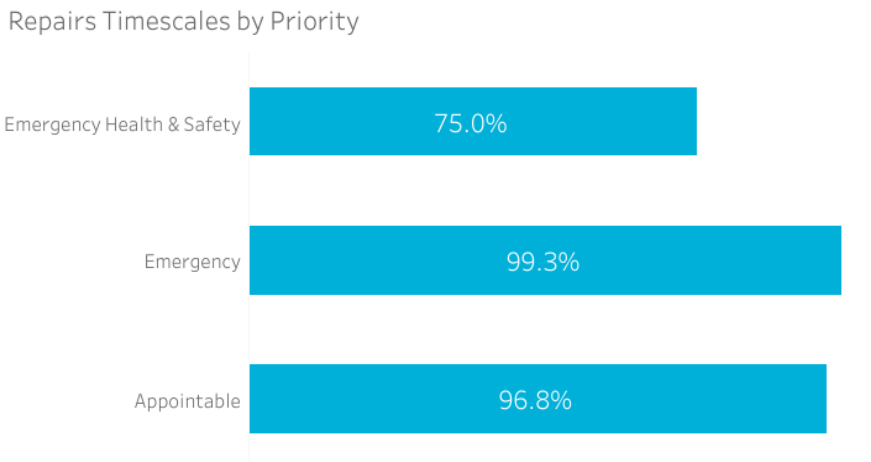
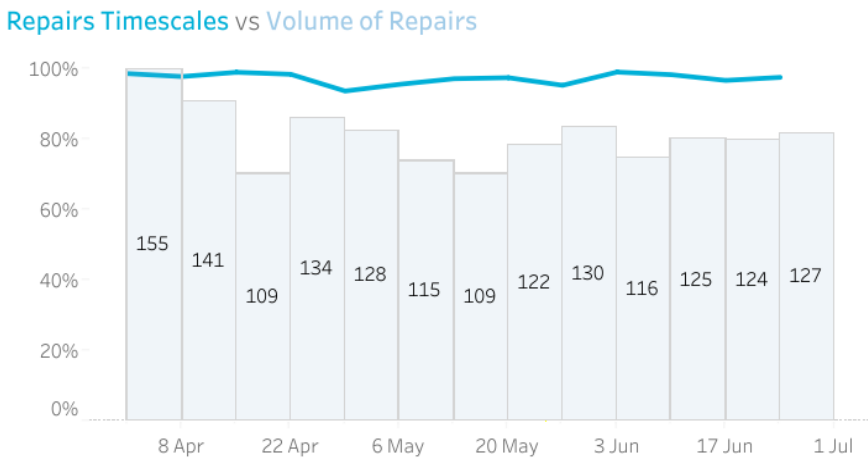
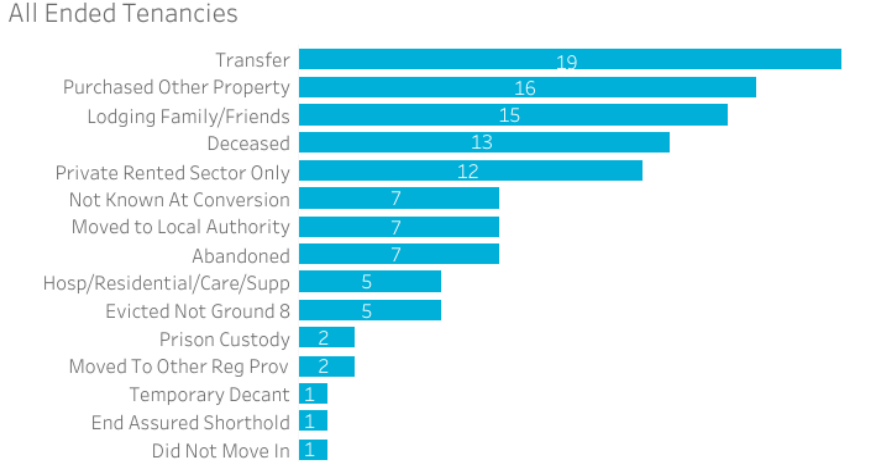
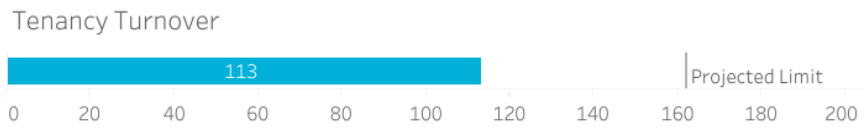
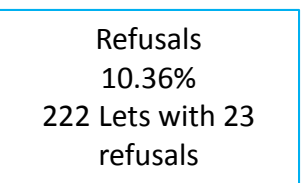
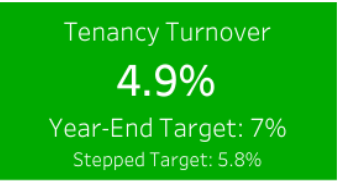
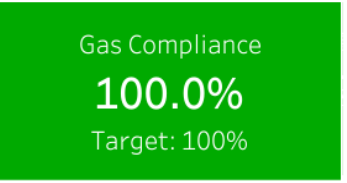


Irvine Performance Dashboards

As at Period 9 End (29/12/19)

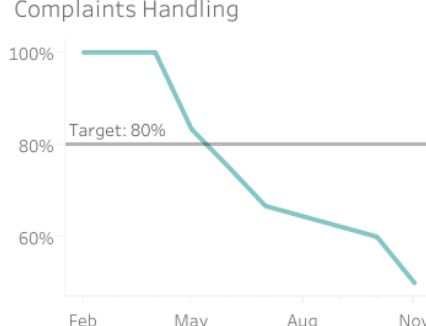
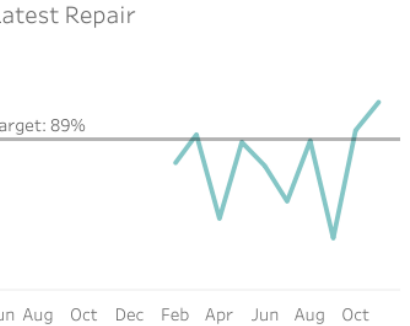
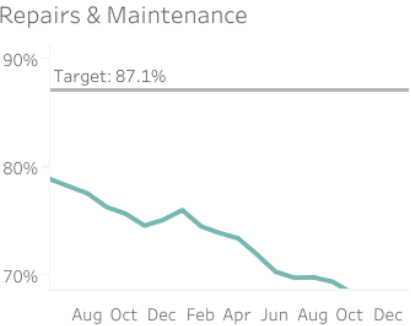
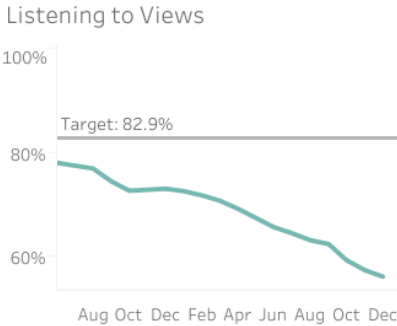
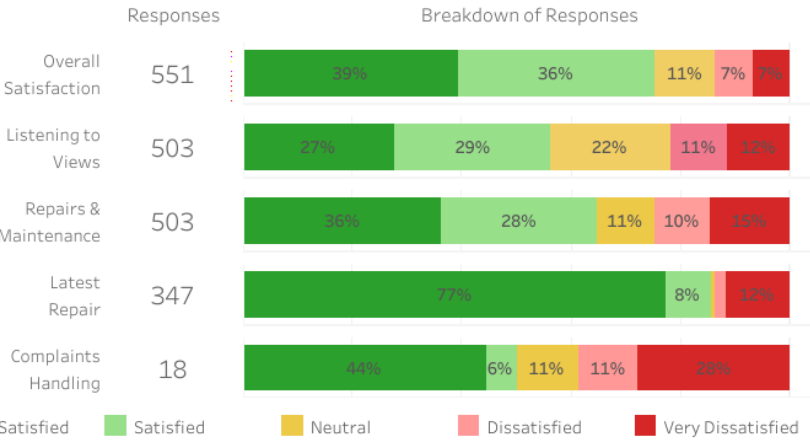
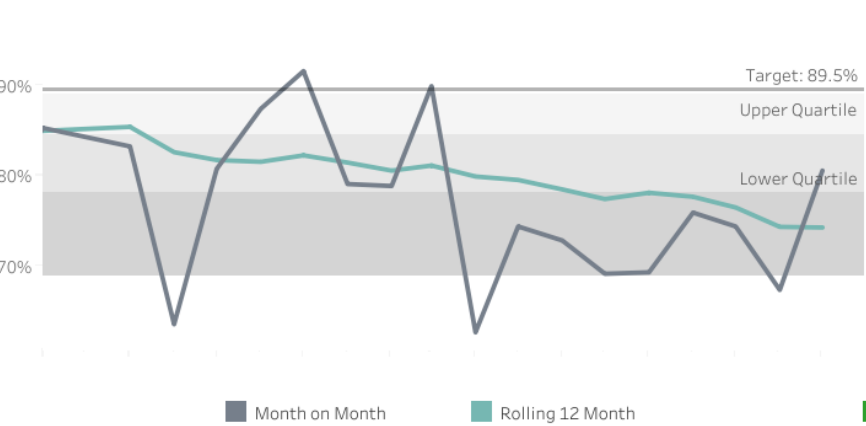


Commentary:

- Tenancies ending due to evictions and abandonments is out-with target and higher than the anticipated position for the year. This is due to the increasing numbers of tenants with complex support needs.
- The Tenancy Sustainability Team is notified as soon as an abandoned tenancy is suspected to carry out interventions as necessary. The team is also proactively contacting tenants who have not engaged with our services at all in the past year to identify and resolve any issues we may not be aware of.
- It is worth noting that 35 initial Abandonment Notices have been issued over the year, with only 7 of these progressing to a failed tenancy.



Overall Satisfaction by Month



Commentary:

- Satisfaction for the reporting month has increased significantly to 80.6%, however the average over the rolling 12 months remains out with target.
- Irvine’s Customer Plan has been approved by Board and is in the early stages of implementation. The plan will include; a review of CSC ‘Scottish’ scripts and complaints processes, greater scrutiny of complaints with repairs contractors, increased monthly service updates, online discussion forums with customers, and local community events and initiatives.
- Operational teams have been given a target of putting forward two good news stories per month for publication on social media.
- Operational managers monitor complaints on a weekly basis and ensure lessons learned are completed where an IHA staff member has been involved in handling the complaint.

5 Week Arrears

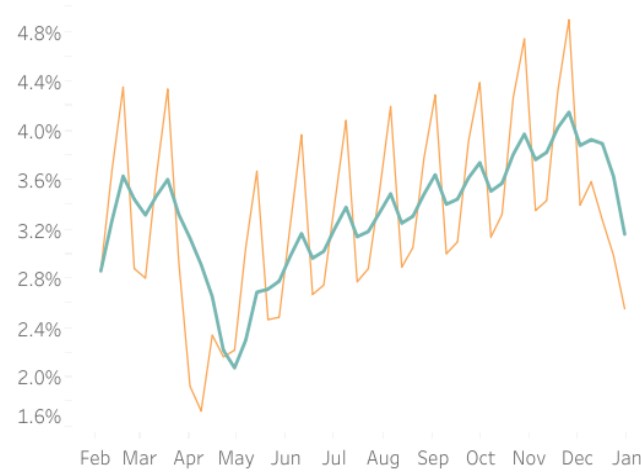
3.22%

£0.33M

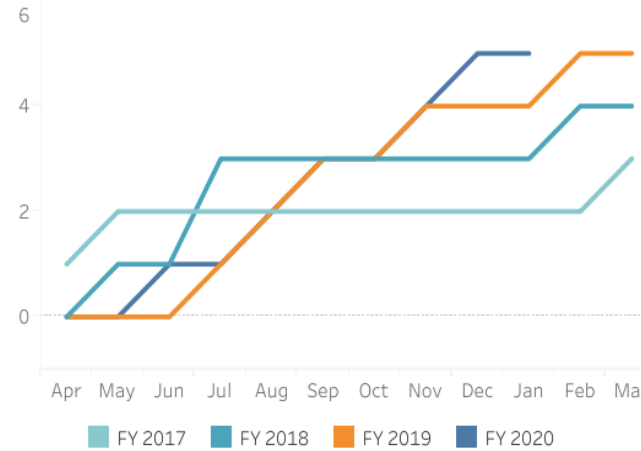
Target: 3.06%

£0.32M

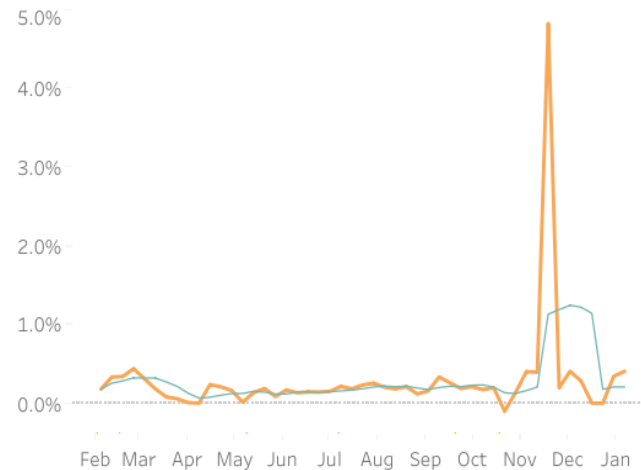
Arrears 5 Week Average and Weekly



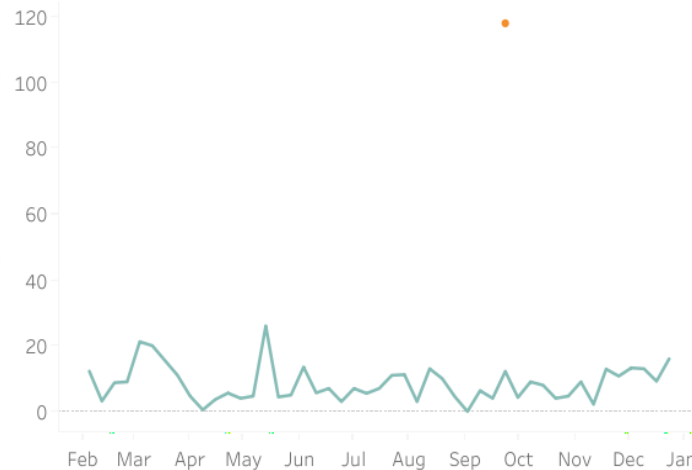
Rent Evictions Year on Year



Void Rent Loss Weekly And 5 Week Average



Average Relet Days Available vs Unavailable History



Void Rent Loss

0.33%

£25,833

Target: 0.20%

£15,521

Commentary:

- Void loss still appears to include the erroneous figure of £9,452. Without this the figure would be £16,381 which is approaching exceeding the 0.20% target of the current stepped ARI of £7.5m.
- The Arrears position has improved both before and after the non-charging fortnight. We have increased Housing Officer input and face to face visits our in our high risk arrears areas.
- We are continuing to push advanced payments of UC to customers to address the initial shortfall caused by UC application. We also now have an additional staff member in Dumfries which is one of our highest arrears patches.
- End of year campaigns will be carried out with non UC arrears cases to encourage tenants to be paying in advance by year end. Late night visits will also be carried out on a rota basis by Housing Officers in the weeks ahead.