



2018/19 Housing and Property Services Performance Report Performance Indicators
















1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	?
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	?
Nat(b)	H1.4a % of 1st stage complaints resolved		98.8	98.3		87.5	100	95.6	97.2	80.6		
Nat(b)	H1.4b % of 2nd stage complaints resolved		92.3	93.3		81.3	76.9	84.8	81.3	100		
Nat(b)	H1.4c % of complaints upheld		48.1	38		44.1	37.5	26.8	43.8	44.4		
Nat(b)	H1.5a % of 1st stage complaints dealt with within SPSO timescales	100	96.5	77.8		52.4	73.7	97.7	80	72	The increase in the number of MP/MSP enquiries which requires the same timescale for response as a complaint is having a detrimental impact on this area of performance.	
Nat(b)	H1.5b % 2nd stage complaints dealt with within SPSO timescales	100%	85.42%	74.29%		53.85%	60%	100%	69.23%	72.73%	See 1.5a.	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	?




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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H1.7a No of MSP enquiries received in period		78	58		20	8	5	30	43		
Local	H1.7b % of MSP enquiries responded to within target	90	89.7	67.7		60.7	80	75	100	86.4		

2. HOUSING QUALITY AND MAINTENANCE












Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	100%	100%		Not measured for Quarters						
Nat(b)	H2.2a % of properties at or above the appropriate NHER rating	100%	100%	100%		Not measured for Quarters						
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	67	52.7	55.4		Not measured for Quarters						
Nat(b)	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.3	78.9		73.3	77.8	75	82.9	78.6	Of the 63 tenants responding in Q1 and Q2, 9 expressed dissatisfaction but only 5 of those provided a reason for their dissatisfaction. The main reasons were that some work was not carried out while the property was empty, being dissatisfied with the condition of the property, being dissatisfied with the cleanliness and a boiler was condemned when the tenant moved in.	
Nat(b)	H2.4 % of tenant satisfied with the quality of their home	90%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.6		2.4	2.7	2.8	2.4	2.6		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.4	7.7	7.3	8.7	7.3	7.2	6.1	7.3		
Nat(b)	H2.9a Number of repairs completed within target time		16,673	14,880		3,223	3,649	3,268	3,071	3,161		














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			Value	Value	Value	Value	Value	Value	Value	Value		
	(excl voids)											
Nat(b)	H2.11 % of repairs completed right first time	90	85.9	81.2		84	82.5	81.2	87.7	88		
Nat(b)	H2.12 % of repairs appointments kept	95%	92.4%	93.3%		95.1%	92.9%	92.2%	92.5%	92.6%		
Nat(b)	H2.13 % of properties that require a gas safety record which had a gas safety check & record completed by the anniversary date	100	99.92	100		100	100	100	100	100		
Nat(b)	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	N/A	83.2%		Not measured for Quarters						
Local	H7.6 Percentage of planned maintenance works completed within agreed programme	98%	95.3%	88.4%		Not measured for Quarters						




3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the management of the neighbourhood they live in	85%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	33.1%	31.7%		32.5%	33.1%	31.4%	32.2%	33.8%		
Nat(b)	H3.4 % ASB cases which were resolved within locally agreed targets	90%	77.5%	95.1%		91.3%	89.9%	91%	92.4%	89.3%		











4. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants		94.9%	98.3%		94.4%	100.0%	100.0%	100.0%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.0%	92.0%		96.5%	89.8%	93.5%	92.5%	97.7%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		93.3%	96.5%		100.0%	96.0%	96.4%	94.7%	90.9%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		92.7%	94.3%		97.1%	92.8%	95.4%	94.6%	96.5%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.4%	6.9%		1.6%	1.8%	1.9%	2.0%	1.7%		
Nat(b)	H4.3 % of approved applications for medical adaptations completed		73.7%	83%		25.7%	43.6%	44.7%	53.9%	35.4%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (calendar days)	80	43	43		38	47	48	20	42	The governance of adaptations is now the responsibility of the Integration Joint Board. Performance on adaptations is considered by Moray Health and Social Care's Adaptations Governance	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (calendar days)		239	176		185	166	207	120	177		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (calendar days)		16	25		14	27	28	17	11		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		11.4%	14.8%		6.3%	16.7%	7.7%	0.0%	0.0%		
Nat(b)	H4.5a No of court actions initiated		79	61	27	16	18	13	10	17		




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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.5b No of repossession orders granted		21	21	12	5	4	7	5	7		
Nat(b)	H4.5c No of properties recovered for: Non-payment of rent		9	9	0	1	3	1	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti-Social Behaviour		0	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		
Nat(b)	H4.6a Average length of time in temp accomm by type (weeks): LA ordinary dwelling		14.8	14.8		13.2	13.1	15.5	16.2	12.2		
Nat(b)	H4.6b Average length of time in temp accomm by type (weeks): HA/RSL ordinary dwelling		14.6	14.2		9.6	15.1	23.6	18.1	10.0		
Nat(b)	H4.6c Average length of time in temp accomm by type (weeks): Hostel - LA owned		6.9	19.4		2.5	31.2	7.6	13.8	12.7		
Nat(b)	H4.6d Average length of time in temp accomm by type (weeks): Hostel - RSL		14.1	16.9		19.3	15.3	17.3	13.5	9.3		
Nat(b)	H4.6e Average length of time in temp accomm by type (weeks): Hostel - other		10.7	13.2		12.6	12.6	11.2	8.7	12.3		
Nat(b)	H4.6f Average length of time in temp accomm by type (weeks): Bed & Breakfast		1.1	0.6		0.4	0.2	0.0	0.0	0.1		
Nat(b)	H4.6g Average length of time in temp accomm by type (weeks): Women's refuge		21.8	14.7		12.0	13.2	19.3	11.8	23.6		
Nat(b)	H4.6h Average length of time in temp accomm by type (weeks): Private Sector Lease		0.0	2.3		0.6	0.7	10.9	0.0	0.0		
Nat(b)	H4.6i Average length of time in temp accomm by type (weeks): Other		0.0	0.3		0.0	0.0	0.3	10.0	0.0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%		100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	11.1%	7.9%		11%	9.2%	6.9%	7%	11.3%	Most refusals were for the Council's private hostel and were commonly refused due to location. The Council continues to reconfigure its supply of temporary accommodation during 2018/19.	
Nat(b)	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	89.8%	94.4%		87.5%	100%	100%	75%	100%	There were no tenants dissatisfied in Q1 but two households were 'neither satisfied nor dissatisfied'. Of these, only one comment was received which explained that the property was acceptable for their needs.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.2%	96.6%		99.3%	96.9%	98.4%	98.1%	99.2%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.5%	99.6%		100%	100%	100%	100%	100%		
Local	H4.18a % allocations by group: Homeless Priority	40.0%	54.9%	51.2%		51.8%	54.6%	51.3%	36.2%	50.0%	Performance was slightly below target in Q2. This can be explained by the pressures in responding to and dealing with homelessness, which reduces the need for bed and breakfast accommodation and helps to control financial costs associated with temporary accommodation during peak periods.	
Local	H4.18b % allocations by group: Waiting List	40.0%	29.8%	28.0%		25.9%	19.4%	31.9%	35.4%	27.0%	See 4.18a.	
Local	H4.18c % allocations by group: Transfer List	20.0%	15.3%	20.8%		22.4%	25.9%	16.8%	28.5%	23.0%		

5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 Percentage of tenants who feel that the rent for their property represents good value for money	84%	N/A	N/A		Not measured for Quarters					Survey carried out every three years.	
Nat(b)	H5.2 Rent collected as % of total rent due	99.0 %	99.5 %	101.8 %	100.3 %	101.0 %	102.6 %	100.4 %	97.7 %	100.3 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.5%	2.4%		3.0%	2.5%	2.4%	2.9%	3.0%		
Nat(b)	H5.3a Total value of gross rent arrears (£)		£430,186.	£432,218.	£559,899.	£539,354.	£451,087.	£432,218.	£529,146.	£559,899.		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.54%	0.66%		0.41%	0.76%	0.89%	1.02%	0.92%	Peaks in voids and the content of work in part explain this performance but it is now the most pressing area within the Housing Service that requires improvement. Recent management changes are intended to improve performance and this will now be monitored weekly by the Housing Service and Building Services (DLO) to drive up performance.	
Nat(b)	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.8%	2.7%		4%	3.1%	2.7%	3.8%	4%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	31	35		30	35	44	45	47	See 5.4.	
Local	H5.10 Former tenant arrears - value		£91,876	£102,623	£101,796	£108,313	£107,785	£102,623	£105,599	£101,796		
Local	H5.11 % of tenants giving up tenancy in arrears		26.6%	26.5%	23.8%	22.3%	25.7%	26.5%	21.1%	23.8%		
Local	H5.12 % of Former Tenants Arrears written off & collected		81.3%	71.4%	21%	22.3%	43.4%	71.4%	7.4%	21%		

6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2016/17	2017/18	2018/19	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		22	20		6	2	0	10	9		
Local	H6.1b No of encampments ended within period		21	21		5	3	1	11	7		
Local	H6.1c Average duration of encampments ended within period (days)		26	55		23	42	15	66	12		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	100%		100%	100%	N/A	100%	100%		