Quarterly Report 2023-24 - Corporate Services									
A D	RC INDICATORS	TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL		
								RSL Scottish	0
Indicator	Description	2023-24	Q1	Q2	Q3	Q4	2022-23	Average 2021-22	Comment
3 & 4	Stage 1 - % of complaints responded to in full	100.00%	100%	No Stage 1 complaints received	No Stage 1 complaints received		100%	96.75%	
	Stage 2 - % of complaints responded to in full	100.00%	No Stage 2 Complaints received	100%	100%		100%	93.75%	
	Stage 1 - Average time in working days for full response	5	6	No Stage 1 complaints received	No Stage 1 complaints received		4.97	5.82	
	Stage 2 - Average time in working days for full response	20	No Stage 2 Complaints received	4	8.5		8.73	19.54	
C1.3.3	% of days lost through staff sickness absence	3.00%	0.87%	4.08%	2.02%		2.93%	n/a	
OTHER P	PERFORMANCE DATA	TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	VTD	Comments	
FOIs Recei	ived & Completed -	2023-24 20 w/d	Q1 0	Q2 0	Q3 0	Q4	YTD	Comments	
EIRs Recei	ived & Completed -	20 w/d	0	0	1				
	eived & Completed -	1 Month	0	0	1				
	to answer telephone	< 5 rings	N/A	N/A	N/A				
Committee	attendance at full	80%	66.70%	72.22%	70.63%				
Posidont S	Resident Satisfaction ARC Questions								
	Description	2019	2022/23	RSL Scottish Average 2021-					
Indicator	·	2019	2022/23	22					
1	% Tenant satisfaction with the overall service provided	90.26%	88.00%	87.78%					
2	% Tenances who feel we are good at keeping them informed about services and decisions	94.24%	88.71%	91.20%					
5	% Tenants satisfied with the opportunities give to them to participate in our decision making process	87.52%	84.86%	86.93%					
7	% Tenants satisfied with the quality of their home	88.89%	85.86%	85.44%					
12	% Tenants who have had repairs or maintenance in the last 12 months satisfied with the service	96.23%	76.44%	88.03%					
13	% Tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	89.03%	92.00%	85.15%					
25	% of tenants who feel the rent for their property represents good value for money	76.27%	77.00%	82.54%					
29	% of factored owners satisfied with the factoring service they receive	73.20%	73.83%	65.38%					