



Performance Management Report 2019

The following pages contain the information that makes up Hanover's Performance Report Card for the period April 2018 to March 2019.

This information is based on data we provide to the Scottish Housing Regulator annually; a more detailed version is available on the regulator's website (www.scottishhousingregulator.gov.uk)

Average Weekly Rents				
Size of home	Numbers owned	Hanover's Rent	Scottish Average	Difference
Bedsit / Studio	26	£101.23	£70.22	44.2%
1 Bedroom	3278	£115.38	£76.10	51.6%
2 Bedroom	566	£114.74	£77.70	47.7%
3 Bedroom	130	£111.60	£84.44	32.2%
4+ Bedroom	14	£107.23	£93.49	14.7%

The rent charge reflects the quality of the properties provided by Hanover to our tenants. Our rents are higher than the Scottish average because many of our Developments have Managers on site and communal facilities like a lounge, lift and laundry.

We ask tenants each year as part of our satisfaction survey if they think the rent they pay represents good value for money. 84.5% said the rent they pay represents good value for money.

Getting Good Value – Charter Outcomes 13, 14 and 15

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Rent Arrears and Collection			
Rent collected from current and former tenants as a percentage of rent due	100.69%	101.49%	99.1%
Rent arrears of current tenants as a percentage of rent due (excluding voids)	0.70%	0.67%	5.67%
Rent arrears of current and former tenants written off as a percentage of former tenant arrears	42.06%	39.6%	37.98%
Rent loss (£000's) due to empty properties (voids)	£522	£582	n/a
Rent loss due to empty properties (voids) as a percentage of rent due	1.95%	2.08%	0.88%
Void Works and Lettings			
Average re-let times in days (standard re-lets)	30.29	35.99	31.89
Percentage of tenancy offers refused during the year	33.99%	35.93%	36.32%
Percentage of lettable self-contained houses that became vacant in the last year	15.51%	15.35%	8.56%

Rent management continues to be positive with an increase in rent collected in comparison with the previous year.

Arrears have decreased in the year and are considerably lower than the Scottish average.

Void rent loss has increased over the last year. We had 93 properties void at the year end, with a number of these being “difficult to let”.

Other Hanover Indicators

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Other Hanover Indicators			
Telecare response within 60 seconds (percentage)	91.2%	87.18%	n/a
Percentage of factored owners satisfied with the factoring service they receive	70.90%	68.09%	67.04%
Average annual management fee per factored property	£310.18	£317.79	£93.73

The percentage of Telecare calls answered within 60 seconds has reduced in comparison with last year. We have reviewed our processes and are monitoring our key performance indicators closely. We have ongoing recruitment to ensure optimum levels of staff are maintained. The Telecare service is accredited by the Telecare Services Association (TSA).

Housing Quality and Maintenance – Charter Outcomes 4 and 5

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Major Works and Cyclical Maintenance			
Hanover homes meeting the Scottish Housing Quality Standard	97.07%	97.95%	95.35%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary	96.91%	99.47%	99.93%
Responsive Repairs			
Average length of time taken to complete emergency repairs (hours)	3.50	3.61	3.65
Average number of working days taken to complete non-emergency repairs (urgent and routine)	4.43	5.16	6.56
Percentage of repairs completed right first time	95.10%	96.40%	92.52%
Percentage of tenants satisfied with repairs and maintenance carried out in the last year	87.82%	87.50%	91.66%

Neighbourhood and Community – Charter Outcome 6

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Managing Tenancies			
Antisocial behaviour cases reported per 100 homes	1.10	0.8	n/a
Percentage of antisocial behaviour cases reported in the last year resolved within locally agreed targets	91.11%	84.85%	87.86%
Percentage of tenants satisfied with the management of the neighbourhood they live in	85.45%	86.13%	87.77%

We take the management of antisocial behaviour very seriously. In 2018-19, 33 cases of antisocial behaviour were opened and investigated. Of these, 29 were resolved and 28 were resolved within the target timescale. The investigations resulted in varied outcomes including one eviction.

Corporate Health

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Corporate Health			
Percentage of staff turnover in year	15.00%	13.40%	n/a
Percentage of working days lost through staff sickness	5.50%	4.35%	n/a

Satisfaction – Charter Outcomes 1, 2 and 3

	Hanover		Scottish Average
	2017-18 Actual	2018-19 Actual	2018-19 Average
Tenant Satisfaction			
Percentage of tenants satisfied with the overall service provided by Hanover	92.32%	89.63%	90.12%
Percentage of tenants satisfied Hanover is good at keeping them informed about services and decisions	89.73%	88.77%	91.60%
Percentage of tenants satisfied with the opportunities to participate in Hanover's decision making processes	78.47%	75.09%	86.48%
Customer Contact and Complaints			
Percentage of stage 1 complaints upheld (fully or partially)	69.41%	57.81%	55.58%
Percentage of stage 1 complaints responded to within SPSO timescales	91.37%	91.02%	86.94%
Percentage of stage 2 complaints upheld	52.24%	51.81%	51.26%
Percentage of stage 2 complaints responded to within SPSO timescales	94.03%	97.59%	83.92%

