


2021-22 Housing and Property Services Performance Report Performance Indicators (for Committee)





Rows are sorted by Code & Short Name











1. THE CUSTOMER/LANDLORD RELATIONSHIP

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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%	79.6%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	76.3%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Nat(b)	H1.4a % of 1st stage complaints resolved		100	100	100	93.9	90.9	88.6	86.7	97.5		
Nat(b)	H1.4b % of 2nd stage complaints resolved		90	93	93	85.7	87.5	66.7	92.9	75		
Local	H1.4c % of complaints upheld		54.7	62.9	65.4	65.6	64.2	48.8	53.8	69		
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5		5	5	5	6	5	5	5		
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20		19	19	21	18	24	19	19		
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	68.8%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Local	H1.7a No of MSP enquiries received in period		137	144	151	45	46	43	49	38		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H1.7b % of MSP enquiries responded to within target	90	74.2	91.7	63.1	79.5	65.7	95.3	91.1	82.5	Volume of 1st stage complaints increased significantly. Investigating officers are advised to ensure targets are being met for complaint responses and take precedence over MP/MSP enquiry deadlines.	

2. HOUSING QUALITY AND MAINTENANCE

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	92.5%	90.7%	90.1%	Not measured for Quarters		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	57.4	54.6	56.8	Not measured for Quarters		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	















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			Value	Value	Value	Value	Value	Value	Value	Value		
											started in March and recommenced at the end of August.	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.7	80.9	79.7	0	79.7	90.9	85.7	84.6	The Voids Improvement Group is currently reviewing the Moray Letting Standard in a bid to improve letting standards and customer satisfaction in this area.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	73.9%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.6	2.5	2.5	2.6	2.8	2.5	2.4	2.7		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	7.5	9.5	5.4	7.3	5.4	8.1	8	6.5		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)		14,062	15,095	12,196	3,810	3,317	3,550	3,612	4,139		
Nat(b)	H2.11 % of repairs completed right first time	90	82.7	79.8	86.2	87.2	89.2	91.6	88.4	94.2		
Local	H2.12 % of repairs appointments kept	95%	93%	92.4%	97.6%	100%	100%	N/A	N/A	96.6%	2021/22 Q3 onwards. Appointment data recording issues on the repairs scheduling system, has meant that current performance is not validated. Officers are working with ICT to resolve this issue.	
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		0	198		10	2	1	1	4 properties failed to meet our statutory duty to carry out a Landlords gas safety checks within 12 months of the previous service. An audit trail in place that shows access was not possible to these properties because of each household self-isolating because of Covid. This is significantly less than the 198 similar failures in 2020/21.	
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%	78.6%	99.2%	99.7%	Not measured for Quarters		Not measured for Quarters				
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	93.4%	92.5%	94.3%	Not measured for Quarters		Not measured for Quarters				






3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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		80.3%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	32.2%	29.1%	28.5%	22.9%	31.6%	28%	23.2%	29.3%		
Nat(b)	H3.4 % ASB cases reported which were resolved		N/A	89.8%	79.6%	25%	72.7%	14.5%	13.7%	61.9%		








4. ACCESS TO HOUSING AND SUPPORT




Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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		97.7%	96.3%	97.9%	93.8%	100.0 %	N/A	90.9%	100.0 %		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		91.6%	89.8%	93.7%	93.4%	94.8%	93.8%	88.7%	88.0%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list		94.0%	93.2%	93.1%	90.9%	100.0 %	50.0%	85.7%	95.2%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources		93.5%	92.6%	94.3%	92.7%	97.3%	88.9%	100.0 %	92.9%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year		6.9%	7.9%	6.0%	1.9%	1.9%	1.3%	2.1%	1.9%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		N/A	19.5	37.6	N/A	0					
Nat(b)	H4.4a Average time to complete applications for major medical		N/A	132.7	284	N/A	12					

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			Value	Value	Value	Value	Value	Value	Value	Value		
	adaptations (working days)											
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)		N/A	10.7	37	N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home		N/A	38	185	N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)		N/A	£418,039.00	£75,354.00	N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction		17.2%	14.1%	0.0%	N/A	N/A	N/A	0.0%	0.0%		
Nat(b)	H4.5a No of court actions initiated		58	78	0	0	0	0	1	1		
Nat(b)	H4.5b No of repossession orders granted		25	31	0	0	0	0	0	1		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent		10	10	0	0	0	0	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour		0	1	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)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling			84.6	102.0	119.0	90.0	106.0	117.0	91.0		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling			113.4	142.0	161.0	152.0	87.0	161.0	98.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned		N/A	61.0	81.0	73.0	0.0	99.0	215.0	25.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL			105.6	75.0	66.0	73.0	53.0	95.0	98.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other			0.0	0.0	0.0	0.0	0.0	0.0	0.0		




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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast			0.0	0.0	6.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge			116.7	128.0	144.0	71.0	122.0	118.0	130.0		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease			0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other			473.0	0.0	0.0	0.0	0.0	0.0	0.0		
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%	7.5%	2.9%	2.8%	2.3%	2.3%	0%	0%	0.9%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	85.5%	90%	96%	100%	100%	100%	100%	80%	The service continues to invest in the fabric and furnishings of temporary accommodation. However, the low returns have exaggerated the % figure.	
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes		N/A	13.5%	7.2%	3.7%	6.1%	24.7%	11.2%	18%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	98.4%	99.6%	98.7%	97.1%	100%	98.2%	98.4%	99.2%		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	100%	98.4%	13.5%	4.3%	25.1%	78.4%	15.9%			
Local	H4.18a % allocations by group: Homeless list	50.0%	42.0%	51.4%	49.2%	67.0%	43.6%	62.2%	41.7%	54.9%		
Local	H4.18b % allocations by group: Waiting List	32.0%	33.3%	28.7%	29.5%	1.8%	35.3%	26.1%	35.4%	30.3%		
Local	H4.18c % allocations by group: Transfer List	18.0%	24.5%	19.9%	21.3%	31.3%	21.2%	11.7%	22.9%	14.8%		

5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	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		83%	N/A	N/A	Not measured for Quarters		Not measured for Quarters				
Nat(b)	H5.2 Rent collected as % of total rent due	97.0 %	99.2 %	99.1 %	99.4 %	93.8 %	99.4 %	94.0 %	91.4 %	90.6 %	Rent collection in Quarter 3, has been impacted by the Omicron variant of the Coronavirus as this affected household incomes and the ability of Area Housing Officers to carry out home visits.	
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.4%	2.6%	3.2%	3.9%	3.7%	3.8%	4.1%	4.4%	Rent arrears performance is above the target and this can also be associated to the Coronavirus issues. Home visits were not being undertaken and cases were not being called in court.	
Nat(b)	H5.3a Total value of gross rent arrears (£)		£440,335	£610,641	£711,812	£764,723	£711,812	£770,099	£839,571	£896,485	Rent collection in Quarter 3, has been impacted by the Omicron variant of the Coronavirus as this affected household incomes and the ability of Area Housing Officers to carry out home visits. Rent arrears performance is above the target and this can also be associated to the Coronavirus issues. Home visits were not being undertaken and cases were not being called in court.	
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.85%	0.95%	1.17%	1.11%	1.3%	1.12%	1.34%	1.25%	As a comparison, the national average for local authorities for rent due lost through properties being empty was 1.75%. The high number of voids, utility issues and the impact of Covid on supply chains and labour resource have impacted performance.	
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3%	3.5%	3.9%	4.5%	3.9%	4.3%	4.6%	4.9%	As a comparison, the national average rent arrears for local authorities in Quarter 3 was 8.8%. The increasing trend is a cause for concern but is not unique to Moray.	
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	48	46	72	61	57	62	61	65	Overall, average re let timescales remain high, due to ongoing issues that include high numbers of void repairs, utility issues and the impact of Covid on the supply chain, labour resource. The Void Improvement Group are meeting regularly to try to address these issues, in a bid to reduce average re let timescales.	

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.10 Former tenant arrears - value		£83,202	£121,695	£120,352	£123,863	£120,352	£121,812	£122,635	£118,616		
Local	H5.11 % of tenants giving up tenancy in arrears		25.3%	31.5%	32.1%	30.5%	32.1%	21.1%	29.2%	30.7%		
Local	H5.12 % of Former Tenants Arrears written off & collected		97%	42.5%	70.5%	41.9%	70.5%	12%	29.6%	55.8%		

6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2018/19	2019/20	2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period		25	27	17	4	2	7	5	0		
Local	H6.1b No of encampments ended within period		22	29	17	4	2	6	2	5		
Local	H6.1c Average duration of encampments ended within period (days)		40	39	34.82	53.75	6	8.8	41	76		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	96%	100%	94.1%	100%	100%	100%	100%	N/A	No new cases	