

Action Plan 2026/27 – CORPORATE			
Action		Target / Completion Date:	Comments / Update:
1	Resilience • Continue to work to ensure that the organisation is financially secure by ○ Keeping to within planned budgeted expenditure ○ Undertaking sensitivity analysis on our long term financial projections ○ Focussing on good value for money ○ Through annual budget process, achieving cost reductions where possible, and minimising any areas where costs increase ○ Ensure that we have rental income sufficient to give us headroom to cover unexpected increases in costs • Comply with Scottish Housing Regulator Regulatory Framework. Work to ensure that we can evidence compliance and produce our assurance statement by October. • Make progress on the items included in the Tenant Survey Action Plan	Ongoing October 2026 Ongoing	
2	Investing in our properties • Complete all the anticipated property investment programme that is included in the 2026/27 budget. • Complete the Neighbourhood Improvements work identified in the 2026/27 budget.	March 2027 March 2027	
3	Affordable rents • Through budget process, aim to keep rents as low as possible and ideally no more than the new Business Plan assumption once this is consulted on and agreed.	January 2027	
4	Sustaining tenancies and preventing homelessness • Look to maximise tenant's income via our Welfare Rights Service • Assist with fuel poverty by maximising the use of our energy advice service • Proactive work around rent arrears • Participation in the 'Ask and Act' pilot	Ongoing	

5	New Housing Provision - Following the completion of Clovenstone Close, evaluate what our appetite is to undertake new development opportunities - Consider whether to move ahead with the Clovenstone gap sites, and if we are progressing with these then work with our architects to take to the next stage	August 2026 March 2027	
6	Community Projects - Work towards the aims set out in the Community Action Plan. - Continue with collaborative projects delivered with partners.	Ongoing Ongoing	
7	Explore a range of technologies - Research the possible use of AI within Prospect, and come up with a report summarises what our approach could be - Consider expanding our use of sensors within properties, to assist with our understanding of how are properties are performing and to assist with our approach to damp and mould	January 2027 March 2027	

KPI targets for 2026/27

KPI	Prospect Actual 2024/25	Scottish average 2024/25	Prospect Target 2025/26	Prospect Target 2026/27
Total rent arrears	4.7%	6.2%	4.9%	4.5%
Current rent arrears	4.3%	N/A	4.7%	4.0%
Homeless lets	76%	N/A	70%	60%
Void turnaround	24.2 days	56 days	25 days	25 days
Feedback average response time stage 1	1.45 days	5.4 days	5 days	5 days
Feedback average response time stage 2	19 days	21.3 days	20 days	20 days
Percentage of Emergency repairs complete on time	99.3%	N/A	99% within 6 hours	99% within 6 hours
Percentage of urgent repairs completed on time	96.4%	N/A	97% within 3 days	97% within 3 days
Percentage of routine repairs completed on time	97.9%	N/A	97% within 10 days	97% within 10 days
Emergency repairs average response time	1.9 hours	3.9 hours	2 hours	2 hours
Non-emergency average response time	2.4 days	9.1 days	4.5 days	4.5 days
Percentage of repairs classified as right first time	96.1%	88%	97%	97%
Percentage satisfied/very satisfied with last repair	97.7%	86.7%	96%	96%
Percentage of gas checks carried out on time	100%	N/A	100%	100%
Percentage of electric checks carried out on time	100%	N/A	100%	100%

