

Quarterly Report 2023-24 - Housing Management									
ARC INDICATORS		TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL		
Indicator	Description	2023-24	Q1	Q2	Q3	Q4	2022-23	RSL Scottish Average 2021-22	Comment
14	% of Tenancy offers refused	25.00%	24%	11%	20%		22.83%	32.86%	
15	ASB cases reported in last year which were resolved	100.00%	100%	100%	100%		99.28%	94.68%	
C4	Abandoned Homes	<5	0	1	1		5	n/a	
17	% of lettable homes that became vacant in the year	<7%	1.80%	1.60%	1.60%		6.60%	7.71%	
23	% of Sec 5 and other referrals for homeless that resulted in an offer	50.00%	45%	35.00%	50%		43.55%	47.92%	
	% of those offers that resulted in let	80.00%	63%	57%	90%		88.89%	90.76%	
30	Average length of time to re-let properties in the year	7 days	6.7 days	8.1 days	6.4 days		8.2 days	51.33 days	
16	Tenancy Sustainment								
	Existing Tenants	95%					100%	94.25%	
	Homeless Cases	95%					100%	90.21%	
	Waiting List	85%					91.30%	90.09%	
	Nominations	95%					50%	89.72%	
	Others	95%					80%	88.23%	
18	% of rent lost through empty homes	0.20%	0.22%	0.17%	0.13%		0.16%		
OTHER PERFORMANCE DATA		TARGETS	30/06/2023	30/09/2023	31/12/2023	31/03/2024	ANNUAL		
		2023-24	Q1	Q2	Q3	Q4	2022-23	Comments	
	Non Technical Arrears	2.00%	1.72%	1.48%	1.53%		1.76%		
	Technical Arrears	1.00%	0.82%	0.82%	0.57%		0.65%		
	Garage Site / Lock up Arrears	0.70%	0.94%	1.00%	0.76%		0.73%		
	Gross rent arrears	3.00%	2.54%	2.29%	2%				
	Satisfaction with Allocations Service	95%	100%	N/A	100%				
	Estate management inspections completed**	100%	100%	N/A	100%				