

Quarterly Report 2023-24 - Corporate Services										
ARC INDICATORS		TARGETS	TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL		
Indicator	Description	2024-25	2023-24	Q1	Q2	Q3	Q4	2023-24	RSL Scottish Average 2021-22	Comment
3 & 4	Stage 1 - % of complaints responded to in full	100%	100.00%	100%	100%	100%	90.91%	94.74%	96.75%	
	Stage 2 - % of complaints responded to in full	100%	100.00%	No Stage 2 Complaints received	100%	100%	100%	100%	93.75%	
	Stage 1 - Average time in working days for full response	5	5	6	4 days	3.5 days	3.5 days	4 days	5.82	
	Stage 2 - Average time in working days for full response	20	20	No Stage 2 Complaints received	4 days	8.5 days	2.66 days	5.55 days	19.54	
C1.3.3	% of days lost through staff sickness absence	3%	3.00%	0.92%	2.36%	1.99%	1.90%	1.90%	n/a	
OTHER PERFORMANCE DATA		TARGETS	TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL		
		2024-25	2023-24	Q1	Q2	Q3	Q4	2023-24	Comments	
FOIs Received & Completed - response		20 w/d	20 w/d	0	0	0	0	0		
EIRs Received & Completed - response		20 w/d	20 w/d	0	0	1	1	2		
SARs Received & Completed -		1 month	1 Month	0	0	1	0	1		
Time taken to answer telephone calls		N/A	< 5 rings	N/A	N/A	N/A	N/A	N/A		
Committee attendance at full		80%	80%	66.70%	72.20%	70.60%	88.89%	74.59%		
Resident Satisfaction ARC Questions										
Indicator	Description	2024/25	2022/23	RSL Scottish Average 2021-22	2019					
1	% Tenant satisfaction with the overall service provided	88.00%	88.00%	87.78%	90.26%					
2	% Tenances who feel we are good at keeping them informed about services and decisions	88.71%	88.71%	91.20%	94.24%					
5	% Tenants satisfied with the oportunities give to them to participate in our decision making process	84.86%	84.86%	86.93%	87.52%					
7	% Tenants satisfied with the quality of their home	85.86%	85.86%	85.44%	88.89%					
12	% Tenants who have had repairs or maintenance in the last 12 months satisfied with the service	76.44%	76.44%	88.03%	96.23%					
13	% Tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	92.00%	92.00%	85.15%	89.03%					

Indicator	Description	2024/25	2022/23	RSL Scottish Average 2021 22	2019					
25	% of tenants who feel the rent for their property represents good value for money	77.00%	77.00%	82.54%	76.27%					
29	% of factored owners satisfied with the factoring service they receive	73.83%	73.83%	65.38%	73.20%					



Quarterly Report 2023-24 - Housing Management											
ARC INDICATORS			TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL	ANNUAL		
Indicator	Description	TARGETS 2024-25	2023-24	Q1	Q2	Q3	Q4	2023-24	2022-23	RSL Scottish Average 2021-22	Comment
14	% of Tenancy offers refused	25%	25.00%	24%	11%	20%	20.00%	21.98%	22.83%	32.86%	
15	ASB cases reported in last year which were resolved	100.00%	100.00%	100%	100%	100%	100%	100.00%	99.28%	94.68%	
C4	Abandoned Homes	<5	<5	0	1	1	1	3	5	n/a	
17	% of lettable homes that became vacant in the year	<7%	<7%	1.80%	1.60%	1.60%	1.70%	6.26%	6.60%	7.71%	
23	% of Sec 5 and other referrals for homeless that resulted in an offer	50%	50.00%	45%	35.00%	50%	70%	46.91%	43.55%	47.92%	
	% of those offers that resulted in let	85%	80.00%	63%	57%	90%	47%	84.21%	88.89%	90.76%	In Q4, four offers have been made that we are awaiting outcome
30	Average length of time to re-let properties in the year	7days	7 days	6.7 days	8.1 days	6.4 days	5.2 days	6.3	8.2 days	51.33 days	
16	Tenancy Sustainment										
	Existing Tenants	95%	95%				92%	92%	100%	94.25%	These figures are for the year
	Homeless Cases	95%	95%				93%	93%	100%	90.21%	These figures are for the year
	Waiting List	95%	85%				100%	100.00%	91.30%	90.09%	These figures are for the year
	Nominations	95%	95%				100%	100%	50%	89.72%	These figures are for the year
	Others	95%	95%				100%	100%	80%	88.23%	These figures are for the year
18	% of rent lost through empty homes	0%	0.20%	0.17%	0.13%	0.12%	0.11%	0.11%	0.16%		
OTHER PERFORMANCE DATA		TARGETS 2024-25	TARGETS 2023-24	30/06/2023	30/09/2023	31/12/2023	31/03/2024	2023-24 ANNUAL	ANNUAL 2022-23	Comments	
	Non Technical Arrears	2%	2.00%	1.72%	1.48%	1.53%	1.30%	1.30%	1.76%		
	Technical Arrears	1%	1.00%	0.82%	0.82%	0.57%	0.50%	0.50%	0.65%		
	Garage Site / Lock up Arrears	1%	0.70%	0.94%	1.00%	0.76%	1.10%	1.10%	0.73%		
	Gross rent arrears	3%	3.00%	2.54%	2.29%	2%	1.80%	1.80%	2%		
	Satisfaction with Allocations Service	95%	95%	100%	N/A	100%	100%	100%			
	Estate management inspections completed**	100%	100%	100%	N/A	100%	100%	100%	100%		

**Quarterly Report 2023-24 - Finance**

ARC INDICATORS		TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL	ANNUAL			
Indicator	Description	TARGETS 2024-25	2023-24	Q1	Q2	Q3	Q4	2023-24	2022-23	RSL Scottish Average 2021-22	Comment
26	Rent collected as % of total rent due in year	100.00%	100.00%	98.67%	99.61%	99.85%	100.02%	100.02%	99.82%	99.80%	
27	Gross rent arrears (all tenants) as at 31 March as a % of rent due	2.00%	2.00%	1.91%	1.70%	1.80%	1.8%	1.79%	2.10%	4.20%	
28	Average annual management fee per factored property		n/a	n/a	n/a	n/a	n/a	£52.63	£48.62	£121.68	
C6	Households for which landlords are paid housing costs		n/a	535	552	524	584	584	594	n/a	
C6	Value of direct housing cost payments received		n/a	£ 522,103	£ 549,549	£604,719	£ 521,586	£ 2,197,957	£ 2,049,832	n/a	
C7	% of former tenant rent arrears written off at the end of the year	<65%	<65%	n/a	n/a	n/a	n/a	72.08%	62.98%		

OTHER PERFORMANCE DATA		TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL	ANNUAL	
		2023-24	Q1	Q2	Q3	Q4	2023-24	2022-23	Comments
Owner Occupier Accounts Recovery average per month	20	20.00%	24.25%	22.28%	25.80%	19.90%	22.90%	22.72%	total recovery for year is 82%
Tenants rechargeable repairs average per month	2	2.00%	1.10%	1.45%	0.50%	1.50%	1.20%	1.20%	total recovery for year is 9.2%
Former tenant arrears as % of annual rent due	0.25%	0.50%	0.77%	0.60%	0.41%	0.49%	0.14%	-	0.49% is FTA percentage before write off in year
Debt per house (£) Quarterly	n/a	£ 8,000	(£ 6,033)	(£ 6,275)	(£ 6,332)	(£ 6,165)	(£ 12,403)	(£ 6,076)	
Interest cover Quarterly	n/a	110%	1414%	1470%	1612%	1957%	2151.00%	2505.00%	