Within target
Minor Concern
Concern

MEHA Monthly KPI Report

MANOR ESTATES Housing Association

Function	KPI Brief Description	Annual KPI Target	Jul-26	Aug-26	Sep-26	Variance	Scottish Average
Rent and Arrears	Current Tenants Arrears %	**2.10%**	1.83%	1.89%	1.83%	-0.06%	6.2%
	Percentage of arrears relating to UC		1.5%	1.5%	1.4%	n/a	
	Former Tenant Arrears %	**0.40%**	0.61%	0.61%	0.61%	0.00%	
Void Rent Loss	Monthly Void Rent Loss		0.3%	0.5%	0.1%	-0.40%	
	Year to Date Figure	**0.5%**	0.5%	0.5%	0.5%	0.00%	1.3%
	Monthly Rent Loss Total		£ 1,869	£ 2,546	£ 639		
	Year to Date Rent Loss Total		£ 12,558	£ 15,104	£ 15,104		
Days to Relet	Average Void Days (by month)		37.5	31.5	36.0	4.50	
	Average Unlettable		26.7	25.5	27.7	2.20	
	Average Lettable	**5 days**	7.9	6.0	7.4	1.40	
	Year to Date Figure	**28 days**	26.7	27.4	27.7	0.30	60.6
	Monthly terminations		4	1	0		
	Lets in month		2	4	1		
	Carry forward lets		9	5	5		
	Total Voids (annual total)		21	25	26		
Anti-Social Behaviour	Reported Cases		7	10	7	-3	
	Resolved Cases		2	12	6	-6	
	Open Cases		2	4	3		
	Percentage within timescale	**90%**	100%	100%	86%	-14%	93.4%
	Annual Total		12	22	29		
Abandonments	Reported Cases (by month)		0	0	2		
	Completed Cases (annual Total)	**2**	0	0	0	0	
Evictions	Reported Cases		1	0	0	0%	
	Completed Cases (Running Total)	**2**	2	2	2	0	
Property Services							
Repairs	Average time to complete EME repairs	**2 hours**	5.20	7.01	7.13	0.12	3.9 hours
	ARC Average Time Emergency YTD					0:00:00	
	Average time to complete URGENT repairs	**3 days**	5.5	4.9	4.9	0.0	
	ARC Average Time Urgent YTD					0.00	
	Average time to complete ROUTINE repairs	**8 days**	9.8	7.1	6.5	-0.7	9.1 days
	ARC Average Time Routine YTD					0.0	
	Right First Time	**95%**	68.8%	81.5%	77.3%	-4.1%	88.4%
	Qualifying orders						
	ARC Average Right First Time YTD					0.0%	

Function	KPI Brief Description	Annual KPI Target	Jul-26	Aug-26	Sep-26	Variance	Scottish Average
	Satisfaction	**90%**	80%			0%	87.3%
	Satisfaction Surveys Issued		112	37	178		
	Satisfaction Surveys Returned		18	11	23		
Gas Servicing	% services in a 12 month period	**100%**	100%	73%	96%	0%	99.6%
Factoring	**Admin**						
	Current Debt		£68,469	£166,055	109,808		
	Former Debt		£10,420	£10,822	10799		
	Factored						
	Current Debt		£161,870	£39,238	139447		
	Former Debt		£15,796	£18,121	18121		
	Total cases on formal arrangement		225	237			
			Q1	**Q2**	**Q3**	**Q4**	
Estate Management Inspections	Planned Inspections	**23**	18	20			
	Completed Inspections	**23**	10	15			
	Percentage complete YTD	**100%**	22%	75%			
			Q1	**Q2**	**Q3**	**Q4**	
Fire Safety Inspections	Planned Inspections						
	Completed inspections YTD	**183**	0	0	0	0	
	Percentage Completed in month	**100% in month**	0%	0%	0%	0%	
	Percentage of Overall Target	**100% by year end**	0%	0%	0%	0%	

Tenant and Resident Safety			Jun-26	Aug-26	Sep-26	Variance	
LD2 and Carbon Monoxide	Propeties with LD2 smoke detection fitted %	**100%**	100%	100%	100%	0	
	Properties with gas appliance and carbon monoxide alarm fitted %	**100%**	100%	100%	100%	0	
EICR and PAT testing	EICR Remaining Overdue from Current Year	**0**	4			0	
	EICR Remaining Overdue from 25-26	**0**	3			0	0
	EICR Remaining Overdue prior to 25-26		0			0	
Damp & Mould	Damp & Mould cases reported		0	2	1		
	Damp & Mould cases met 7 day target 1st review	**7 days**	0	2	1		
	Damp Cases requiring specialist survey		0	0	0		
	Damp cases fully complete YTD number	**Number**	0	2	3		
	Damp cases fully complete YTD percentage	**100%**	0%	100%	100%		