

Strategic Objectives/Operational Indicators Summary

		2024/2025	2024/2025	2024/2025	2024/2025	2024/2025	2024/2025	2024/2025	2024/2025
		Result 2023/2024	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End
Strategic Objective 1 Reactive & Planned Maintenance Service	To invest in existing housing stock to ensure that OVHA provides the highest possible standard of accommodation possible	42.1%	73.7%	57.9%	57.9%	0.0%	↔	57.9%	57.9%
Strategic Objective 2 Housing Management & Tenancy Sustainment	To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction	66.7%	83.3%	88.9%	88.9%	0.0%	↔	88.9%	88.9%
Strategic Objective 3 Resident Participation & Communication	To actively promote and support resident engagement in the management, maintenance and development of their homes	58.3%	91.7%	100.0%	100.0%	0.0%	↔	100.0%	100.0%
Strategic Objective 4 Provision of New/Adapted Homes & Property Acquisitions	To contribute to the supply of high quality accessible, secure, affordable and sustainable homes where financially viable and whilst maximising community benefits	100.0%	20.0%	20.0%	0.0%	0.0%	↓	20.0%	60.0%
Strategic Objective 5 Financial Management/Corporate Governance	To ensure that OVHA's work is underpinned by effective financial, administrative and management processes within a framework of effective corporate governance	75.0%	84.2%	78.9%	73.7%	0.0%	↓	78.9%	89.5%
Strategic Objective 6 Human Resources & Health & Safety	To ensure that OVHA recruits and retains sufficiently trained and experienced committee members and suitably qualified staff, and satisfies all health, safety and environmental requirements and legislation	90.0%	80.0%	80.0%	80.0%	0.0%	↔	60.0%	60.0%

Summary Key:

High Performance	>75%
Medium Performance	50%-74%
Low Performance	<50%

Strategic Objective	KPI Number	Performance Indicator (KPI yellow)	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2023/24	Scottish Average 2023/24	Quartile 2023/24	Quartile (min) 2023/24
Percentage on Target					73.7%	57.9%	57.9%			57.9%	57.9%				
Strategic Objective 1	1	Emergency Repair Response times	98.8%	99.0%	99.24%	99.01%	99.21%		↑	99.15%	99.00%	N/A	N/A	N/A	N/A
Reactive and Planned Maintenance Services	2	Ave length of time to complete emergency repairs (ARC)	1 hr 24 min	3 hours	1 hr 17 mins	1 hr 15 mins	1 hr 23 mins		↓	1 hr 16 mins	< 3 hours	2h 24m	2hr 54m	1	3hr 7m
<i>To invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible</i>	3	Ave length of time to complete non-emergency repairs (ARC)	7.97 days	7 days	5.78 days	8.50 days	7.18 days		↑	7.17 days	7.5 days	6.3 days	6.2 days	4	7.5 days
19 indicators	4	Reactive Repair Response Times (all categories)	93.5%	95.0%	96.39%	92.17%	93.69%		↑	94.03%	93.00%	N/A	N/A	N/A	N/A
	5	Reactive Repairs completed right first time (ARC)	87.1%	92.0%	93.25%	84.77%	88.85%		↑	88.89%	88.00%	88.80%	89.80%	3	85.62%
	6	Reactive Repairs appointments kept	92.0%	90.0%	100.0%	97.5%	95.3%		↓	97.6%	90.0%	N/A	N/A	N/A	N/A
	7	Tenants satisfied with condition of home on taking up tenancy (New tenants) In house surveys	88.9%	95.0%	100.0%	83.3%	66.7%		↓	86.4%	85.0%	N/A	N/A	N/A	N/A
	8	Planned Maintenance Spend v. Budget	78%	80%	47%	44%	38%		↓	39%	75%	N/A	N/A	N/A	N/A
	9	Planned Maintenance works v. programme	73%	80%	78.3%	72.3%	45.9%		↓	75.0%	80%	N/A	N/A	N/A	N/A
	10	% of Stock meeting SHQS by year End (OVHA Measure)	97.9%	98.1%	97.9%	97.9%	97.9%		↔	97.9%	97.87%	N/A	N/A	N/A	N/A
	11	% of Stock meeting SHQS by year End (ARC)	93.0%	93.2%	92.9%	92.9%	92.8%		↔	92.8%	92.84%	88.0%	91.6%	3	88.3%
	12	% properties meeting EESSH 1 ARC)	95.0%	95.2%	94.97%	95.2%	95.1%		↓	95.1%	95.1%	N/A	N/A	N/A	N/A
	13	EESSH 2: % properties meeting EPC Band D (by 2025)	99.9%	99.0%	99.9%	99.9%	99.9%		↔	99.9%	99.9%	N/A	N/A	N/A	N/A
	14	EESSH 2: % properties meeting, or can be treated as meeting, EPC Band B (by 2032)	0.0%	0.0%	11.51%	11.51%	11.50%		↔	11.50%	11.51%	N/A	N/A	N/A	N/A
	15	% tenants satisfied with Reactive Repairs (In – house surveys) (ARC)	84.5%	85.0%	89.0%	88.0%	85.0%		↓	87.0%	85.0%	85.8%	87.3%	3	82.4%
	16	% tenants satisfied with quality of home (ARC)	84.6%	84.6%	84.56%	84.56%	84.56%		↔	84.56%	84.56%	85.1%	85.1%	3	82.2%
	17	% tenants satisfied with the landlords contribution to the management of neighbourhood (ARC)	89.1%	89.1%	89.10%	89.10%	89.10%		↔	89.10%	89.10%	84.3%	85.7%	2	80.0%
	18	% of factored owners satisfied with the factoring service they receive (ARC)	31.3%	31.3%	31.30%	31.30%	31.30%		↔	31.30%	31.30%	66.6%	60.6%	4	46.0%
	19	% tenants satisfied with overall service (ARC)	89.3%	89.3%	89.30%	89.30%	89.30%		↔	89.30%	89.30%	87.3%	87.7%	2	85.0%

	KPI Number	KPI	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2023/24	Scottish Average 2023/24	Quartile 2023/24	Quartile (min) 2023/24
Percentage on Target					83.3%	88.9%	88.9%			88.9%	88.9%				
Strategic Objective 2	20	Re-let Times: All Stock (ARC)	34.21	30 days	25.28	23.16	23.32		↓	23.32	24.00	27.8 days	31.8 days	3	35.95 days
	21	Void Rent Loss (ARC)	0.76%	0.50%	0.46%	0.34%	0.37%		↓	0.37%	0.4%	0.6%	0.8%	3	77.0%
Housing Management Service & Tenancy Sustainment	22	% of Properties becoming Vacant in the Year (ARC)	6.21%	7.50%	1.79%	1.58%	1.45%		↑	4.82%	6.21%	6.6%	7.3%	2	5.1%
	23	Gross Rent Arrears (ARC)	4.29%	4.50%	3.75%	3.81%	3.85%		↓	3.85%	3.9%	4.0%	3.8%	3	4.9%
	24	Current non-Technical Arrears	3.00%	3.20%	2.73%	2.79%	2.71%		↑	2.71%	2.71%	N/A	N/A	N/A	N/A
	25	Rent Collected as % of Total Rent Due (ARC)	99.95%	99.50%	99.9%	99.6%	99.6%		↔	99.7%	99.5%	99.1%	99.6%	2	99.2%
	26	Former Tenant Arrears as % of Rent Due	1.29%	1.35%	1.02%	1.02%	1.14%		↓	1.14%	1.35%	N/A	N/A	N/A	N/A
To provide a comprehensive and responsive customer service to tenants, sharing owners and factored owners which supports sustainable tenancies and delivers customer satisfaction	27	Current Tenants owing 13 Weeks or More Rent	2.96%	3.75%	2.8%	3.81%	3.51%		↑	3.51%	3.75%	N/A	N/A	N/A	N/A
	28	Recharge Debt Collected	£18,784	£18,000	£6,213	£8,357	£7,836		↑	£22,406	£25,000	N/A	N/A	N/A	N/A
	29	Anti-social cases resolved (ARC)	100%	98.00%	95.12%	98.00%	100.00%		↑	100.0%	98.0%	95.7%	95.3%	2	93.6%
	30	% of ASB Reports Resolved within 15 days	100%	98.00%	100%	100%	100%		↔	100%	98.0%	N/A	N/A	N/A	N/A
	31	% of ASB Reports Resolved within 21 days	100%	98.00%	100%	100%	100%		↔	100%	98.0%	N/A	N/A	N/A	N/A
18 Indicators	32	Tenancy offers refused (no more than) (ARC)	16.90%	20.00%	41.20%	17.24%	22.22%		↓	27.80%	25.0%	22.7%	20.6%	2	30.6%
	33	Tenancies sustained for more than 1 year (ARC)	95.00%	94.0%	93.9%	92.2%	89.6%		↓	89.6%	89.6%	94.0%	92.1%	2	90.3%

	34	Tenants satisfied with tenancy sustainment service	100%	99.00%	100%	100%	100%	↔	100%	99.0%	N/A	N/A	N/A	N/A	
	35	% of Annual Lets made to Homeless Applicants	34.78%	28.00%	30.00%	40.00%	35.00%	↓	35%	35.0%	N/A	N/A	N/A	N/A	
	36	% of referrals under section 5 and other referrals that result in an offer (ARC)	93.02%	95.00%	160%	100%	100%	↔	111%	95.0%	72.5%	70.9%	2	45.8%	
	37	% of referrals under section 5 and other referrals that offers result in a let (ARC)	100%	90.00%	100%	200%	117%	↔	107%	90.0%	81.0%	86.7%	3	75.3%	
		KPI	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2023/24	Scottish Average 2023/24	Quartile 2023/24	Quartile (min) 2023/24
		Percentage on Target			91.7%	100.0%	100.0%			100.0%	100%				
Strategic Objective 3	38	OVHA Tenant representation on the Board	2	3	2	3	3	↔	3	3	N/A	N/A	N/A	N/A	
Resident Participation & Communication	39	Tenant Satisfaction Response Rate – Reactive Repairs (In - house surveys)	29%	25%	28.0%	29.0%	30.0%	↑	29.00%	25.00%	N/A	N/A	N/A	N/A	
<i>To actively promote and support resident engagement in the management, maintenance and development of their homes</i>	40	1 st Stage Complaints resolved within timescale (ARC)	94.8%	95.0%	96.9%	97.5%	100.0%	↑	97.2%	95.0%	99.00%	98.40%	3	98.20%	
	41	2 nd Stage Complaints resolved within timescale (ARC)	94.4%	96.0%	100.0%	100.0%	100.0%	↔	100.0%	96.0%	92.50%	94.9%	3	92.0%	
	42	Average time in working days for a full response at Stage 1 (ARC)	2.32 days	4 days	1.38 days	1.90 days	1.88 days	↑	1.74 days	< 4 days	3.4 days	3.9 days	1	4.76 days	
	43	Average time in working days for a full response at Stage 2 (ARC)	13.61 days	18 days	10 days	8 days	7.80 days	↑	8.33 days	< 18 days	15.8 days	15.0 days	2	18.42 days	
	44	% of complaints upheld by OVHA (ARC)	73%	70.0%	58.8%	52.4%	33.3%	↑	47.8%	70.0%	N/A	N/A	N/A	N/A	
	45	% of complaints not upheld by OVHA (ARC)	27%	30.0%	41.2%	47.6%	66.7%	↑	52.2%	30.0%	N/A	N/A	N/A	N/A	
	46	No of Formal Complaints Upheld by the Ombudsman	0	0	0	0	0	↔	0	0	N/A	N/A	N/A	N/A	
	47	Positive comments from service users (Number per quarter)	396	50/200	200	205	191	↓	596	700	N/A	N/A	N/A	N/A	
	48	% tenants who feel their landlord is good at keeping them informed about their services and outcomes (ARC)	95.0%	95.0%	95.0%	95.0%	95.0%	↔	95.0%	95.0%	91.5%	92.1%	2	88.8%	
	49	% tenants satisfied with Opportunities to Participate (ARC)	85.7%	85.7%	85.7%	85.7%	85.7%	↔	85.7%	85.7%	85.6%	89.1%	3	84.9%	

	KPI Number	KPI	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2023/24	Scottish Average 2023/24	Quartile 2023/24	Quartile (min) 2023/24
Percentage on Target					20.0%	20.0%	0.0%			20.0%	60.0%				
Strategic Objective 4 Provision of New/Adapted Homes & Property Acquisitions <i>To contribute to the supply of high quality, accessible, secure, affordable and sustainable homes where financially viable</i>	50	Residential Property Acquisitions (No. per annum, 2 per quarter)	8	8	0	0	1		↑	1	3	N/A	N/A	N/A	N/A
	51	Stage 3 Adaptations % Expenditure (min)	109.9%	100.0%	0.0%	16.9%	15.67%		↑	8.1%	100%	N/A	N/A	N/A	N/A
	52	Ave time to complete approved applications for medical adaptations (ARC)	68.3 days	60 days	25.43 days	26.95 days	120.33 days		↓	43.12 days	60 days	55.9 days	54.4 days	4	68.0 days
	53	% Approved medical adaptations completed	78.0%	80.0%	21%	38%	43.59%		↑	43.59%	80.0%	N/A	N/A	N/A	N/A
	54	Government Subsidised Capital Programme (Expenditure) excl Stage 3 Adaptations (25% per Q)	100.000%	100.000%	0%	0%	0%		↔	0.0%	38%	N/A	N/A	N/A	N/A
5 Indicators															

	KPI Number	KPI	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2022/23	Scottish Average 2022/23	Quartile 2022/23	Quartile (min) 2022/23
Percentage on Target					84.2%	78.9%	73.7%			78.9%	89.5%				
Strategic Objective 5 Financial Management, Corporate Governance & Corporate Sustainability <i>To ensure the Association's work is underpinned by effective financial, administrative and management processes set within a framework of effective corporate governance</i>	55	Voids (Gross accounting)	0.65%	0.70%	0.46%	0.37%	0.43%		↓	0.42%	0.40%	1.1%	1.3%	2	1.30%
	56	Current Ratio	4.3	4.0	4.3	4.3	3.8		↓	3.8	4.0	2.0	2.3%	1	1.1%
	57	Net Debt per unit	£7,864	£7,448	£7,514	£7,217	£6,723		↑	£6,727	£7,448	£10,020	£7,779	3	£14,647
	58	Gross Loan Debt Per Unit	£14,291	£13,252	£14,036	£13,780	£13,525		↑	£13,525	£13,252	£14,261	£11,874	3	£17,280
	59	Borrowed Monies v. Historic cost of Assets(not exceeding)	23.0%	20.8%	22.6%	22.1%	21.7%		↑	21.7%	20.8%	N/A	N/A	N/A	N/A
	60	Operating Surplus v. Debt Service Liability (not less than) (RBS Loan Covenant)	12.39	17.60	19.84	20.32	21.60		↑	21.60	17.62	N/A	N/A	N/A	N/A
	61	Net Interest Per Unit Owned	166	108	28	26	26		↑	80	101	N/A	N/A	N/A	N/A
	62	Average Cost of Borrowing	2.60%	2.6%	2.6%	2.6%	2.6%		↔	2.6%	2.6%	N/A	N/A	N/A	N/A
	63	Average Reactive Maintenance Cost Per Unit	£487	£551	£482	£545	£351		↑	£457	£482	N/A	N/A	N/A	N/A
	64	Average Void Cost Per Unit	£3,481	£2,700	£2,102	£3,794	£1,646		↑	£2,417	£2,742	N/A	N/A	N/A	N/A
19 Indicators	65	Cyclical Maintenance Cost Per Unit	£225	£241	£193	£232	£202		↑	£208	£241	N/A	N/A	N/A	N/A
	66	Other Planned Maintenance Cost Per Unit	£216	£405	£243	£226	£81		↑	£182	£406	N/A	N/A	N/A	N/A
	67	Staff Costs / Turnover	16.7%	17.9%	17.6%	18.3%	18.6%		↓	18.2%	18.0%	22.0%	23.7%	1	26.4%
	68	Management & Maintenance Admin Costs per Unit	£1,484	£1,655	£1,627	£1,645	£1,662		↓	£1,645	£1,645	£1,381	£1,712	2	£1,801
	69	Total management & maintenance cost per unit (£)	£2,662	£3,105	£2,710	£2,886	£2,445		↑	£2,681	£3,105	£2,710	£3,020	2	£3,170
	70	% Non financial loan covenant information sent to lenders within timescales	100%	100%	100%	100%	100%		↔	100.00%	100.00%	N/A	N/A	N/A	N/A

	71	Average Board Meeting Attendance	71%	75%	83%	78%	75%		↓	81%	75%	N/A	N/A	N/A	N/A
	72	Risk management actions progress/completed on time.	100%	100%	100%	100%	100%		↔	100%	100%	N/A	N/A	N/A	N/A
	73	% tenants satisfied that rent represents value for money (ARC)	83%	83%	83%	83%	83%		↔	83%	83%	81.7%	81.9%	2	76.2%

		KPI	2023/24 Result	Target 2024/25	Q1	Q2	Q3	Q4	Trend	Year to Date	Projected / Actual Year End	Peer Average 2023/24	Scottish Average 2023/24	Quartile 2023/24	Quartile (min) 2023/24
Percentage on Target					80%	80%	80%			60%	60%				
Strategic Objective 6 <i>To ensure that OVHA recruits and retains sufficiently trained and experienced Board members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation</i>	74	Staff turnover in the year	19.1%	10.0%	4.30%	0.00%	3.40%		↑	7.60%	10.00%	14.2%	17.6%	4	19.0%
	75	Staff Absence (% days Lost) (ARC)	5.40%	1.25%	1.40%	0.90%	2.80%		↑	1.7%	1.50%	4.8%	4.9%	3	6.2%
	76	Gas Servicing Checks Not Undertaken (CP12) (ARC)	0	0	0	0	0		↔	0	0	0.5	2	1	1
	77	Electrical Safety Checks not undertaken (within 5 year period)	1	0	0	36	0		↑	36	36	N/A	N/A	N/A	N/A
	78	Medical Adaptation services not undertaken (more than 1 month overdue)	21	0	1	0	0		↔	1	1	N/A	N/A	N/A	N/A
	79	Breaches of H&S Legislation (Office) (Number per annum)	0	0	0	0	0		↔	0	0	N/A	N/A	N/A	N/A
	80	Health & Safety Monitoring Checks Fulfilled - Fire/Panic alarms	100%	100%	100%	100%	100%		↔	100%	100%	N/A	N/A	N/A	N/A
	81	Health & Safety Monitoring Checks Fulfilled - Legionella	93%	100%	100%	100%	100%		↔	100%	100%	N/A	N/A	N/A	N/A
	82	Asbestos 12-Month Checks Completed on time	N/A	100%	N/A	92%	95%		↑	95%	95%	N/A	N/A	N/A	N/A
	83	Lift Monitoring Checks Completed On Time	N/A	100%	N/A	100%	100%		↔	100%	100%	N/A	N/A	N/A	N/A

KEY

Target met
Target not met
Target narrowly missed