2023/24 ARC Quarterly Performance Report

Colour Key

	Target not met
	Target met
	Target almost met

Peformance key

	Declined in Q
	Improved in Q
	No Change

A. 23/24 Performance Report Progress

Ind no.	Indicator	Scot. Ave. 21/22	22/23 outurn	Targ. 23/24	Q1	Yr. to date	Trend
6	stock meeting SHQS	72.90%	62.33%	100%	96.90%	96.90%	⬆
8	Ave. time taken to comp emerg. repairs	4.2hrs	1.75hrs	3hrs	3h 37m	3h 37m	⬇
9	Ave. time to comp non emerg. repairs	8.9day	3.69day	4day	4d	4d	⬇
10	reactive repairs completed right first time	88.30%	90.72%	90%	95%	95%	⬆
14	tenancy offers refused during year	N/A	25%	N/A	0	0	⬆
15	anti social behaviour cases resolved	94.70%	100%	100%	100%	100%	⬌
16	new tenancies sustained for > 1 year	N/A	100%	N/A	100%	100%	⬌
17	lettable houses that became vacant	N/A	4.45%	N/A	0.30%	0.30%	⬆
18	rent lost through properties being empty	1.40%	0.10%	0.10%	0.00%	0.00%	⬌
19	No. households waitng for adaptations	N/A	0	N/A	0	0	
20	Total cost of adaptations	N/A	£3,806	N/A	£0.00	£0.00	
21	Ave. time to complete adaptations	N/A	20wday	N/A	N/A	N/A	
22	Court actions started resulting in eviction	N/A	0	N/A	0	0	⬌
23	% homeless referals resulting in offer	N/A	25%	N/A	66%	66%	⬆
23	% homeless offers resulting in let	N/A	100%	N/A	100%	100%	⬌
26	Rent collected as % rent due	99.30%	100.30%	100.50%	97.69%	97.69%	⬇
27	Gross rent arrears as % rent due	N/A	2.64%	2.60%	1.57%	1.57%	⬆
28	Ave. annual management fee	N/A	£216.71	N/A	N/A	£229.76	
30	Ave. time taken to relet homes	51.6day	7.4day	8day	N/A	N/A	

B. Comments on indicators not meeting target or declining perfomance

Ind no.	Comment
6	Huge improvement in Quarter, only 9 properties now not meeting standard
8	Increased response due to all central heating repairs being treated in emergency timeframe
26	Rent collected is a is a year end KPI. Due to payment cycle of HB cant be compared quarterly
27	For Q1 July figure used instead of June due to technical reporting issues