

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

253rd Board Meeting of Irvine Housing Association Ltd:
Thursday 30 March 2023 at 5.30 p.m.
At the Grand Central Hotel, 99 Gordon Street, Glasgow, G1 3SF

AGENDA

		Data Class
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 252 nd Board Meeting held on Thursday 26 January 2023.	Public
4.	Matters Arising	Internal
5.	Substantive Business	
5.1	Corporate Plan 2023-26	Confidential
5.2	Financial Plan	Confidential
5.3	Chair’s Action Procedure – Legal Services Contract	Confidential
5.4	Audit & Risk Committee Membership	Public
5.5	Buy Back Policy	Public
5.6	Asset Service Update	Confidential
5.7	Review of Asset Team	Confidential
5.8	Income Collection Performance and Improvement Plan Update	Confidential
5.9	Quarterly Performance Report	Public
5.10	Financial Performance Report	Confidential
5.11	MD Report	Confidential
6.	Minutes/Updates: a) Unconfirmed Audit & Risk Committee Meeting held on 6 March 2023 b) Confirmed Group Customer Experience Committee Minutes –12 January 2023 c) Group Board Core Brief – 26 January 2023	Confidential Confidential Confidential
7.	Any Other Business	

8.	Date of Next Meeting - Thursday 25 May 2023 at 5.30 p.m. – 254 th Board Meeting at 44-46 Bank Street, Irvine and via MS Teams	
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DMcL / db
20/3/2023

5.4. Audit & Risk Committee Membership

Title: Audit & Risk Committee Membership	Date: 20 March 2023
Author Donna Boyle, Governance & Company Secretarial Assistant ()	Sponsor: Diana MacLean, Managing Director [REDACTED]
Action: To Agree	Confidential: Yes
Appendices: N/A	Document Library: n/a
Reg. Standard: <u>Standard 6</u> The governing body and senior officers have the skills and knowledge they need to be effective.	ORP ref: People at our heart
Strategic Risk ref: R6 – Governance and Regulation	
Consultation:	
Scope:	

Purpose and Action:

The Board is asked to consider and **APPROVE** the appointment of Margaret Burgess to the Audit & Risk Committee.

Executive Summary:

A vacancy has been created on the Audit & Risk Committee following the recent resignation of Mary Crearie. Margaret Burgess has significant experience of the social rented sector which would be an asset to the Committee. Following discussions with the Chair / Chair of the Audit & Risk Committee it is recommended that Margaret Burgess be appointed to the Audit & Risk Committee.

1. Background

A vacancy has been created on the Audit & Risk Committee following the recent resignation from the Board and the Committee by Mary Crearie.

In line with the Association's Audit & Risk Committee's Terms of Reference:

- Board Members or Co-optees, who have the appropriate skills will be invited to join the Committee.
- The Committee will have a minimum of 3 non-executive members, the majority of which shall always be Board Members.

The current membership of the Audit & Risk Committee is as follows:

Chair – Robin Hill
Member – Gerry Darroch
Members – Tony McInnes

Margaret Burgess has significant experience of the social rented sector which would bring a wealth of knowledge to the Committee's decision-making processes.

The Chair / Chair of Audit & Risk Committee have discussed Margaret's potential membership of the Committee and Margaret has indicated a willingness to participate on the Committee.

2. Next Steps

Discussions regarding future office bearing / committee membership aspirations will take place as part of the appraisal meetings this year in order to consider appropriate Board Member training requirements moving forward.

3. Recommendation

The Board is asked to consider and **approve** the appointment of Margaret Burgess to the Audit & Risk Committee.

5.5. Buy Back Policy

Title: Property Buy Back Policy	Date: 20.03.2023
Authors: Heather Anderson [REDACTED]	Sponsor: Diana MacLean
Action: Approval	Confidential: No
Appendices: Yes	Reading Room:
Regulatory Requirement: 4 -The governing body bases its decisions on good quality information and advice and identifies and mitigates risk to the organisations purpose.	ORP ref: People at our heart
Strategic Risk ref: R1 – The Association has a low tolerance for dealing with risks associated with quality of our homes. It has accepted the risk of not achieving the EESSH standards by December 2020 but has a low tolerance of not meeting EESSH by March 2024.	
Consultation: Customer consultation completed in November 2022, a summary of the results are attached to this report as Appendix 2.	

1 Background

Over the past decade the Scottish Government has made affordable housing subsidy available to Housing Association and Local Authorities, for the purchase of properties on the open market for future use as affordable housing for rent. The purpose of this is to increase the overall supply of affordable housing, and to support new build affordable housing development programmes.

Riverside Scotland has purchased a small number of properties via the Scottish Government's Mortgage to Rent scheme but has not widely sourced and purchased properties for sale on the open market to support our new build delivery programme. This paper seeks Board approval for a new Property Buy Back policy, which sets out the principles that will guide each property purchase, to ensure that the Association only progresses to purchase properties which will add value to our housing stock in the long term. A copy of this policy is attached to this report as Appendix 1.

2 Context

In October 2022, the Board agreed to pause new housing development, to focus resources on improving properties and services for existing customers. It was agreed at this time that any unanticipated 'off the shelf' new build opportunities would still be considered on an individual basis, and that purchasing properties on the open market may be progressed as part of any future regeneration schemes.

The ability to purchase properties for sale on the open market for use as affordable housing for rent, can bring the following benefits to the Association, especially whilst our new build development programme is paused:

- Continue to increase the supply of affordable housing for rent in specific circumstances across our operating areas.

- Increase the range of alternative housing options where an existing tenant requires significant adaptations to meet their changing needs.
- Improve the delivery of planned maintenance and property investment programmes within communal mixed tenure blocks, by purchasing properties to bring the block into full Association ownership, eliminating the need for private owner engagement and funding contributions.
- Increasing the range of housing options for current tenants who need to move due to extreme situations, who have specific housing needs that cannot be met by available social rented housing in the area.

This new policy sets out the guidelines for deciding when to purchase properties, and how to determine the suitability and long-term viability of the property if let as affordable housing for rent. Key factors for determining suitability include securing Scottish Government subsidy to support any purchase, ensuring that every property purchased meets the Scottish Housing Quality Standard (SHQS), (or requires minimal investment to do so), and has the potential to achieve future energy efficiency standards.

The Association's Customer Panel members were consulted on the draft policy in November 2022. The feedback was positive, and a summary of the consultation responses are attached as Appendix 2.

3 Risk

Implementation of a property buy back policy will support Riverside Scotland to mitigate the following strategic risk:

R5: Quality of Homes

The Association is cautious when dealing with risks related to quality of home. It has accepted the risks of not achieving EESSH by December 2020. However, there are increasing challenges of older stock and its ability to meet EESSH 2 targets. It has a low tolerance of not achieving EESSH for all properties by March 2024.

4 Next steps

A training and information session will be held with all employees to discuss the aims and objectives of the policy. Operational managers will begin implementing the policy thereafter. All property purchases will be coordinated by the Voids and Lettings team and approved by the Senior Management Team.

5 Recommendations

Board is asked to approve the Riverside Scotland Property Buy Back policy, attached to this report as Appendix 1.

Property Buy Back Policy

Riverside Scotland

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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1. Purpose

The purpose of this policy is to set out the decision-making process that Riverside Scotland will follow to determine when the Association will seek to increase levels of affordable housing stock through purchases of properties for sale on the open market.

The key legislative and regulatory framework governing this policy is the Housing (Scotland) Act 2001, which places a requirement on Local Authorities to develop Local Housing Strategies and affordable housing supply targets, and the Affordable Housing Supply Programme (AHSP) which provides Scottish Government funding to support affordable housing development and acquisitions.

2. Scope

This policy applies to all Riverside Scotland employees, Governing Board and any person making decisions on the potential purchase of housing on the open market to be used as affordable housing for rent by the Association.

3. Principles

Guiding Principles

The decision to purchase any property on the open market for future use as affordable housing for rent should be based on the following aims:

- Increasing the supply of affordable housing for rent which demonstrably meets local housing need and demand.
- Ensuring that all Riverside Scotland housing stock meets the Scottish Housing Quality Standard (SHQS) and has the potential to meet future energy efficiency targets.
- Supports Local Authority partners to prevent and alleviate homelessness as far as possible.
- Presents best value for the Association and supports the effective delivery of the Riverside Scotland Business Plan.

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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Individual Decision Making

To support the individual decision-making process, the following checklist should be completed for every potential open market purchase. In every case the property must be in an area where there is projected long term demand, and the purchase must be supported by relevant Local Authority Scottish Government affordable housing subsidy. In addition, a further two of the following criteria must be met:

Criteria	
Considered positively (mark with ✓)	
Return a property in a mixed tenure block or terrace to full Association ownership to facilitate communal repairs and maintenance, SHQS or EESSH compliance.	
Purchase of property will allow future demolition and regeneration plans to progress.	
The property has been comprehensively adapted for people with restricted mobility and purchase will be more cost effective than adapting a tenant's existing home.	
Property requires minimal investment to meet SHQS and has potential to meet future EESSH targets.	
Purchase of property will provide suitable accommodation for existing tenants in extreme circumstances who require bespoke housing solutions.	

Approval

All open market property purchases must be agreed by the Senior Management Team with final approval provided by the Managing Director.

Valuations and Purchase Prices

The price the Association pays for a property will be based on the market value (home report value) and estimated investment needed to bring the property up to SHQS. The offer price will be decided on a case-by-case basis.

4. Further Information & Support

Further guidance and support to inform a potential open market purchase can be found in relevant Local Authority Strategic Housing Investment Plans and local Housing Need and Demand Assessments.

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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5. Roles and Responsibilities

Senior Management Team

- Overall accountability for policy outcomes.
- Approval of every open market property purchase.
- Setting of property buy back budget.

Asset and Compliance Manager

- Responsible for assessing potential property purchase investment requirements to inform offer prices and buy back decisions.
- Responsible for ensuring repairs and maintenance works are completed prior to allocation.
- Ensuring all properties purchased are added to relevant asset compliance management systems.

Voids and Lettings Team

- Point of contact for instructing solicitors to make offers and implementing the purchase process.
- Creates new tenancy following completion of purchase and repair and maintenance works.
- Allocates new property in accordance with CHR policies.

6. Risk

This policy supports mitigation of the following Riverside Scotland strategic risks:

R1 – Customer Experience – This policy will enable the Association to respond to the housing aspirations of our customers by increasing the supply of affordable rented housing, and providing bespoke housing solutions for existing customers in difficult circumstances.

R2 – Income Maximisation and Cost Control – This policy will mitigate the risk of increasing costs to the Association by providing a wider range of housing options for tenants who require significant and high-cost adaptations to their existing properties.

7. Equality, Diversity, and Inclusion

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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Riverside Scotland is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside’s Equality, Diversity, and Inclusion policy, and has been subject to an Equality Impact Assessment.

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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Document Control (Internal Use ONLY)

Version	
Reference	
Total Pages	
Policy Sponsor	
Policy Owner	
Policy Author	
Date Approved	
Next Review Date	
Knowledge Tags	

Change Category (Internal Use ONLY)

Category of Change	Tick Box
Minor Changes (Non-Strategic)	
Major Changes (Re-Write)	
Summary of Changes Made	

Quality Assurance and Approval (Internal Use ONLY)

Consultation and Approval	Tick Box	Date
Associated Documents Reviewed		
Consultees: <i>i.e. RCVE, GAC, relevant colleagues (specify teams)</i>		
EIA complete and submitted with policy for approval		
DPIA complete submitted with policy for approval (if necessary)		

GENERAL - INTERNAL

Policy Approval Date:		Date of next review:	
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Property Buy Back Policy Consultation November 2022

Total no. customers consulted: 64

Total no. completed surveys: 11 (17.2% response rate)

Consultation start date: 16th November 2022

Consultation closing date: 23rd November 2022

We consulted with our Customer Panel members on our Draft Property Buy Back Policy document. We will consider the feedback to make improvements to the policy.

Customer Panel Consultation Results

Our Guiding Principles

The decision to purchase any property on the open market for future use as affordable housing for rent should be based on the following aims:

- Increasing the supply of affordable housing for rent which demonstrably meets local housing need and demand.
- Ensuring that all Riverside Scotland housing stock meets the Scottish Housing Quality Standard (SHQS) and has the potential to meet future energy efficiency targets.
- Supports Local Authority partners to prevent and alleviate homelessness as far as possible.
- Presents best value for the Association and supports the effective delivery of the Riverside Scotland Business Plan.

Q1. Please let us know the extent to which you agree or disagree with our guiding principles which will support an individual property purchase

Strongly agree	4
Agree	4
Neither	2
Disagree	1
Strongly Disagree	0
<i>Total</i>	<i>11</i>

Comments:

- Anything that increases the availability of housing for social tenancy use should be considered
- I agree in principal but a little concerned about the number of properties being demolished in the middle of a housing shortage eg the high flats in Irvine.
- Has to be value for money
- You are giving everyone a chance to get a roof over their head which is only fair.
- A mortgage is usually cheaper than so called "affordable rent", there should be opportunities for tenants to buy their homes alongside this policy
- Any initiative that helps to increase the supply of housing, and offers a wider range of affordable properties and better meet the needs of all, has great potential and should be widely supported.
- The principles are fine but only if Riverside adheres to them.
- Helps reduce the impact on the environment

Our criteria

To support the individual decision-making process, the following checklist should be completed for every potential open market purchase. In every case the property must be in an area where there is projected long term demand, and the purchase must be supported by relevant Local Authority Scottish Government affordable housing subsidy.

In addition, a further two of the following criteria must be met:

- Considered positively
- Return a property in a mixed tenure block or terrace to full Association ownership to facilitate communal repairs and maintenance, SHQS or EESSH compliance.
- Purchase of property will allow future demolition and regeneration plans to progress
- The property has been comprehensively adapted for people with restricted mobility and purchase will be more cost effective than adapting a tenant’s existing home
- Property requires minimal investment to meet SHQS and has potential to meet future EESSH targets
- Purchase of property will provide suitable accommodation for existing tenants in extreme circumstances who require bespoke housing solutions

Q2. Please let us know the extent to which you agree or disagree with our criteria

Strongly agree	3
Agree	5
Neither	3
Disagree	0
Strongly Disagree	0
Total	11

Comments:

- I agree in principal but a little concerned about the number of properties being demolished in the middle of a housing shortage e.g the high flats in Irvine.
- Common sense
- Don’t increase rents too much. regenerate on brown land.
- Having full ownership of blocks gives much more freedom and choices for all relevant decisions and progress to be made in a much more timely manner.
- Ensure these principles are adhered to regardless of staff changes etc.
- Far too many empty properties around. One in particular been lying empty for at least 10 yrs
- Some properties need to be brought up to better standards

Q3. Are there any other circumstances you think we should take into consideration when deciding if we will purchase properties on the open market?

Comments:

- Need more 1 bedroom houses
- No, the draft proposal seems to have covered everything.
- choosing properties that can be refurbished as first option.... I remember my first visit to Riverside when IHA was in the progress of merging, and we had a tour of some of the properties they had repurposed to fit different needs and I thought what a great idea on so many levels.
- Type and demand
- None that I can think of at the moment.
- Fair price of rent that will be charged, related to the area you are buying in. A mortgage for my house would be about half the amount my rent is currently
- All the various needs, location, and demand for suitable accommodation should always be a driving factor for acquiring the properties.
- Honesty and integrity in all dealings
- More desirable areas
- Parking situation not enough appropriate/accessible spaces as it is.
- To give residents on housing waiting list a better chance and choice in areas needed for family support

Q4. Please use the comments box below if you have any other comments about our approach to Property Buy Back that you have not already told us.

Comments:

- need more affordable houses for younger people starting out
- None
- See previous page
- No
- None at the moment
- These days social housing rent is too high, it should be linked to minimum wage. Rather than just charging too much knowing that for most people, benefits will foot the bill. Opportunity for working people to buy their home would be good, money could be invested in other properties for those that needed them.
- A very good proposition which should be implemented as soon as is reasonably possible.
- No comment
- Yes I think it's a great idea, more choice for tenants
- Needs more parking spaces that is accessible and safe. Accommodate for people with mobility issues ie space bit closer to home.
- Getting it right for communities

Part of The Riverside Group Limited

Riverside Scotland is a trading name of Irvine Housing Association Limited.

Registered office: 44-46 Bank Street, Irvine, Ayrshire KA12 0LP. Registration No. 2459 R(S) and
Registered with The Scottish Housing Regulator No. HAL 280. Registered Scottish Charity No. SC042251

5.9. Quarterly Performance Report

Title: Quarterly Performance Report – Q3	Date: 30 March 2023
Author: Jonathan Hulme [REDACTED] [REDACTED]	Sponsor: Diana MacLean
Action: Note	Confidential: No
Appendices: Appendix 1: Riverside Scotland Board KPIS 2022-23 – Q3	Reading Room:
Reg. Standard: Standard 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives	ORP ref: Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

The purpose of this report is to provide Board with an opportunity to review the Association's operational performance key performance indicators (KPIs) covering quarter three of the 2022/23 reporting year.

Executive Summary:

The Board reviews the Board level KPIs on a quarterly basis to ensure that performance is being managed effectively. The attached report at Appendix one covers performance for the period of 1 October to 31 December 2022. It is recommended that Board discuss and note the contents of the Quarterly Performance Report.

1. Introduction

At the Riverside Scotland March 2022 Board meeting, a full suite of proposed quarterly performance measures were discussed by Board, and the measures to be reported at Board level agreed, along with acceptance of the suggested reporting methodology. Previous performance spanning four years, most recent performance, and peer benchmarking were also considered as part of this exercise, to agree realistic targets. The attached report highlights quarter three performance of the 2022/23 reporting year in the agreed format.

2. Key Points

The key points to note from the performance analysis are:

- Overall Satisfaction (Ref 1) has shown a continual decline in Q3 and is considerably out of target at 60.6%. This is due to a period of transition since the start of our organisational restructure in November 2023. We have recently recruited to all vacant posts and starting to embed our new procedures and processes. We have made our customers aware of our new Tenant Partner roles and have provided direct contact details via our customer service updates. We are also implementing improvement actions identified by our new Asset and Compliance Manager since coming into post relating to responsive repairs performance and developing our new property investment programme.
- Keeping tenants informed (Ref 2) has declined since the last quarter. We are aware that we need to increase our visibility and build better relationships with customers at a local level, and review how we work with customers to develop new services and projects and assess our performance. We are also aware that we need to increase and improve the range of communication methods available to customers and ensure they are getting the right information in the right way. Our new Customer and Community Engagement Officer has

now started in post and is developing a new Tenant Scrutiny group, working with Tenant Partners to create customer led task and finish groups focusing on specific estate and neighbourhood issues, and reviewing our current Customer Panel membership.

- Overall repairs and maintenance satisfaction (Ref 12) has shown a decline since Q2 22/23; however, 'satisfaction with latest repair completed' has improved to 71%. We are working closely with our key contractors, The Bell Group, to improve service delivery. The ongoing restructure has impacted the Riverside Scotland Asset Team significantly. Our new Asset and Compliance Manager started in post in January 2023 and has been working to implement improved contract management and increase the level of skills and expertise within the Asset team to enable improved quality assurance of works.
- Average relet time (Ref 30) is higher than we would usually expect to see and far from target at Q3 end. This is due to the fact there have been long term voids because of fire damage, and we have also held several properties for Ukrainian families. Weekly meetings are now taking place with our new Voids and Lettings Coordinator, Contractor, and Asset Manager, and new void task force including customer representation will be created in the coming weeks to review the end to end re-let process.

3. Next Steps

Board is asked to note the content of the attached and to continue monitoring at quarterly reporting intervals.

Sub Area	Indicator Ref	Indicator Description	Owner	2021/22 Result	2022/23 Target	Frequency	Quarter Performance Q1 2022/23	Quarter Performance Q2 2022/23	Quarter Performance Q3 2022/23	Quarter Performance Q4 2022/23	Measured Against Last Quarter (RAG see key above)	Year to Date Total (if applicable)	Target
Organisational	Org	Stock numbers		2326	2500	Quarterly	2332	2361	2431				2500
People	C1	Staff numbers (FTE) Staff turnover		34.96/5.71/3.18	No target	Quarterly	32 15.10%	33.11 6.04%	33.11 6.04%				No target
Satisfaction	1	Percentage of tenants satisfied with the overall service provided by their landlord.		74.48%	80%	Quarterly	72.6%	70.6%	60.6%				80%
Communication	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions		75.69%	85%	Quarterly	80.0%	76.9%	67.9%				85%
Participation	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes		64.58%	75%	Quarterly	62.2%	56.2%	60.3%				75%
Quality of Housing	7	Percentage of existing tenants satisfied with the quality of their home.		72.05%	80%	Quarterly	76.5%	71.90%	66.70%				80%
Repairs, Maintenance and Improvement	8	Average length of time taken to complete emergency repairs.		6.39 hrs	4 hours (H&S), 12 hours emergency	Quarterly	5.84	10.63	Unavailable due to data issue				4 hours (H&S), 12 hours emergency
	9	Average length of time taken to complete non-emergency repairs		9.05 days	Urgent 5 days, Routine 28 days	Quarterly	6.88	8.69	16.6 days				Urgent 5 days, Routine 28 days
	Local	% of repairs appointments kept		96.4%	98%	Quarterly	97.8%	96%	68%				98%
	10	Percentage of reactive repairs carried out in the last year completed right first time.		95%	98%	Quarterly	92.8%	94.8%	74.9%				95%
	11	The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check		22	0 (100%)	Quarterly	100%	100%	99.70%				0 (100%)
	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates		88.99%	100%	Quarterly	88.68%		91%				100%
	Local	The percentage of Fire Risk Assessments in communal areas that are in place			100%	Quarterly	100.00%		100%				100%
	Local	The number of overdue Fire Risk Assessment Actions		0	0	Quarterly	1		0				
	Local	The percentage of up to date communal asbestos surveys			100%	Quarterly	100%		100%				
	Local	The percentage of up to date Legionella Risk Assessments in place			100%	Quarterly	100%		100%				
	Estate Management and ASB	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.		74%	80%	Quarterly	54.8%	57.0%	71.1%			
3 & 4		The % of all complaints responded to in full at Stage 1 and the % of all complaints responded to in full at Stage 2. The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.		97.19%/100% 7.02/4.75 days	95%	Quarterly	S1 & S2 100% S1 10 days S2 9 days	S1 81 & S8 100% S1 5 days S2 8 days	96% at Stage 1, 4% at Stage 2, 10 days at Stage 1, 6 days at Stage 2.				95%
13		Percentage of tenants satisfied with the management of neighbourhood they live in		64.76%	75%	Quarterly	87.3%	77.70%	78.1%				75%
Housing Options	23	Homelessness (RSLs only) – the percentage of referrals under Section 5 that result in an offer, and the percentage of those offers that result in a let		18.33%/100%	No target	Quarterly	12.16% 100%	26.14% 95.65%	Figures not currently available				No target
	30	Average length of time taken to re-let properties in the last year		21.05 days	15 days	Quarterly	39.61	30.19	40.4 days				15 days
Tenancy Sustainment	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)		87.85% (exist 100 s5 91.38 List 100 Other 60)	90%	Quarterly	91.4%	89.7%	91.20%				90%
Rents & Service Charges	18	Percentage of rent due lost through properties being empty during the quarter		0.33%	0.35%	Quarterly	0.57%	0.81%	0.84%				0.35%
	26	The total amount of rent collected in the reporting year to date as a percentage of the total amount of rent due to be collected in the reporting year to date (1st April 2022 to date)		98.82%	100%	Quarterly	93.78%	94.88%	100.60%				No target
	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)		5.09%	4.70%	Quarterly	4.73%	6.12%	6.63%				4.70%
Value For Money	25	Percentage of tenants who feel that the rent for their property represents good value for money		65.45%	75%	Quarterly	61.5%	61.20%	67.9%				75%
Health & Safety	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)		NEW	No target (0)	Quarterly	0	0	0				No target (0)

8. Date of Next Meeting - Thursday 25
May 2023 at 5.30 p.m. – 254th Board
Meeting at 44-46 Bank Street, Irvine and
via MS Teams