

2021-22 MAINTENANCE ARC PERFORMANCE REPORT TO MANAGEMENT COMMITTEE : QUARTER 4

ARC Indicator	Maintenance Service Indicators	Q1 Target	Q1 June 2021	Q2 Target	Q2 Sept 2021	Q3 Target	Q3 Dec 2021	Q4 Target	Q4 Mar 2022	2021-22 Target	Cumulative Annual Performance	Performance Q4 2020-21	Peer Group Performance 2019-20	Comments
I 6	Percentage of Stock meeting Scottish Housing Quality Standard	81.5%	80%	81.5%	80%	81.5%	80%	81.6%	80%	81.6%	80%	80% (Revised)	94%	Q4: 2 further properties comply with SHQS / EESSH. Stock 2284 (excludes 12 Mid market) less 411 Exemptions applied for. Further 43 Abeyances (5 original 2015 SHQS abeyances, 22 SHQS EESSH abeyances, 16 SHQS EICR abeyances). Total Meeting SHQS = 1830 / 2284.
I 8	Average length of time to complete Emergency repairs (in hours)	6 hrs	2.1 Hrs	6 hrs	2 Hrs	6 hrs	2.4 Hrs	6 hrs	2.3 Hrs	6 hrs	2.2 Hrs	2.3 Hrs	2.9 Hrs	Q4 : 734 hours, 320 jobs Q1-4: 2536 hrs, 1153 jobs
I 9	Average length of time to complete Non-Emergency repairs (in days)	3 days	6.5 Days	3 days	2.7 Days	3 days	2.6 Days	3 days	2.5 Days	3 days	3.5 Days	2.2 Days	4.5 Days	Q4: 3019 days, 1205 jobs. Q1-4 16013 days, 4613 jobs. Includes those reports received during Covid lockdown, attended to when we were permitted to carry out repairs once again. Timescale recorded from date of original report.
I 10	Percentage of reactive repairs completed Right First Time	95%	94%	95%	95%	95%	93%	95%	96%	95%	95%	95%	91%	Q4: 1157 RFT of 1205 jobs. Q1-4: 4364 of 4613
I 11	How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	0	0	0	0	0	0	0	0	0	0	74	N / A	Q4 - 475 Service visits, all completed within anniversary date. Q1-4 2124 / 2124 services completed within anniversary date.
I 19	The number of households currently waiting for adaptations in their home	0	18	0	8	0	2	0	2	0	2	13	N / A	Q1-4: 36 completed of the 38 live referrals.
I 20	The cost of adaptations completed in the year by source of funding: a) Landlord's own funds b) Grant funding c) Other source	No target set	a) £11,925 b) £0 c) £0	No target set	a) £7,919 b) £3,550 c) £0	No target set	a) £44,734 b) £10,450 c) £0	No target set	a) £56,263 b) £14,236 c) £0	No target set	a) £56,263 b) £14,236 c) £0	a) £2,649 b) £10,040 c) £0	N / A	
I 21	Average time to complete adaptations - cumulative	<60 days	137	<60 days	165	<60 days	159	<60 days	141	<60 days	141	53	89 Days	Q1-4: 5061 days / 36 completed referrals
C8	Stock Condition Survey Information: Fully assessed in 2021-22 Cumulative	1%	2%	5%	3.5%	15%	5%	20%	13%	20%	13%	7%	N / A	144 independent surveys achieved up to year end by Brown and Wallace, with surveys ongoing. 148 surveys carried out at voids by staff in the year.
C10	Percentage of properties that meet EESSH	98.6%	98.6%	98.6%	98.9%	98.9%	98.9%	99%	99%	99%	99%	98.5%	N / A	Q1-4: 2262 of 2284 properties now comply with Standard, with two properties achieving EESSH in Q4. Twenty two properties still to achieve EESSH.

	On target
	Outwith target / managed
	Attention required
	No target set