

## Appendix 2 - Exception Report

2022-23 outturn (April 2023 – July 2023)

### July 2023 performance – exceptions

<b>Performance Indicator</b>	<b>In month performance</b>	<b>Target</b>	<b>Tolerance</b>	<b>Against target</b>	<b>Commentary</b>
% of properties and communal areas with a satisfactory electrical installation certificate	99.99%	100%	N/A		This percentage was affected by one customer who had a debt on the meter, and the meter had been tampered with. A third party was engaged to make the meter safe and test the electrics. This action is now complete and performance for August back up to 100%.
% of ASB complainants satisfied with the outcome of their case (transactional)	92.11% YTD – 91.04%	98%	95%		<p>In July, performance was 92.11%, giving a year-to-date performance of 91.04%. This remains below target of 98% and below tolerance of 95%.</p> <p>The number of surveys completed per month has increased back up to expected numbers, following a temporary reduction in completions due to prioritising the launch of the new Housing Management systems in June 2023. During July, here were 38 surveys completed, with 35 satisfied responses.</p> <p>No service failures were identified. One survey response requested an out-of-hours contact, which is already being looked at as part of the ASB strategy.</p>
% of fire safety follow on actions completed within timescale per Fire Risk Assessment	99.59%	100%	99.5%		There are currently 15 jobs overdue. Eight actions are related to project work on thresholds, the initial two were not completed to a satisfactory standard by a contractor, so Three Sixty are taking over the works. The other actions are awaiting the outcome of the initial pilot works, to ensure they are completed properly.

					Five actions require additional work, before the follow-on action can be completed. One job is awaiting materials with a lead time of 6 weeks, two are being delayed by access issues, with one S239 booked in for August.
<b>Rent arrears as a percentage of rental debit</b>	2.06%	1.79%	2.06%		<p>The last day of the month payments were posted to rent accounts during the first week of August and not included in July arrears figures. Due to this, arrears as a % of annual debit were in the 2.06% tolerance, but below the target set for July.</p> <p>From a benchmarking perspective – it has been reported by Housemark that the five Mondays in the month and consequent effect on rent debits and arrears has meant that the whole sector’s rents performance has been negatively impacted in July.</p> <p>SHG’s performance remains higher than HouseMark’s upper quartile for July 2023 (which is 2.33%).</p>