




# 2019-20 Housing and Property Services Performance Report

## Performance Indicators












### 1. THE CUSTOMER/LANDLORD RELATIONSHIP




Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	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	79.6%	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. The result for this indicator is broadly similar to the 2015 survey. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	?
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	76.3%	N/A	Not measured for Quarters					See 1.1.	?
Nat(b)	H1.4a % of 1st stage complaints resolved		98.3	100	100	100	95.2	88.4	97.9	100		
Nat(b)	H1.4b % of 2nd stage complaints resolved		93.3	90	93	61.5	90	82.4	77.8	66.7		
Local	H1.4c % of complaints upheld		38	54.7	62.9	58.5	56.9	65.4	65	64.4		
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5	N/A	N/A	5	N/A	4	5	5	5	New statutory indicator for 2019/20	✓
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20	N/A	N/A	19	N/A	20	22	20	13	See 1.5c.	✓

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	80%	N/A	68.8%	N/A	Not measured for Quarters					See 1.1.	
Local	H1.7a No of MSP enquiries received in period		58	137	144	37	39	40	30	35		
Local	H1.7b % of MSP enquiries responded to within target	90	67.7	74.2	91.7	65.8	93.6	93.5	89.5	89.7	Performance marginally below target in Q3 and Q4. Performance on this indicator has improved significantly in each of the past three reporting years and the target was achieved for 2019/20.	




## 2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	95.8%	92.5%	90.7%	Not measured for Quarters					At 31 March 2020, 272 properties were classed as exemptions (technical reasons) and 45 were classed as abeyances (social reasons). 257 properties did not meet the SHQS.  Of the 257 SHQS failures; 93 were identified during 2018/19 and the remaining 164 are new failures. 130 of the 257 are already included on a heating replacement contract. The remainder will be reviewed and included in a future works programme.	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (ESSH)	65.75	55.4	57.4	54.6	Not measured for Quarters					At 31 March 2020, 877 properties were classed as exemptions with the majority of these due to excessive cost. 1874 properties did not meet the ESSH.  The Council substantially increased its ESSH programme in 2019/20 (£1.189m) and 2020/21 (£2.6m) with a focus on heating replacements. Over 1,000 older style gas fired back boilers remain in the housing stock and replacement parts are now obsolete. Tenants were offered new heating installations in early 2020 which resulted in 794 positive responses, with a large number of no replies to follow up. Tenants are now being contacted again to confirm if they are still in agreement with new heating being installed in their home given the anxiety remaining about COVID-19. All heating installation works were suspended when lockdown started in March and recommenced at the end of August.	
















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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	78.9	80.7	80.9	77.8	90.9	76.5	100	61.9	<p>During 2019/20, 14 tenants expressed dissatisfaction but only 6 tenants gave reasons which included cleanliness, standard of decoration, the floors/walls being uneven and repairs being needed after moving in.</p> <p>Following a review of void work content and costs, new procedures were rolled out Moray wide in Q3. Key changes were introduced to reduce average re-let timescales and costs, which has led to reduced decoration and a number of routine repairs now being carried out post tenancy. This inevitably has led to a reduction in tenant satisfaction and further analysis will be carried out in 2020/21 to identify the key customer dissatisfaction areas, in a bid to ensure procedures are applied consistently and improve customer satisfaction.</p>	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	73.9%	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.6	2.6	2.5	2.5	2.3	2.3	2.6	2.9		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	7.7	7.5	9.5	8.1	8.9	9.8	8.7	9.8		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		14,880	14,062	15,095	3,743	3,405	3,515	4,035	3,793		
Nat(b)	H2.11 % of repairs completed right first time	90	81.2	82.7	79.8	82.7	83.4	82.7	84.7	79.8	Resourcing issues in core trades impacted on performance against local target timescales which are considered as part of this indicator. Performance in this area is also known to be understated, as the current repairs description codes do not always distinguish between new repairs and right first time failures (recalled repairs) Officers are working to address this issue as part of repair coding improvements.	
Local	H2.12 % of repairs appointments kept	95%	93.3%	93%	92.4%	93.4%	92.3%	99.6%	100%	91.6%		
















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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.13a Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	N/A	N/A	3	N/A	0	0	1	2	New statutory indicator for 2019/20. In 2019/20, 3 gas safety checks not carried out in the required timescale. This was due to a recording error, a programming error and a member of the household self-isolating due to COVID-19. A new automated system to monitor gas servicing is currently being trialled and if implemented this should improve future performance by reducing the potential for human/system errors.	
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%	83.2%	78.6%	99.2%	Not measured for Quarters					A new process was implemented in July 2019 to gather feedback from tenants through the worker's handheld PDA immediately after the work is complete.	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	88.4%	93.4%	92.5%	Not measured for Quarters					The main areas of underspend are £437,000 under Planned and £219,000 under Estates. A number of revenue budget heads were under committed, which included Rainwater Goods, Insulation, Plumbing and Electrical Upgrades. The main capital budget heads of Kitchens, Heating, Windows & Doors and Disabled Adaptations were all overcommitted and budgets fully expended.	





### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	N/A	80.3%	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	31.7%	32.2%	29.1%	30.3%	26.2%	33.3%	27.6%	29.5%		
Nat(b)	H3.4 % ASB cases reported which were resolved		N/A	N/A	89.8%	N/A	101.2%	114%	103.4%	58.4%	Change to statutory indicator for 2019/20 means historical data is no longer comparable.	






#### 4. ACCESS TO HOUSING AND SUPPORT






Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	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		98.3%	97.7%	96.3%	100.0%	94.6%	95.7%	96.3%	100.0%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		92.0%	91.6%	89.8%	89.7%	89.6%	82.0%	94.1%	94.7%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		96.5%	94.0%	93.2%	97.2%	89.6%	92.6%	95.1%	96.9%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		94.3%	93.5%	92.6%	93.8%	91.0%	88.0%	95.0%	96.7%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.9%	6.9%	7.9%	1.7%	1.6%	2.0%	1.9%	2.0%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		N/A	N/A	19.5	N/A	20.8	13.9	31.2	12.1	Change to statutory indicator for 2019/20 means historical data is no longer comparable.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)		N/A	N/A	132.7	N/A	140.6	106.9	145.9	N/A		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)		N/A	N/A	10.7	N/A	11.4	7.2	9.4	12.1		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home		N/A	N/A	38	N/A	33	36	46	38	New statutory indicator for 2019/20.	
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)		N/A	N/A	£418,039	N/A	£70,381	£99,689	£153,854	£171,582	New statutory indicator for 2019/20.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		14.8%	17.2%	14.1%	50.0%	0.0%	25.0%	16.7%	16.7%		
Nat(b)	H4.5a No of court actions initiated		61	58	78	18	20	16	18	24		
Nat(b)	H4.5b No of repossession orders granted		21	25	31	5	5	9	10	7		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		9	10	10	9	0	4	2	4		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		0	0	1	0	0	0	1	0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.5cii No of properties recovered for: Other		0	0	0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling		N/A	N/A	84.6	N/A	84.7	65.8	92.6	94.4	Change to statutory indicator means historical data is no longer comparable.	
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling		N/A	N/A	113.4	N/A	110.4	114.2	91.7	129.0	See 4.6j	
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned		N/A	N/A	61.0	N/A	61.9	59.0	52.0	70.7	See 4.6j	
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL		N/A	N/A	105.6	N/A	127.7	69.5	100.9	120.2	See 4.6j	
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other		N/A	N/A	0.0	N/A	0.0	0.0	0.0	0.0	See 4.6j	
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast		N/A	N/A	0.0	N/A	0.0	0.0	0.0	0.0	See 4.6j	
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge		N/A	N/A	116.7	N/A	134.2	96.0	102.6	116.8	See 4.6j	
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease		N/A	N/A	0.0	N/A	0.0	0.0	0.0	0.0	See 4.6j	
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other		N/A	N/A	473.0	N/A	0.0	473.0	0.0	0.0	See 4.6j	
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%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	7.9%	7.5%	2.9%	4.7%	3.2%	2.2%	5.2%	0.7%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	94.4%	85.5%	90%	80%	94.7%	100%	77.8%	87.5%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes		N/A	N/A	13.5%	N/A	6.4%	9.1%	10.3%	6%	New statutory indicator for 2019/20.	
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	96.6%	98.4%	99.6%	99.2%	99.3%	100%	99.2%	100%		




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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	99.6%	100%	98.4%	100%	99.2%	100%	100%	94.9%	There was a delay in processing applications during Q4 due to the lockdown/COVID-19.	
Local	H4.18a % allocations by group: Homeless list	50.0%	51.2%	42.0%	51.4%	41.3%	55.8%	43.6%	56.4%	52.7%		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.0%	33.3%	28.7%	34.8%	23.3%	34.0%	29.1%	26.8%		
Local	H4.18c % allocations by group: Transfer List	18.0%	20.8%	24.5%	19.9%	23.9%	20.8%	22.4%	14.5%	20.5%		

## 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money	84%	N/A	83%	N/A	Not measured for Quarters					Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0%	101.8%	99.2%	99.1%	94.9%	95.5%	104.8%	93.9%	91.6%	Rent collection in Q4 was impacted by the COVID-19 pandemic as staff were at home with limited access to ICT equipment. Information released by Scotland's Housing Network suggests that Moray Council still compares very favourably with its peers.	
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.4%	2.4%	2.6%	2.6%	3.5%	2.8%	3.0%	3.2%	See 5.2.	
Nat(b)	H5.3a Total value of gross rent arrears (£)		£432,218	£440,335	£485,153	£475,863	£645,843	£516,739	£560,222	£610,641		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.66%	0.85%	0.95%	0.78%	0.99%	0.96%	0.88%	0.96%	See 5.6.	

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	2.7%	3%	3.5%	3%	4.6%	3.3%	3.4%	3.5%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	35	48	46	52	50	48	36	49	A review of void procedures was carried out during the year and was implemented on 1 July 2019. In November 2019, a range of additional measures to improve void re-let times were implemented following a successful pilot which resulted in an improvement in Q3 performance. However, void performance in Q4 was affected by a number of longer term voids/low demand properties being re-let.	
Local	H5.10 Former tenant arrears - value		£102,623	£83,202	£121,695	£83,202	£84,123	£100,848	£113,007	£121,695		
Local	H5.11 % of tenants giving up tenancy in arrears		26.5%	25.3%	31.5%	25.3%	21.1%	31.5%	30.4%	31.5%		
Local	H5.12 % of Former Tenants Arrears written off & collected		71.4%	97%	42.5%	97%	23%	34%	41.4%	42.5%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2017/18	2018/19	2019/20	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		20	25	27	4	8	13	5	1		
Local	H6.1b No of encampments ended within period		21	22	29	1	9	11	7	1		
Local	H6.1c Average duration of encampments ended within period (days)		55	40	39	2	34	51	23	90		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	96%	100%	100%	100%	100%	100%	100%		