

Resident Satisfaction with services							
Indicator	Description	2024 survey results	RSL Scottish Average 2023-24	2022 survey results	QEF Benchmarking group average 23-24		
1	% Tenant satisfaction with the overall service provided	90.80%	86.49%	88.00%	89.00%		
2	% Tenancies who feel we are good at keeping them informed about services and decisions	90.70%	90.46%	88.70%	93.80%		
5	% Tenants satisfied with the opportunities give to them to participate in our decision making process	83.80%	87.67%	84.90%	92.20%		
7	% Tenants satisfied with the quality of their home	86.30%	84.01%	85.90%	83.30%		
12	% Tenants who have had repairs or maintenance in the last 12 months satisfied with the service	81.50%	87.31%	79.10%	87.80%		
13	% Tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in.	89.60%	84.68%	92.00%	87.60%		
25	% of tenants who feel the rent for their property represents good value for money	77.00%	81.59%	77.00%	83.50%		
29	% of factored owners satisfied with the factoring service they receive	60.60%	59.46%	73.80%	59.60%		

Quarterly KPI Report 2024-25 Repairs and Maintenance										
ARC INDICATORS			TARGETS 2024-25	30/06/2024	30/09/2024	31/12/2024	31/03/2025	ANNUAL	QEF	
Indicator	Description		Q1	Q2	Q3	Q4		2023-24	Benchmarking group average 23-24	Comment
8	Average time taken in hours to complete emergency repairs	4 hrs	01:38	01:43	02:05			1.67	2.73	
9	Avg time taken in days to complete non-emergency repairs	10 days	8	7	7			8 days	5.36 days	
10	% of reactive repairs completed 'Right First Time'	90%	96.50%	97.68%	96.90%	96.83%		98.07%	91.82%	
11	No. of times you didn't meet statutory duty to provide gas safety check	0 (100%)	0	0	0	0		1 (99.91%)	99.77%	
C10.5	No. of properties in scope of the EESSH that do not meet standard	40	38	29	29	29		38		
	% of properties that meet EESSH standard	96%	96.40%	97.25%	97.25%	97.25%		96.34%		
	no of properties that do not meet SHQS	61	57	48	48	48		62		48 is made up of 29 EESSH fails and 19 flats which don't have CE doors
	% of properties that meet SHQS	94%	94.60%	95.45%	95.45%	95.45%		94%	90.90%	
	% of tenants satisfied with repairs service	90%	92.11%	86.79%	93.10%	75.00%		82.08%	88.03%	
OTHER PERFORMANCE DATA			TARGETS 2024-25	30/06/2024	30/09/2024	31/12/2024	31/03/2025	ANNUAL	Comments	
	Quality Control - % inspections passed	100%	100%	100%	100%	98.31%		100%		
	Repairs Post Inspected	200	40	45	53	178		356		
Tenants Sati	Satisfied with Maintenance Contracts	90%	NA	100%	100%	100%		100%		

Quarterly Report 2024-25 - Finance

ARC INDICATORS		TARGETS 2024-25	30/06/2024	30/09/2024	31/12/2024	31/03/2025	ANNUAL 2023-24	QEF benchmarking group average 23-	Comment
Indicator	Description		Q1	Q2	Q3	Q4			
26	Rent collected as % of total rent due in year	100.00%	99.29%	99.49%	99.42%	100.83%	100.02%	99.91%	
27	Gross rent arrears (all tenants) as at 31 March as a % of rent due	2.00%	1.26%	1.20%	1.35%	1.1%	1.79%	3.16%	
28	Average annual management fee per factored property		n/a	n/a	n/a	£55.55	£52.63		
C6	Households for which landlords are paid housing costs		548	572	548	597	584	n/a	
C6	Value of direct housing cost payments received		£550,470	£575,152	£692,493	£495,431	£ 2,197,957	n/a	
C7	% of former tenant rent arrears written off at the end of the year	<65%	n/a	n/a	n/a	43.07%	72.08% (£16 per unit)	36.1% (£20.62 per unit)	

OTHER PERFORMANCE DATA		TARGETS 2024-25	30/06/2024	30/09/2024	31/12/2024	31/03/2025	ANNUAL 2023-24	Comments	
			Q1	Q2	Q3	Q4			
Owner Occupier Accounts Recovery average per month	20	24.00%	22.70%	23.10%	20.00%	22.90%	total recovery for year is 82%	total recover 2024/25 = 80.5%	
Tenants rechargeable repairs average per month	2	1.70%	1.60%	1.60%	2.00%	1.20%	total recovery for year is 9.2%	total recover 2024/25 = 11.2%	
Former tenant arrears as % of annual rent due	0.25%	0.22%	0.24%	0.20%	0.12%	0.14%	0.49% is FTA percentage before write off in year		
Debt per house (£) Quarterly	n/a		n/a		n/a	n/aa			
Interest cover Quarterly	n/a		n/a		n/a	n/aa			