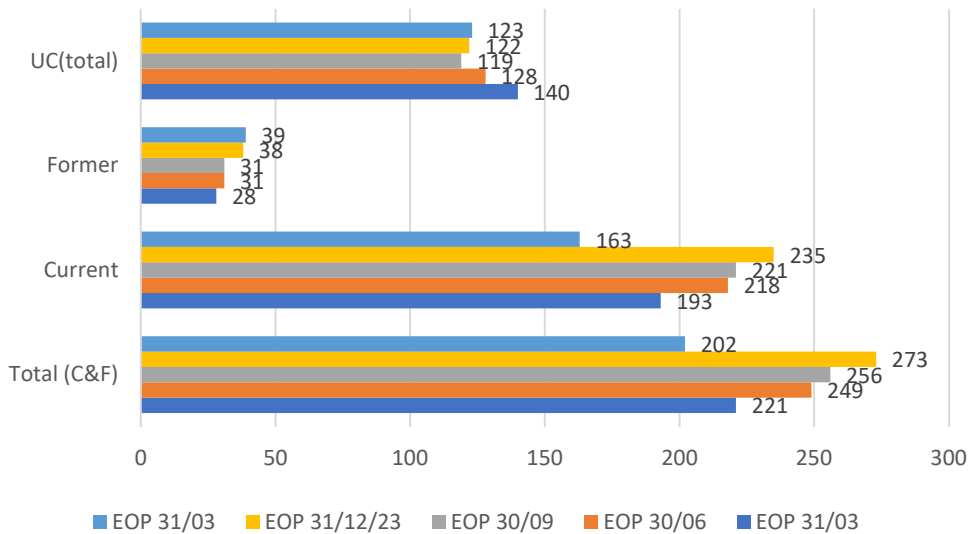


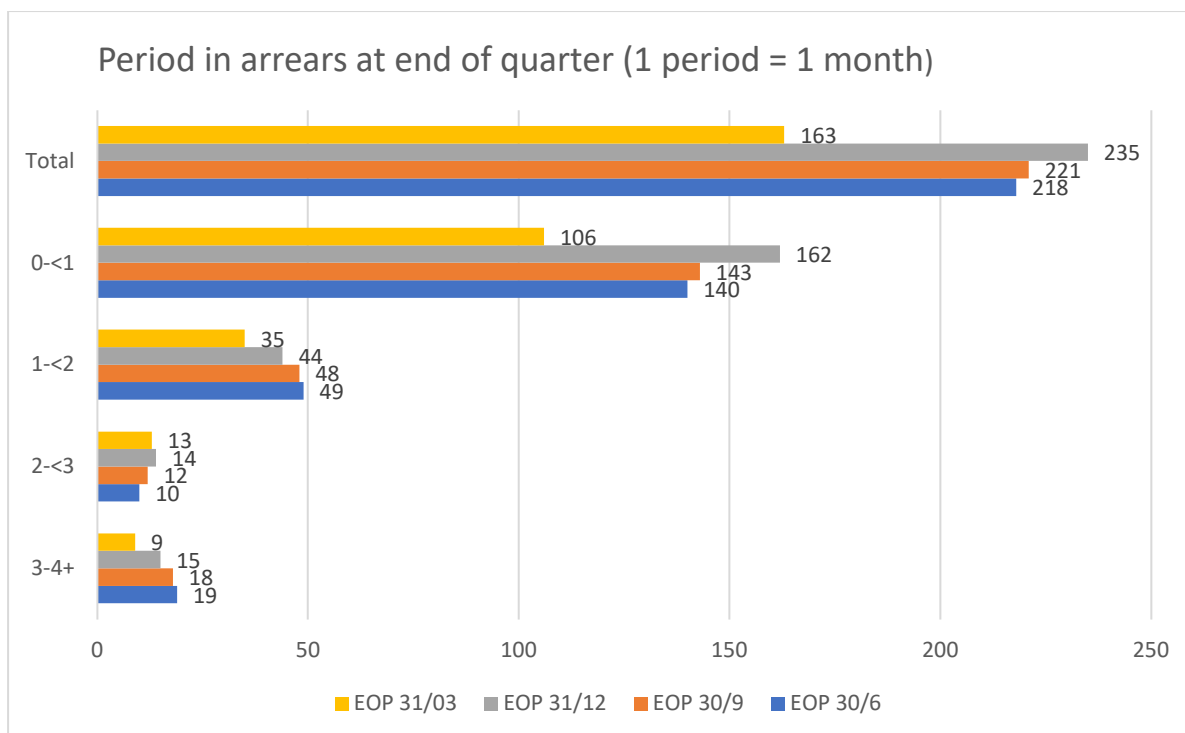
Gross Rent Arrears as a % of Rent Due (Current & Former



Arrears Cases

Arrears Cases End of Quarter





This graph shows a reduction in arrears cases compared with Q3 due to technical arrears where money is due from Housing Benefit paid twice in March. This is reflected in the lower periods of arrears. Most of the higher periods of arrears related to UC cases.

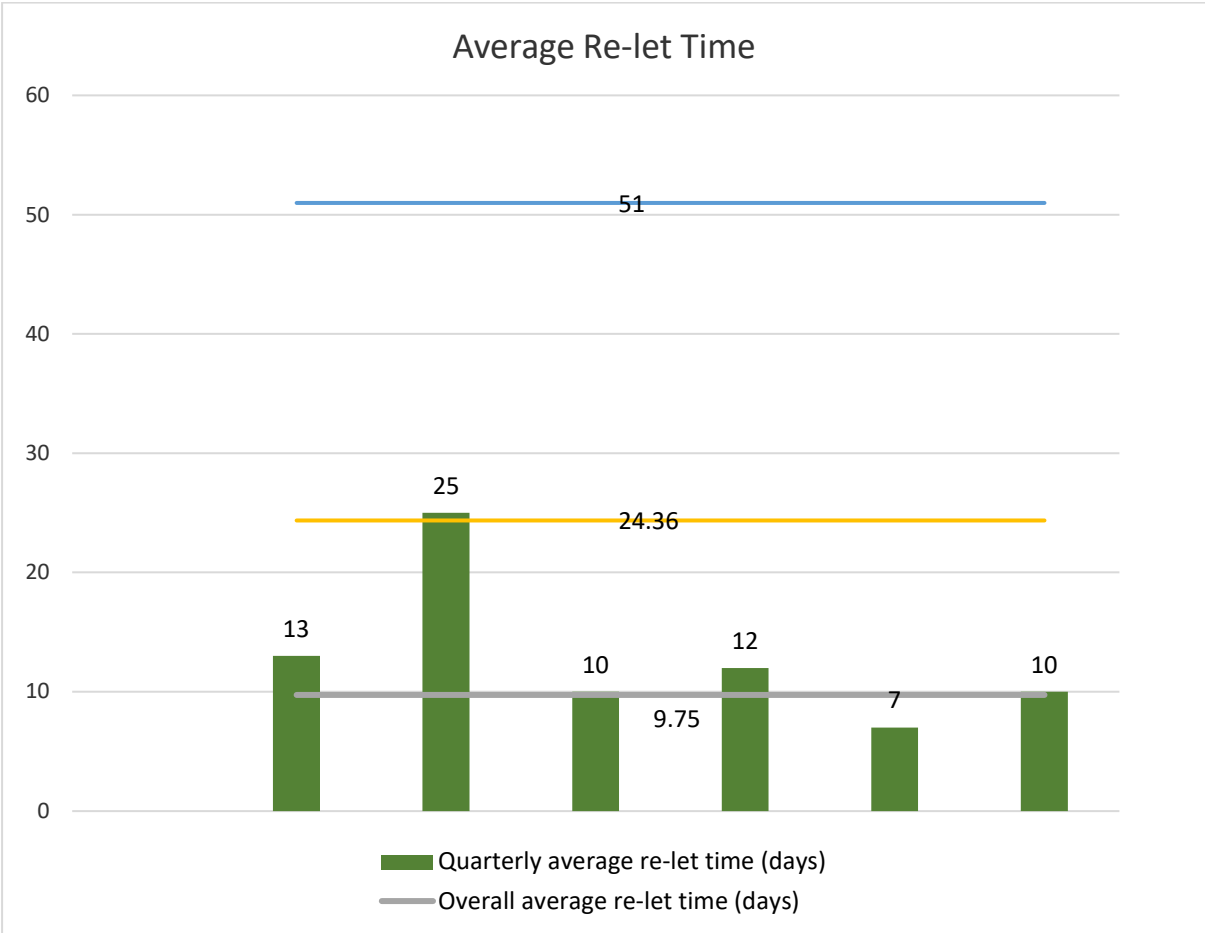
Recovery Stages & Legal Action 2023/24

*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*	4
*Evictions	1
*Sisted	1
*Paid arrears in full	1
*Pending hearing 22/5/24	1

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	Q4 2023/24
Avg Relet Time	13 Days	25 Days	10 Days	12 Days	7 Days	10 Days



Allocation Refusals and Withdrawals

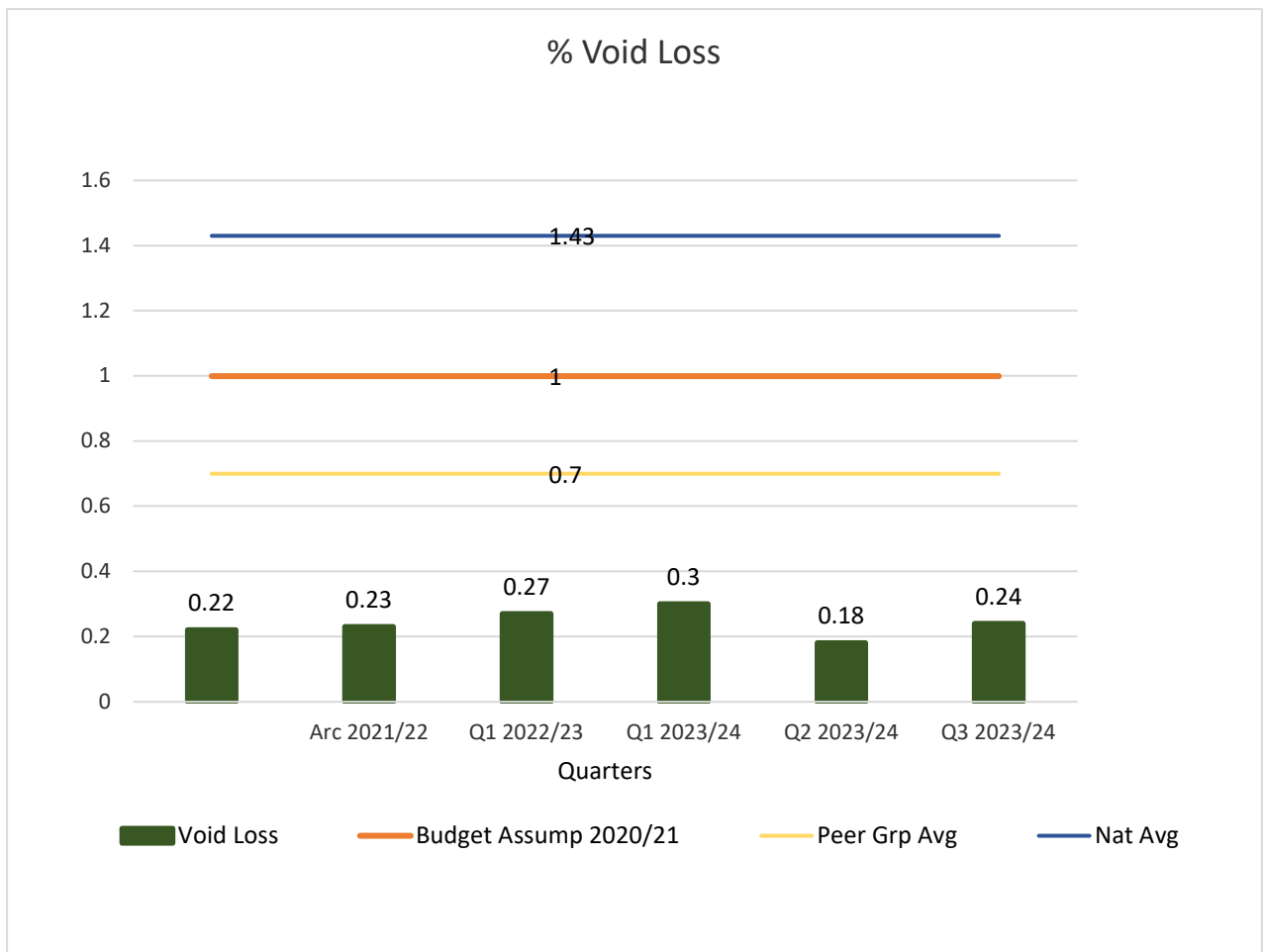
Q4 refusals are reflective of the annual ARC figure and cover 2023/24 in line with the Q4 reporting showing a reduction from the ARC 2022/23 (47%) to 25% in 2023/24.

Indicator 14 - Percentage of tenancy offers refused during the year		
i)	Number of tenancy offers during the year	78
ii)	The number of tenancy offers that were refused	19
Reasons for refusal:		
	PROPERTY SIZE/TYPE	8
	WITHDRAWN	3
	NO REASON GIVEN	3
	UNAFFORDABLE	2
	MOVING OUT OF THE AREA	2
	NOT READY TO MOVE	1
		19
iii)	Percentage of tenancy offers refused during the year	25

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. Q4 offers on there own we had 2 refusals representing 15%. Progress is moving in the right direction.

Percentage of rent due lost through properties being empty

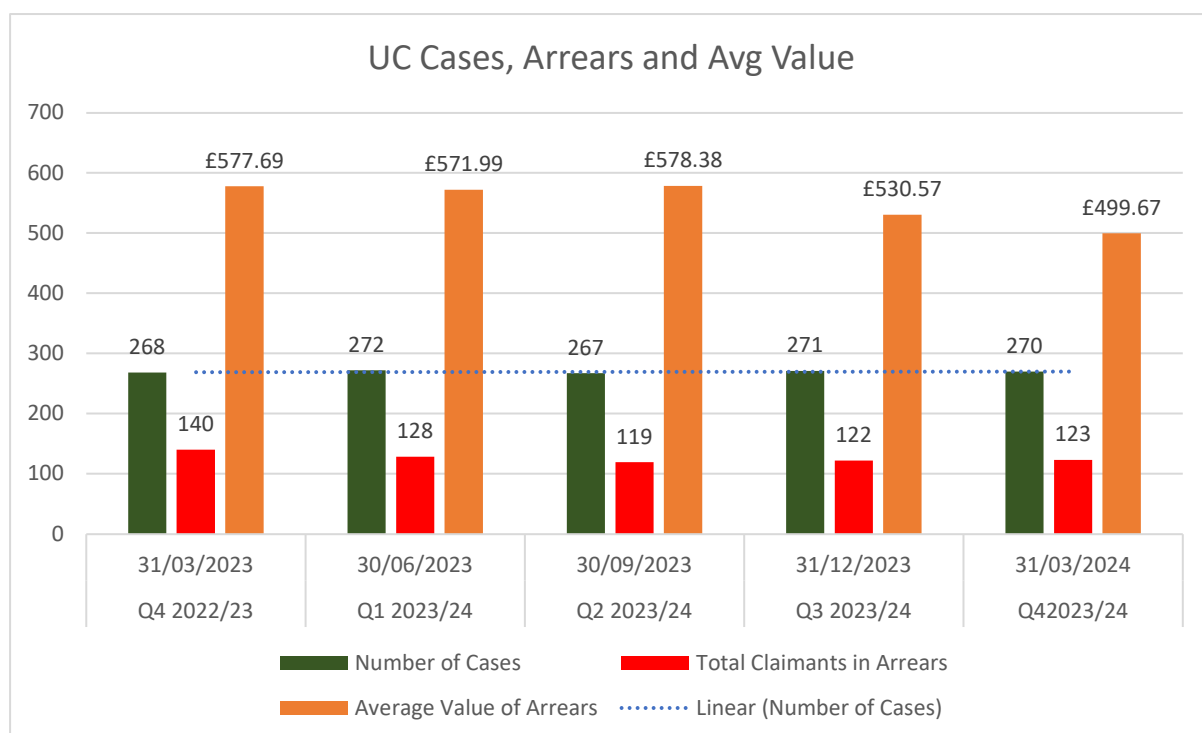
KPI (Target 1%)	Budget	ARC 2022/23	Q1 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Void Loss	1%	0.22%	0.07%	0.23%	0.30%	0.18%	0.24%



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 270 LHA tenants we have on UC at 31.03.23.

	Managed Payments	No Managed Payment	Total
No of Tenants UC	140	130	270
No. in Arrears	81	42	123
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
Arrears 31/03/24	£46,365.44	£15,094.29	£61,459.73



Analysis of UC arrears for Q4 2023/24 shows that UC debt attributes to 64%. This quarter, managed payment arrears 49% of the current arrears up from last quarter. Looking at average arrears for all UC cases it is £499.67 down from £530.57 in Q3 and for managed payments £572.41 up on previous quarters. The average debt for UC non-direct payments is £359.39, much lower than managed payments due to removing an arrears case no longer claiming UC.

Comparing this to Housing Benefit (HB) cases and non-benefit cases, HB average debt is £270.47 and represents 7% of current arrears at EOP 31/03/24, this will increase due to technical arrears. Non benefit cases represent 29% of current arrears up from 24% with an average debt of £526.67

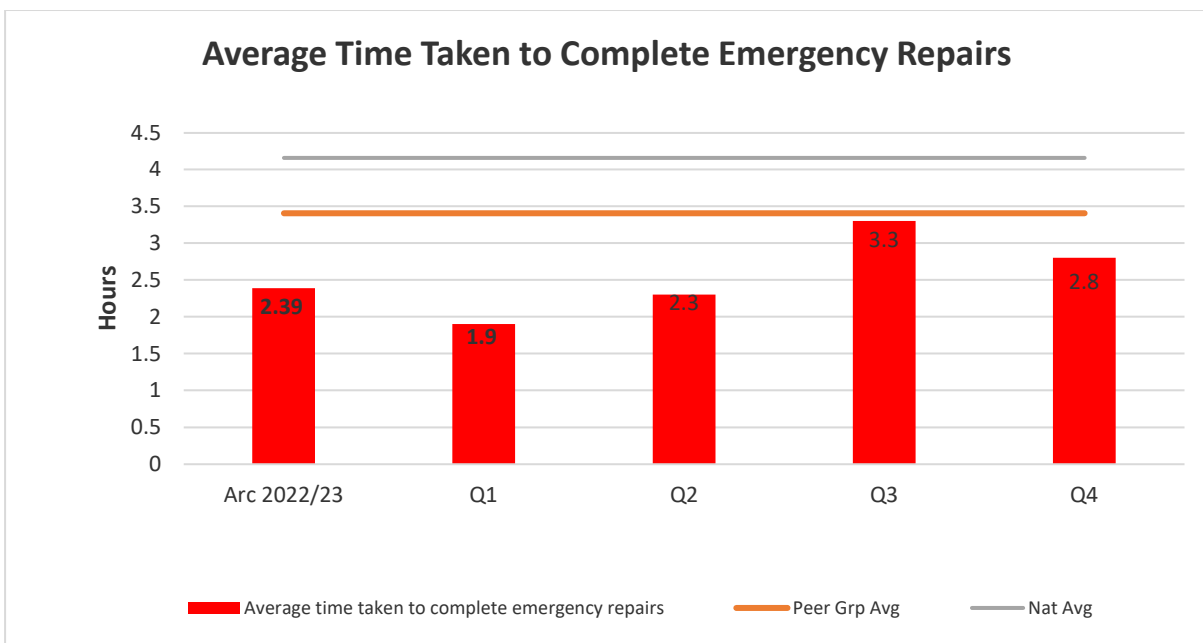
Quarter 2024/23	UC Arrears % of current arrears	HB Arrears % of current arrears	Non Benefit % of current arrears
Q4	64%	7%	29%

The team will be reviewing all cases end of Q1 2024/25 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 4 2023/24

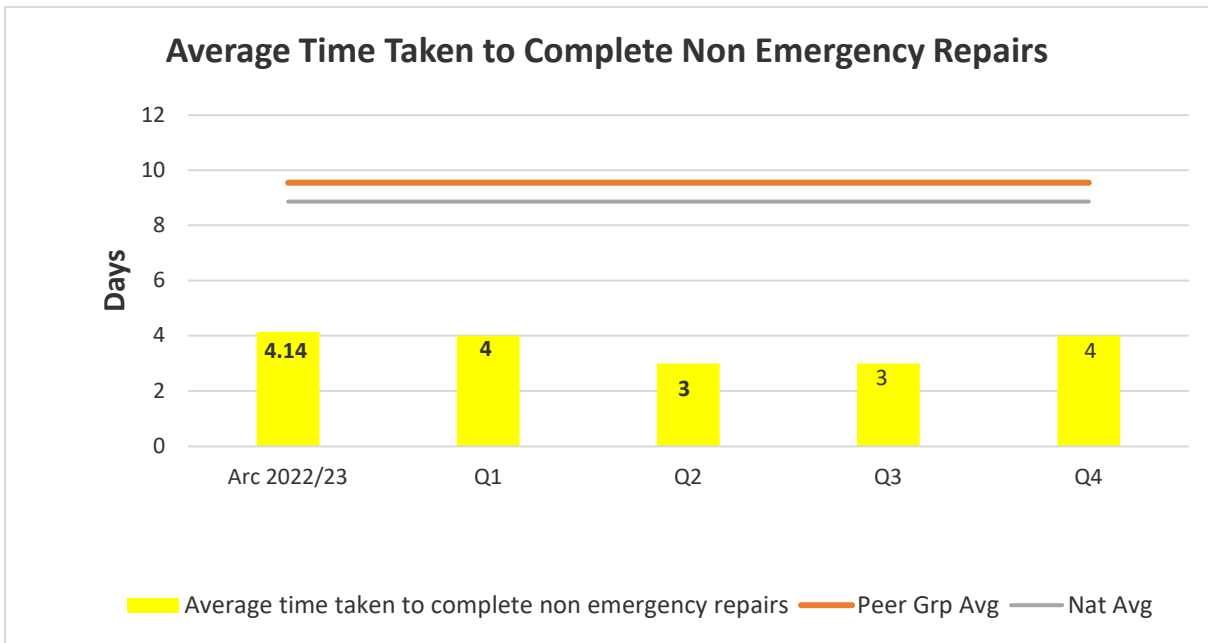
Average Time Taken to Complete Emergency Repairs

ARC 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
2.39	1.9	2.3	3.3	2.8
No of Repairs	26	28	37	40



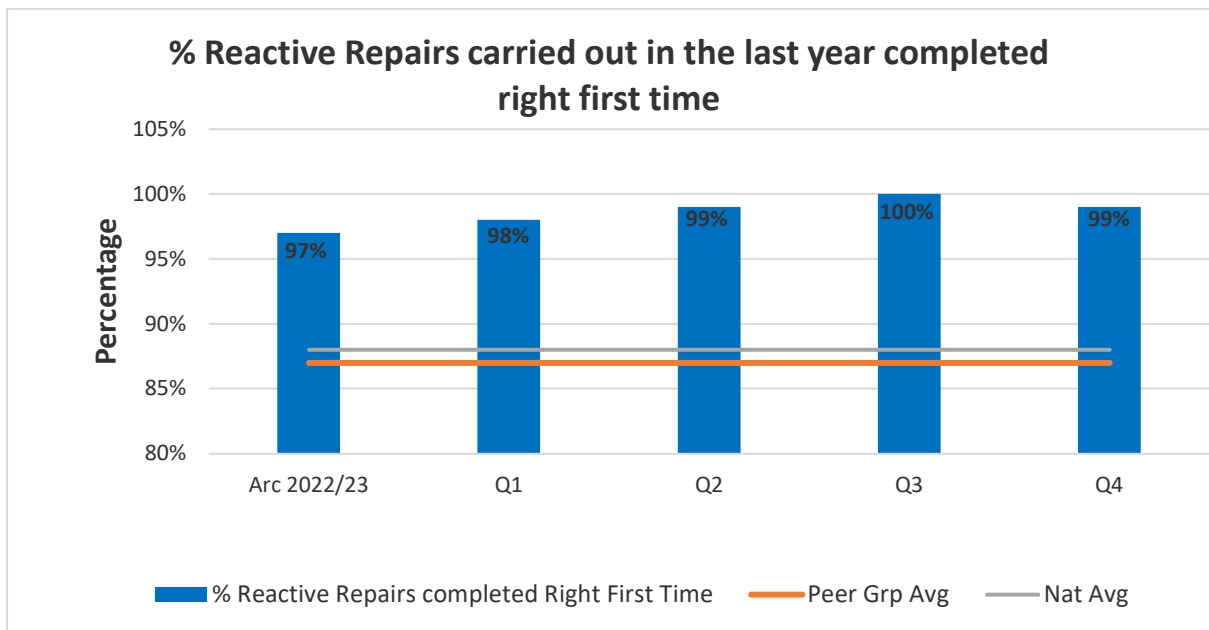
Average Time Taken to Complete Non-Emergency Repairs

ARC 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
4.14	4	3	3	4
No of Repairs	337	333	431	451



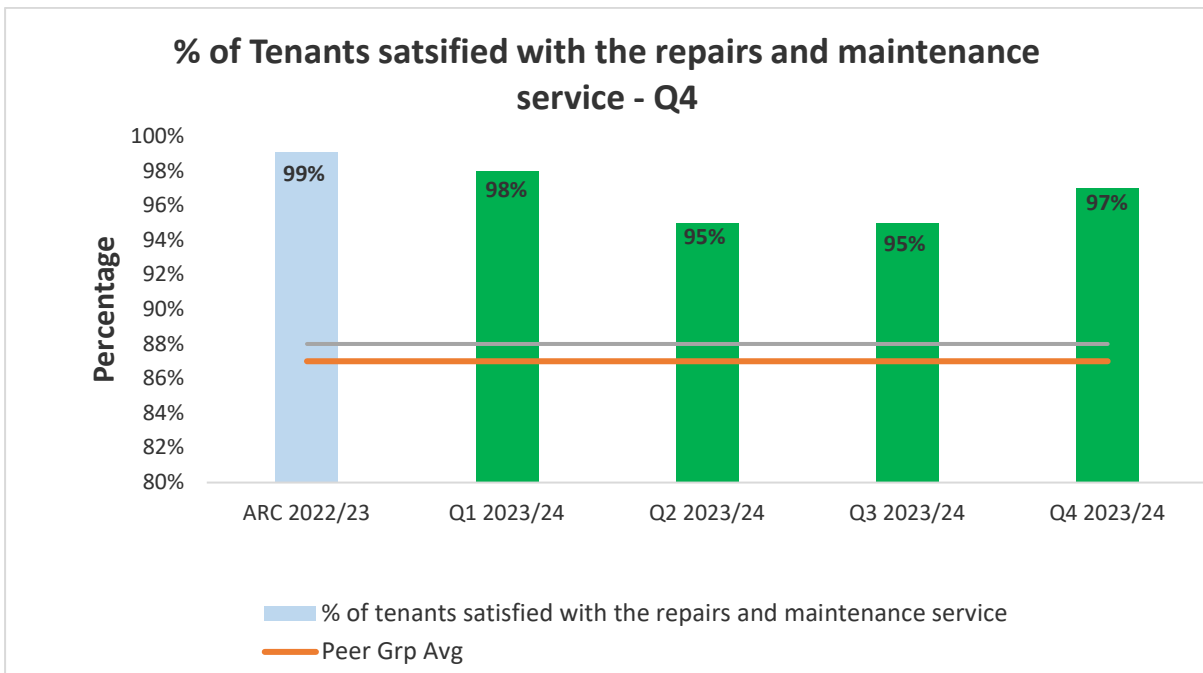
Percentage of Reactive Repairs Carried out in the last year completed Right First Time

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



Percentage of tenants satisfied with the repairs and maintenance service

ARC 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
99.04%	98%	95%	95%	97%



Narrative:

A total of 301 tenants were called in quarter 4. 147 tenants were very satisfied and 17 were fairly satisfied. 2 were very dissatisfied, this was from one tenant regarding two work orders for a leak, they were unhappy with the work carried out and the length of time taken to fix the issue. This has been feedback to LHAPS. 2 were fairly dissatisfied, one wanted a new front door and the other was regarding one of the sub-contractors re their heating system. 132 did not answer.

(the questions asked of tenant are in the format of which we have to complete for the SHR, ie

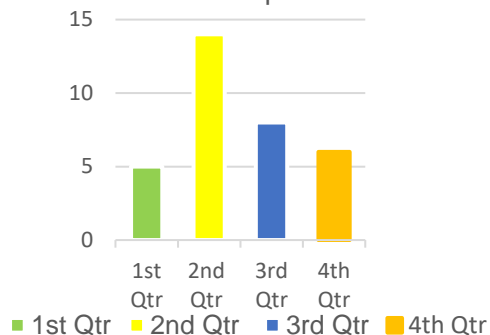
- 1 *Very Satisfied*
- 2 *Satisfied*
- 3 *Neither Satisfied of Dissatisfied*
- 4 *Fairly Dissatisfied*
- 5 *Very Dissatisfied*

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

Complaints Report – Quarter 4 2023/24



Total number of complaints received each quarter

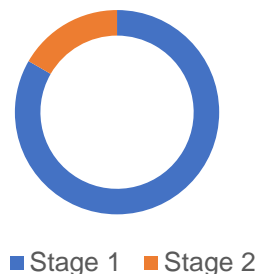


ARC complaints 2022.23 – 51

Stage 1 Complaints received 5

Stage 2 Complaints received 1

Total number of complaints responded to within timescale

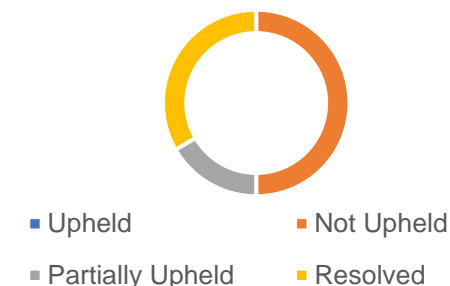


Stage 1 Complaints responded to 5

Stage 2 Complaints responded to 1

There were no equalities complaints reported in this quarter.

Total Number of complaints upheld

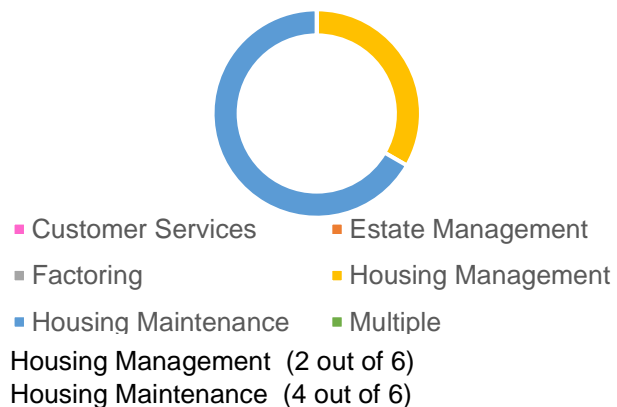


Not Upheld (3 out of 6)

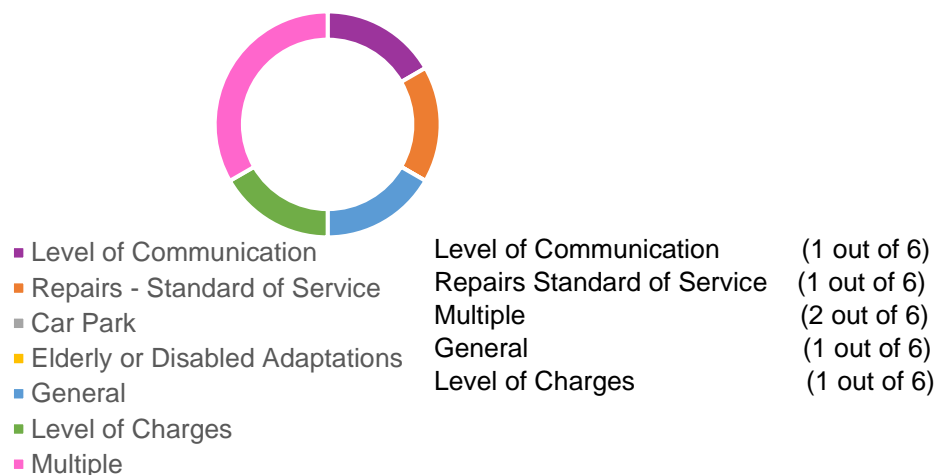
Partially Upheld (1 out of 6)

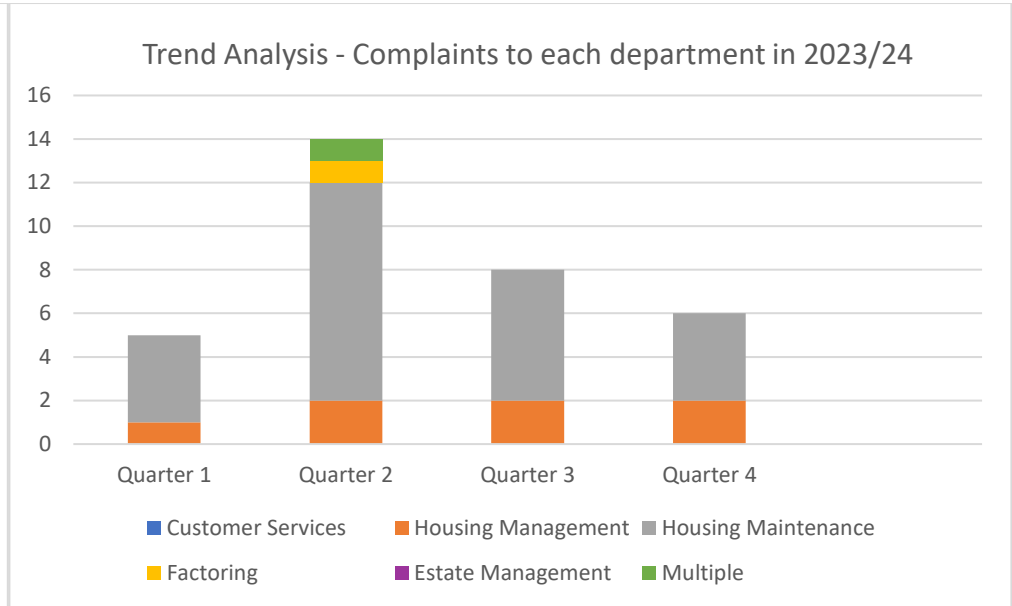
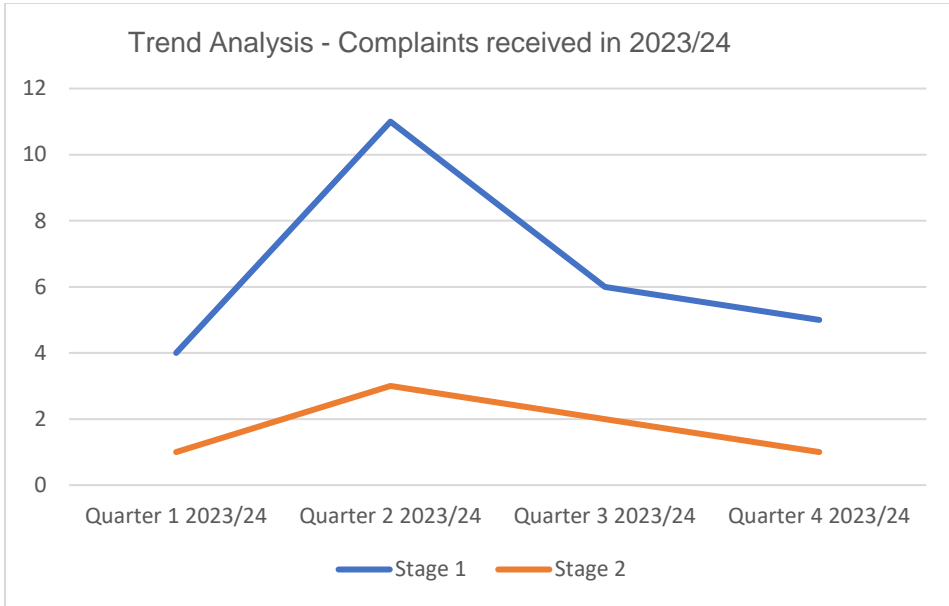
Resolved (2 out of 6)

Department complaints were to in Q4



Subcategory of complaints dealt with in Q4

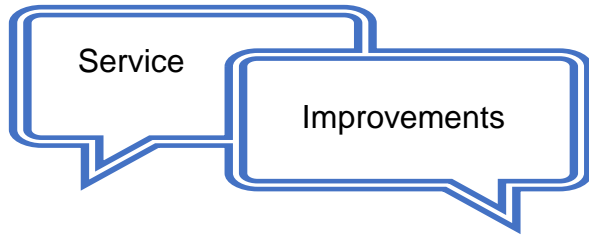




The average number of days taken to resolve Stage 1 complaints was 5.4 days. One complaint were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 18 days.



- Ensure correct information is passed onto tenants at sign ups for service charges to avoid tenants being surprised when costs are implemented.



Compliments

No compliments were reported in Quarter 4.

APPENDIX 4 FOI and GDPR Requests for Quarter 4 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	0	0
Data Breaches	0	0