

How Did We Do? Our Year end Results...

It's that time of year again when we take a look back at our achievements over the past 12 months. As part of this, we think about whether or not we've met our targets for key services and activities; and how well we've lived up to the expectations of tenants and other customers. We use the Scottish Social Housing Charter as the basis for this work.

Our Annual Charter Report will again be published in October and contain a range of performance information. This will include some of the facts and figures that are included in our Annual Return on the Charter, which we have recently submitted to the Scottish Housing Regulator. In late August the Regulator will also publish our results, along with those of all other Scottish social landlords, on its website (www.scottishhousingregulator.gov.uk). In the meantime, we're pleased to share some headline figures that you might find interesting.

- Our Customer Services Team received almost **38,600 calls** between April 2015 and March 2016. **97.6%** of these were answered within 30 seconds.
- In the same period, just under **2500 emergency repairs** were completed – in an average of **3.27 hours**.
- Over **7100 non-emergency repairs** were also completed. On average, these took **4.69 working days** to complete from the time they were requested.
- **91.2%** of non-emergency repairs were completed “Right First Time.” (In other words, within timescale and during the contractor’s first or other pre-planned visit.)
- For both emergency and non-emergency works, we surpassed our average completion time targets and improved on our times from the previous year.
- We relet a total of **303 properties** during the year. Our average for the past 5 years is 321. These properties were empty, on average, for **17.4** days while we carried out any necessary repairs or maintenance work and allocated them to the new tenants. As a result we met our target of 18 days or less.
- **85.7% (275) of the 321 tenancies that started in 2014/15** were still in place a year later. This was below our target of 95%. Over half (57%) of the tenancies that ended did so however, because the tenant died, moved to a care home or took up another social tenancy (for example, following an exchange or transfer.)
- As planned, we completed and allocated a further **67 new homes** in Inverness (35) and Perth (32).
- The rent payments that we receive are our main source of income and so it is extremely important that we receive everything that is owed to us. We **collected £14.75m** (including arrears) during the year, but at the end of March were owed over **£365,000** in payments from current tenants. This was **2.47% of the total rent due**. During the year we began the first stage of legal action against **140** tenants for non-payment of rent by issuing a Notice of Proceedings.
- We handled **215 reported cases of anti-social behaviour** in the year. We resolved **92.1%** of these within our target times... just over our 92% target!

If you have any questions about this information or would like further details, please contact us.