



PERFORMANCE

April to June 2020

Cadder Housing Association

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April to June 2020 – Quarter 1 Performance

Scottish Social Housing Charter

Scottish Housing Charter is to improve the quality and value of services that social landlords provide, it achieves this through:

- i. stating clearly what tenants and other customers can expect from social landlords and help them hold them to account;
- ii. focusing the efforts of social landlords on achieving outcomes that matter to their customers; and
- iii. establishing a basis for the Regulator to assess and report on how well landlords are performing. This assessment will enable the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.











PERFORMAN MONITORING

This document provides information on the key performance indicators on a quarterly basis for areas such as rent arrears, time to complete emergency and non-emergency repairs and complaints.

Further information can be found on the Scottish Housing Regulator's website – <https://www.housingregulator.gov.scot/landlord-performance/statistical-information>

Quarter 1

The following data is for the period 1st April to 30th June 2020. The data shows a comparison with Quarter 1 for 1st April to 30th June 2019.

Indicator	Quarter 1 2020-21	Quarter 1 2019-20	Variance	Performance
Average Time (in hours) to complete Emergency Repairs	2.04 hours	2.14 hours	0.10	
Average time (in days) to complete Non-Emergency Repairs	1.44 days	3.66 days	2.22	
Percentage of Repairs Completed 'Right First Time'	96.44%	95.25%	1.19%	
Average Time (in working days) to provide a full Response to Stage 1 Complaints	2.40 days	4.75 days	2.35	
Average Time (in working days) to provide a full Response to Stage 2 Complaints	0	19.17	19.17	
Percentage of Tenancy Offers Refused	10%	53.13%	43.13%	
Average number of calendar days properties were empty	59.7 days	72.5 days	12.8	
Percentage of Rent Collected of the Rent due for the quarter	94.48%	87.25%	6.96%	
Percentage of Gross Rent Arrears	28.42%	22.79%	5.63%	
Percentage of rents lost through properties being empty	1.00%	2.48%	1.48%	

Performance Key:



- Worse than Quarter 1 2019-20



- Same as Quarter 1 2021-20



- Better than Quarter 1 2019-20