

2020-21 HOUSING MANAGEMENT ARC PERFORMANCE REPORT TO MANAGEMENT COMMITTEE : QUARTER 4

Indicator	HM Service Indicators	Q1 Target	Q1 June 2020	Q2 Target	Q2 Sept 2020	Q3 Target	Q3 Dec 2020	Q4 Target	Q4 Mar 2021	2020-21 Target	Cumulative Annual Performance	Performance EOY Q4 2019-20	Peer Group Performance 2018-19	Comments
ARC INDICATORS														
14	Percentage of tenancy offers refused during the year.	No target set	0.00%	No target set	40.58%	No target set	23.91%	No target set	31.25%	No target set	31.11%	46.95%	TBC	Offers made in Q1-Q4 - 225 Refusals in Q1-Q4 - 70 - We have seen a significant improvement in this stat going from nearly 1 in every 2 lets being refused to 1 in every 3
15	Percentage of anti-social behaviour cases reported in the last year which were resolved.	100.0%	53.3%	100.0%	93.41%	100.0%	91.11%	100.0%	87.14%	100.0%	82.85%	93.42%	TBC	274 Cases reported and 227 resolved within timescale in 2020-21. Due to COVID 19 we were unable to resolve some complaints as per our ASB procedure - staff were limited to carrying out some task - more so minor ASB complaints such as Estate Management issues.
16	Percentage of new tenancies sustained for more than a year, by source of let.	90.00%	87.04%	90.00%	97.83%	90.00%	86.27%	90.00%	100.00%	90.00%	92.82%	88.94%	TBC	15 Tenancies from 209 lets in 2019 -20 failed to sustain their tenancy and 194 tenancies sustained
17	Percentage of lettable houses that became vacant in the last year	No target set	0.74%	No target set	1.93%	No target set	2.45%	No target set	2.01%	No target set	7.13%	8.71%	TBC	46 properties were terminated in Q4 and our stock total is 2284 - Terminations for 2020-21 are 163.
18	Percentage of rent due lost through properties being empty during the last year	No target set	0.14%	No target set	2.14%	No target set	1.01%	No target set	0.99%	No target set	1.07%	0.52%	TBC	Rent loss was £99,919 for 2020-21. This rent loss figure is based on lets
22	Percentage of the court actions initiated which resulted in eviction and the reasons for eviction.	No target set	0.00%	No target set	0.00%	No target set	0.00%	No target set	0.00%	No target set	0.00%	21.95%	TBC	No tenants were evicted in 2020-21- this is due to COVID 19 and the Government restrictions that have been placed on us.
* 23	Homelessness (RSLs only) – the number of referrals under Section 5, and other referrals for homeless households made by the local authority.	20	16	20	64	20	58	20	60	80	198	53	TBC	Total Referrals received from Glasgow City Council in 2020-21 was 198
	Of those referrals in Indicator 23, how many result in an offer;	20	0	20	59	20	63	20	37	80	159	41	TBC	159 offers were made to homeless applicants in 2020-21
	and the percentage of those offers that result in a let.	20	0%	20	69.49%	20	66.67%	20	78.38%	80	70.44%	39.02%	TBC	112 lets made to homeless applicants from 159 offers

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26	Rent collected as percentage of total rent due in the reporting year.	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	N/A	99.88%	TBC	This figure will be provided in the ARC submission
27	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.	3.5%	3.71%	3.5%	4.11%	3.5%	4.04%	3.5%	3.39	3.5%	3.39%	2.57%	TBC	Current Arrears = 2.38% Former tenant arrears = 1.01% Please note that this figure will differ slightly from the year end stat reported to the regulator as we do not have some of the information to carry out this calculation until the year end e.g Former Tenant write off figure
30	Average length of time taken to re-let properties in the last year.	16	61	16	80	16	37	16	46	16	56	24	TBC	We have let 167 properties to date - Total void days was 9354 days - AVERAGE DAY TO LET IS 56 DAYS. This figure will be high due to void properties sitting unlet through lockdown
C2	The number of lets during the reporting year by source of let.	5%	General = 0 (0%)	5%	General = 9 (16%)	5%	General = 13 (22%)	5%	General = 15 (33%)	5%	22%	74%	TBC	37 properties were let to Waiting list 2020-21
		5%	Transfer = 0 (0%)	5%	Transfer = 1 (2%)	5%	Transfer = 4 (7%)	5%	Transfer = 2 (4%)	5%	4%	19%	TBC	7 properties were let to transfer list 2020-21
		90%	Section 5 = 5(100%)	90%	Section 5 = 47 (82%)	90%	Section 5 = 42 (71%)	90%	Section 5 = 29 (63%)	90%	74%	7%	TBC	123 properties were let to homeless (11 included lets for TFF's)
		100%	Total Lets = 5	100%	Total Lets =57	100%	Total Lets =59 *	100%	Total lets - 46	100%	167	209	TBC	Please note Q3 has been changed from 55 to 59 due to 4 properties that were decanted to Parkhead Housing Association but were not put through the system until Q4 due to leases being finalised. Total lets for the year 167
C4	Number of abandoned homes during the reporting year.	No target set	0	No target set	3	No target set	6	No target set	2	No target set	11	12	TBC	11 properties have been recovered via the abandon route for 2020-21
C6	The number of households for which landlords are paid housing costs directly and the total value of the payments received in the reporting year.	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	N/A	Year End Stat	Year end stat	1205 Households Amount collected £4,570,262.90	TBC	This information is collated at the year end and will be provided in the ARC return
NON ARC INDICATORS														
	Number of Mortgage To Rent acquisitions annually.	No target set	0	No target set	0	No target set	0	No target set	0	No target set	0	0	TBC	No Mortgage to Rent this year
	Percentage of new tenancy settling-in visits completed within 6 weeks of the date of entry.	70.0%	0.00%	70%	0.00%	70%	0.00%	70%	0.00%	70%	0.00%	58%	TBC	This stat has not been actioned due to COVID 19 - staff did not carry out visits due to restrictions in place
	Current tenant arrears as a percentage of net debit.	2.5%	2.70%	2.5%	2.98%	2.5%	2.63%	2.5%	2.30%	2.5%	2.30%	1.59%	TBC	This figure does not include Technical arrears of 0.08%
	Former tenant arrears as a percentage of net debit.	1%	0.89%	1%	1.10%	1%	1.35%	1%	1.01%	1%	1.01%	0.89%	TBC	

No change
On target

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* NEW INDICATOR

	Outwith target / managed
	Attention required
	No target set
	Year End Stat