

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Performance Management Proforma to 31st January 2020 – February 2020

Objectives/Key Performance Targets	As at 30/9/19	As at 31/10/10	As at 30/11/19	As at 31/12/19	As at 31/1/20	Peer Group average for 2018/19
That we fit new windows in the homes of 35 tenants by 31 st March 2020.	30	34	37	40	45	
That we fit new bathrooms in the homes of 6 tenants by 31 st March 2020.	9	9	9	9	9	
That we fit new gas boilers in the homes of 35 tenants by 31 st March 2020.	24	29	33	35	37	
That we carry out work on 20 properties that currently don't meet the EESSH (Energy Efficiency Standard for Social Housing) criterion, to make them compliant with EESSH by 31 st March 2020.	2	6	10	11	14	
Housing Management						
That the average re-let time for empty properties not exceed 18 days from the date on which the property became empty.	17.7 days	18.1 days	17.3 days	17.2 days	17.0 days	14.2 days
That rental income lost through empty properties does not exceed 0.5% of the rental income (as measured over the preceding twelve months).	0.45%	0.45%	0.44%	0.47%	0.43%	0.3%
That rent arrears not exceed 3.5% of the amount of rent chargeable for the year.	3.69%	3.76%	3.87%	4.01%	4.05%	
That the average time for placing applicants on our Housing List be within seven days of the Association receiving his/her/their application.	5.2 days	5.6 days	5.7 days	5.6 days	5.0 days	
Maintenance						
That at least 96% of Emergency Repairs be made safe within 4 hours of being reported, and made good within 24 hours.	97.3%	96.15%	96.88%	97.26%	93.55%	
That at least 95% of Urgent Repairs be completed within 3 working days of being reported.	99.62%	99.4%	99.3%	99.2%	98.67%	
That at least 94% of Routine Repairs be completed within 10 working days of being reported.	97.36%	97.27%	97.56%	97.35%	96.95%	
That the average time taken to address an Emergency Repair be no more than 3 hours.	1.71 hours	1.88 hours	1.88 hours	1.89 hours	2.06 hours	2.1 hours
That the average time taken to address a Non-emergency Repair be no more than 4 working days.	2.76 working days	2.84 working days	2.76 working days	2.72 working days	2.34 working days	3.8 working days
That at least 80% of our repairs be 'right first time'.	97.77%	97.89%	97.96%	97.37%	93.9%	93%
No of properties that have gas but do not have a current Landlord's Gas Certificate (<i>the reason being that the gas is capped in each case, meaning that we do not require a Certificate for that property</i>).	11	11	11	12	10	

Other One Year Objectives	Comment
That we complete the strategic review of our Business Plan by 30 th June 2019.	The Business Plan was approved by Committee on 28 th June 2019.
That we complete the strategic review of our Rent Policy by 1 st April 2020.	This Objective has been postponed until 31 st March 2021.

Property standards	As at 31/8/19	As at 30/9/19	As at 31/10/19	As at 30/11/19	As at 31/12/19	As at 31/1/20
Number of properties that fail the SHQS (Scottish Housing Quality Standard).	0	0	0	0	0	0
Number of properties that fail the EESSH (Energy Efficiency Standard for Social Housing).	20	19	15	11	10	6

	31/5/19	30/6/19	31/7/19	31/8/19	30/9/19	31/10/19	30/11/19	31/12/19	31/1/20	29/2/20	31/3/20	Total to date
We will carry out 13 property condition surveys per month	0	0	8	18	7	4	4	0	0			41
We will upgrade smoke and heat detectors in 27 dwellings per month	29	29	30	31	20	42	28	14	26			225*

Comments




*Heat and smoke detectors were upgraded in 72 properties prior to 1st April 2019.

Between 1st May 2019 and 31st January 2020, we have upgraded an average of 27.6 properties each month; we are therefore achieving our monthly target.

Requests under Freedom of Information (Fol) and the Environmental Information Regulations (EIR)

	From 11/11/19 to 31/12/19	From 1/1/20 to 31/3/20	From 1/4/20 to 30/6/20	From 1/7/20 to 31/9/20
No of requests received	1 Fol request			
No of requests for which a fee note was issued	0			
No of requests which received a response within the statutory timescale	1			
No of requests for which all the information was not held	0			
No of requests for review received	0			

Comments

 On schedule to meet target or target met.	 Target missed or being missed by up to 10%	 Target missed or being missed by more than 10%
--	--	--

Surveys													
Repairs	30/4/19	31/5/19	30/6/19	31/7/19	31/8/19	30/9/19	31/10/19	30/11/19	31/12/19	31/1/20	29/2/20	31/3/20	Total to date
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by NVHA?													
a) Very satisfied	20	28	27	25	22	23	27	27	26	23			248
b) Fairly satisfied	6	1	3	4	8	6	2	3	4	5			42
c) Neither satisfied nor dissatisfied	4	0	0	0	0	0	2	0	0	0			6
d) Fairly dissatisfied	0	1	0	0	0	0	0	0	0	2			3
e) Very dissatisfied	0	1	0	1	0	1	99	0	0	0			3
No of tenants surveyed	30	31	30	30	30	30	31	30	30	30			302
Condition of property upon let	30/4/19	31/5/19	30/6/19	31/7/19	31/8/19	30/9/19	31/10/19	30/11/19	31/12/19	31/1/20	29/2/20	31/3/20	Total to date
Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?													
a) Very satisfied	0	0	0	1	4	4	2	2	5	0			18
b) Fairly satisfied	1	0	0	3	0	1	1	0	0	3			9
c) Neither satisfied nor dissatisfied	0	0	0	0	0	0	0	0	0	0			0
d) Fairly dissatisfied	0	0	0	0	0	0	1	0	0	1			2
e) Very dissatisfied	0	0	0	0	0	0	0	0	0	0			0
No of tenants surveyed	1	0	0	4	4	5	4	2	5	4			29
Comments													
46 properties have been let since 1 st April 2019; the survey covers 43% of the tenants of those properties.													
Complaints													
Frontline complaints	30/4/19	31/5/19	30/6/19	31/7/19	31/8/19	30/9/19	31/10/19	30/11/19	31/12/19	31/1/20	29/2/20	31/3/20	Total to date
No of complaints received	4	2	0	1	4	0	0	0	2	4			17
No of complaints addressed within timescale	3	1	0	1	3	1	0	0	2	2			13
No of complaints partially upheld	1	1	0	0	0	0	0	0	0	0			2
No of complaints fully upheld	2	0	1	1	3	1	0	0	2	2			12
No of complaints outstanding at end of month	1	1	0	0	1	0	0	0	0	2			
Time taken (in working days) to provide a full response	8	7	7	3	10	1	0	0	6	7			49
Average time taken to provide a full response (days)	2	3.5	7	3	2.5	1	0	0	3	3.5			3.26
Investigatory complaints	30/4/19	31/5/19	30/6/19	31/7/19	31/8/19	30/9/19	31/10/19	30/11/19	31/12/19	31/1/20	29/2/20	31/3/20	Total to date
No of complaints received	0	0	1	0	0	0	0	0	0	0			1
No of complaints addressed within timescale	0	0	0	1	0	0	0	0	0	0			1
No of complaints partially upheld	0	0	0	0	0	0	0	0	0	0			0
No of complaints fully upheld	0	0	0	1	0	0	0	0	0	0			1
No of complaints outstanding at end of month	0	0	1	0	0	0	0	0	0	0			
Time taken (in working days) to provide a full response	0	0	0	16	0	0	0	0	0	0			16
Average time taken to provide a full response	0	0	0	16	0	0	0	0	0	0			16
Comments													