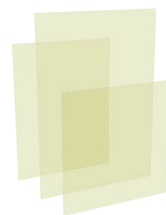


Quality and Efficiency Forum

Sharing Good Practice



Knowes Housing Association Ltd

Annual Statistical Review

2024/25

June 2025

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Introduction

This is the 18th annual statistical review (ASR) report provided for members of the RSL Quality and Efficiency Forum (QEF). The QEF comprises of members drawn from the RSL sector in Scotland and meets on a quarterly basis to discuss statistical data, processes, and best practices. The group also discuss topical issues and invite guest speakers to present on key matters.

This report contains some comparative information based on a number of Charter Indicators and Contextual Indicators gathered by the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC). The information has been extracted from (i) the SHR's website and (ii) the 2024/25 ARCs which QEF members provided to the Scottish Housing Regulator.

Appendix 1 shows all the information used in the body of this report for ease of reference.

The report is divided into the following sections:

1. Landlord profile
2. Satisfaction
3. Housing quality and maintenance
4. Neighbourhood and community
5. Getting good value from rents and services charges
6. Rent arrears
7. Source of lets and tenancy sustainment
8. Complaints
9. Legal action
10. Staff turnover and sickness levels
11. Value for Money Scorecard

The following should be borne in mind:

- We have attempted to provide useful comparative information rather than produce large volumes of information that may not be particularly meaningful. As a result, not all Indicators are included.
- Members will need to carry out additional individual analysis which takes account of their specific operating context. The report provides baseline information, but individual performance depends on other factors such as historical results/trends, performance against internal targets, operating context, and any other factors that may impact upon Charter/Contextual Indicators and other KPIs. Where most relevant, some trend information has been provided.

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- Data / performance stated is as at March 2025 unless otherwise stated. However, it should be noted that the SHR is not due to publish the 2024/25 ARC results until late summer/autumn 2025, so *national medians* relate to the 2023/24 returns.

QST Quest
For the Quality & Efficiency Forum
June 2025

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1. QEF members' profiles

1.1 Total number of properties

1.1.1 Knowes Housing Association owns 1,058 self-contained lettable stock. It provides factoring services to 562 owners. It operates within the West Dunbartonshire local authority area.

1.1.2 The group's members are noted below, with information on self-contained stock numbers [taken from ARC indicator 17.1]:

FIGURE 1.1 – NUMBER OF LETTABLE SELF-CONTAINED STOCK IN OWNERSHIP

RSL	Number of Units
	983
	875
	506
	674
	479
	981
	613
	215
	252
	1,544
	1,633
Knowes Housing Association	1,058
	2,120
	2,466
	1,843
	2,304
	1,305

1.2 Rents (Indicator 26)

1.2.1 For Knowes, the total rent collected in 2024/25 was £5,051,017 against £5,053,059 that was due.

1.2.2 Further detail on rent collected is detailed at 5.2 of this report.

1.3 Average Rent Increases (Indicator C5)

1.3.1 Figure 1.2 below shows the average rent increases applied by current group members from 2022/23 to 2025/26.

	2022/23	2023/24	2024/25	2025/26
	3.90%	6.00%	6.00%	3.90%
	3.10%	5.00%	4.60%	3.50%
	3.10%	5.00%	7.70%	4.00%
	3.90%	5.00%	5.90%	4.30%
	2.10%	5.55%	5.60%	4.05%
	4.20%	5.00%	6.00%	3.30%
	3.10%	5.00%	6.50%	1.70%
	3.10%	5.00%	5.00%	3.30%
	3.10%	5.00%	5.00%	3.30%
	3.96%	3.75%	6.70%	4.90%
	3.50%	5.00%	6.25%	6.00%
Knowes	2.90%	4.90%	5.60%	3.50%
	2.00%	2.00%	7.00%	4.50%
	3.80%	7.00%	6.70%	2.70%
	3.00%	6.00%	6.10%	3.90%
	3.60%	5.00%	6.50%	4.30%
	1.90%	3.00%	5.50%	5.50%
Average	3.19%	4.89%	6.04%	3.92%

1.3.2 The overall rent increase for current QEF members in 2025/26 ranged from 1.7% to 6%; the average was 3.92%.

1.3.3 The overall rent increase the year before ranged from 4.6% to 7.7%; the average was 6.04%.

2. Resident satisfaction

2.1 To reflect the focus on measuring resident satisfaction, the ARC increased the number of Indicators in this area (in comparison to the former APSR). This section provides members' results in relation to each of these.

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2.2 Figures 2.1 to 2.8 show the proportion of tenants satisfied with various aspects of the Association's service; Figure 2.8 shows the proportion of owners satisfied with the factoring service [where applicable]. For ease of reference, the specific Indicators for Figures 2.1 to 2.9 are:

- Figure 2.1 – percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)
- Figure 2.2 – percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)
- Figure 2.3 – percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes (Indicator 5)
- Figure 2.4 – percentage of tenants satisfied with the quality of their home (Indicator 7)
- Figure 2.5 – percentage of tenants who have had repairs or maintenance carried out in the last twelve months satisfied with the repairs and maintenance service (Indicator 12)
- Figure 2.6 – percentage of tenants satisfied with the management of the neighbourhood they live in (Indicator 13)
- Figure 2.7 – percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
- Figure 2.8 – percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

2.3 The remainder of this section contains graphs with group members' results.

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FIGURE 2.1 – SATISFACTION WITH THE OVERALL SERVICE

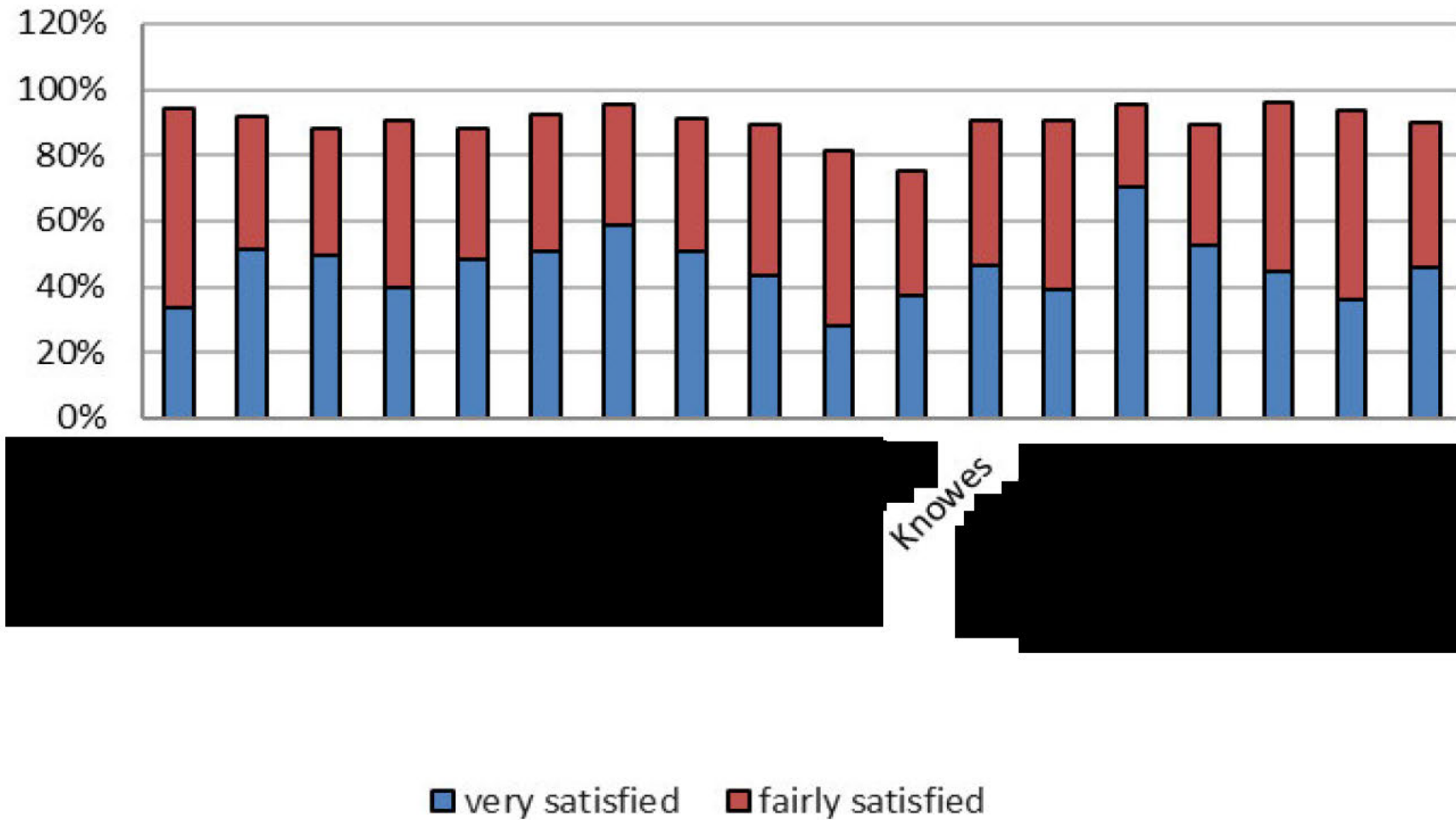
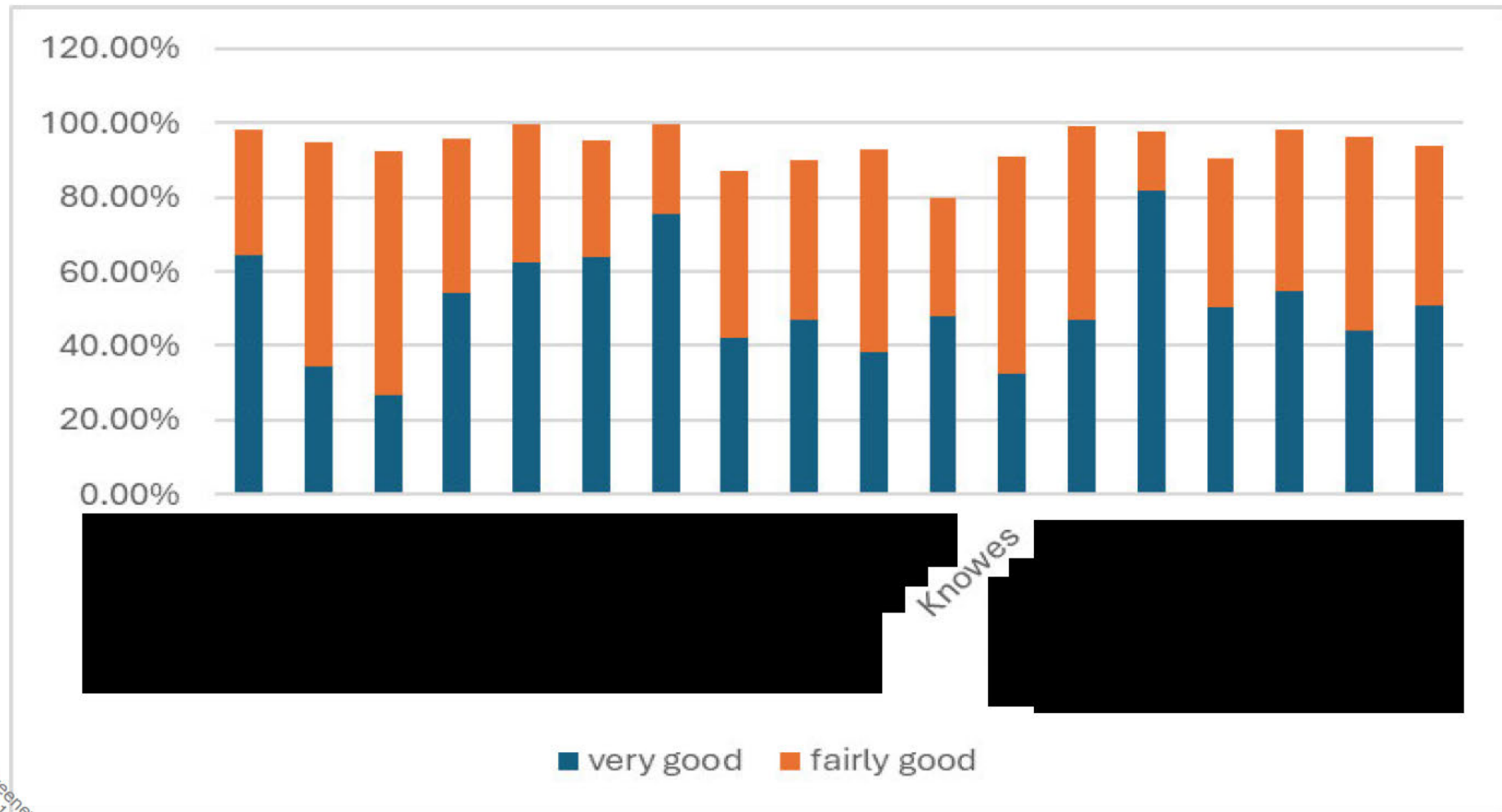
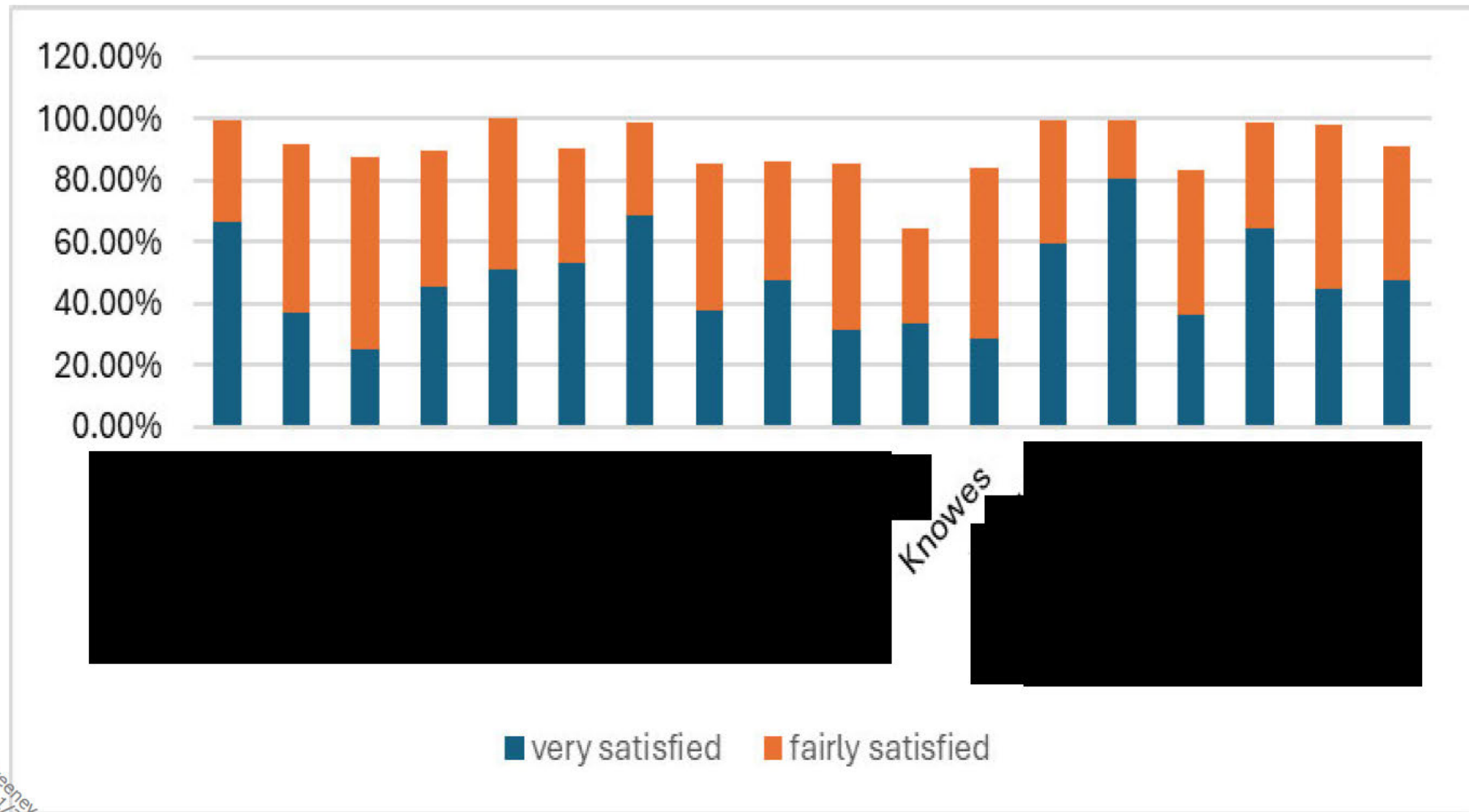


FIGURE 2.2 – HOW GOOD THE LANDLORD IS AT KEEPING TENANTS INFORMED OF ITS SERVICES AND DECISIONS



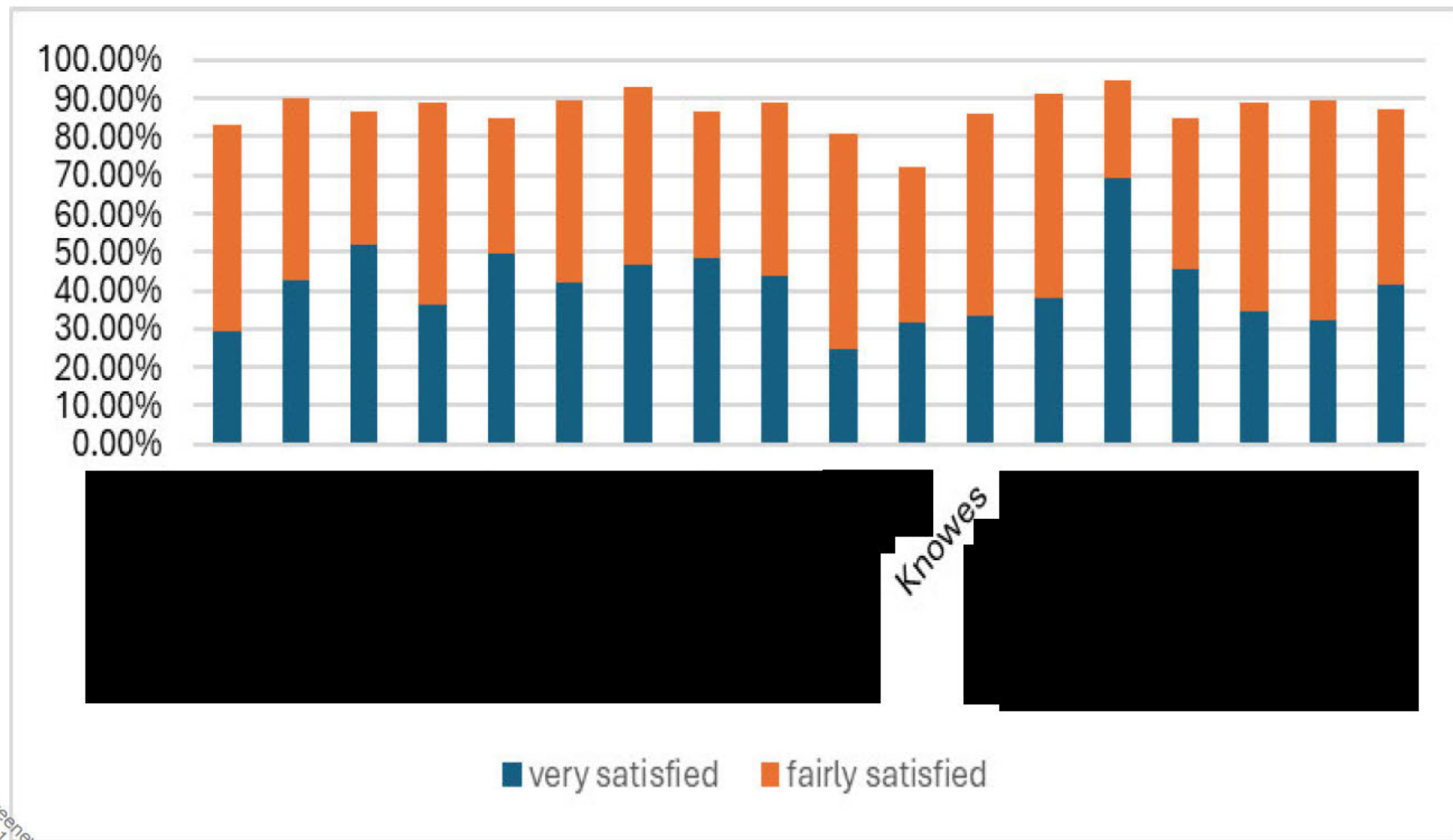
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FIGURE 2.3 – SATISFACTION WITH THE OPPORTUNITIES TO PARTICIPATE IN THE DECISION MAKING PROCESS



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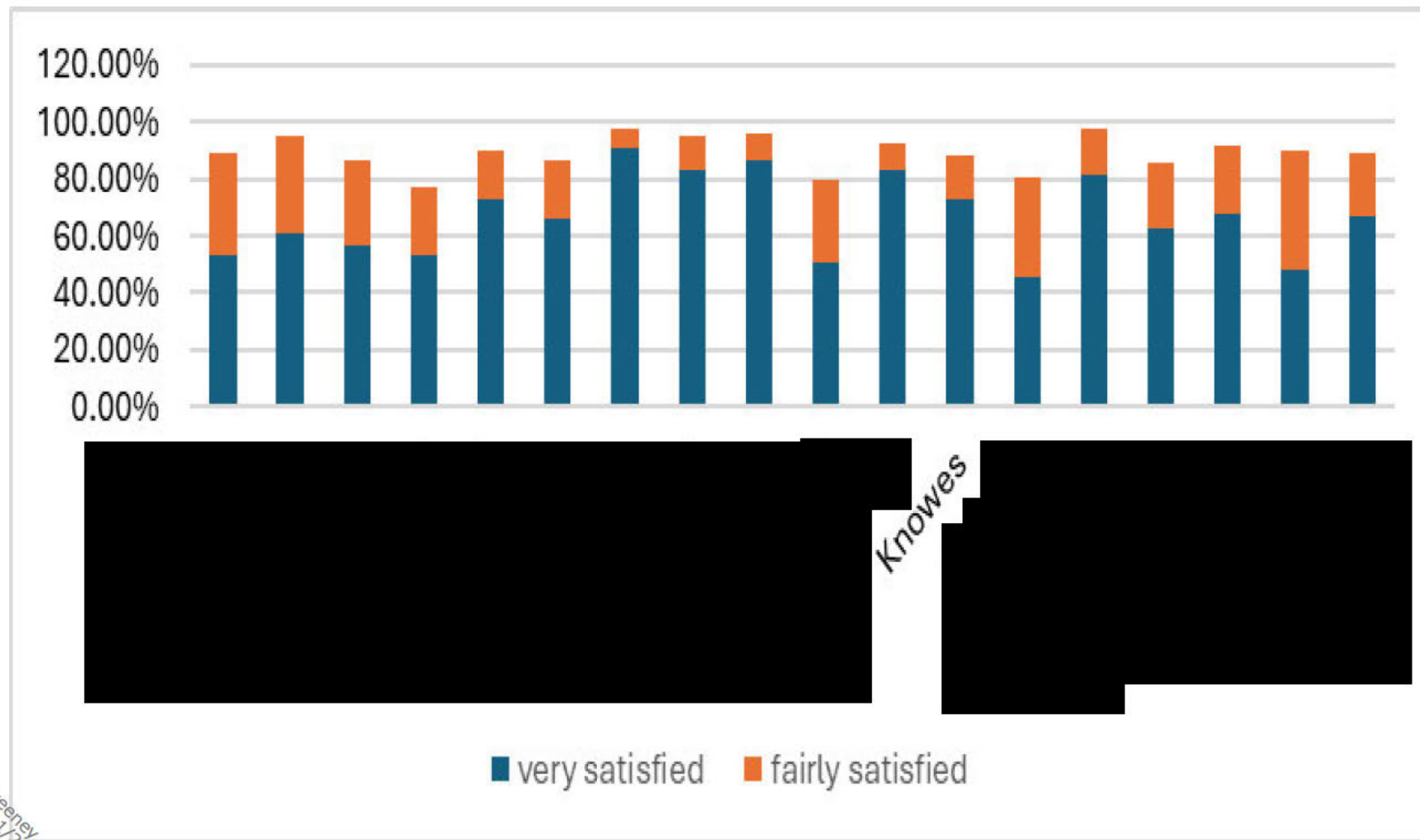
FIGURE 2.4 – TENANTS SATISFIED WITH THE QUALITY OF THEIR HOME



Knowes

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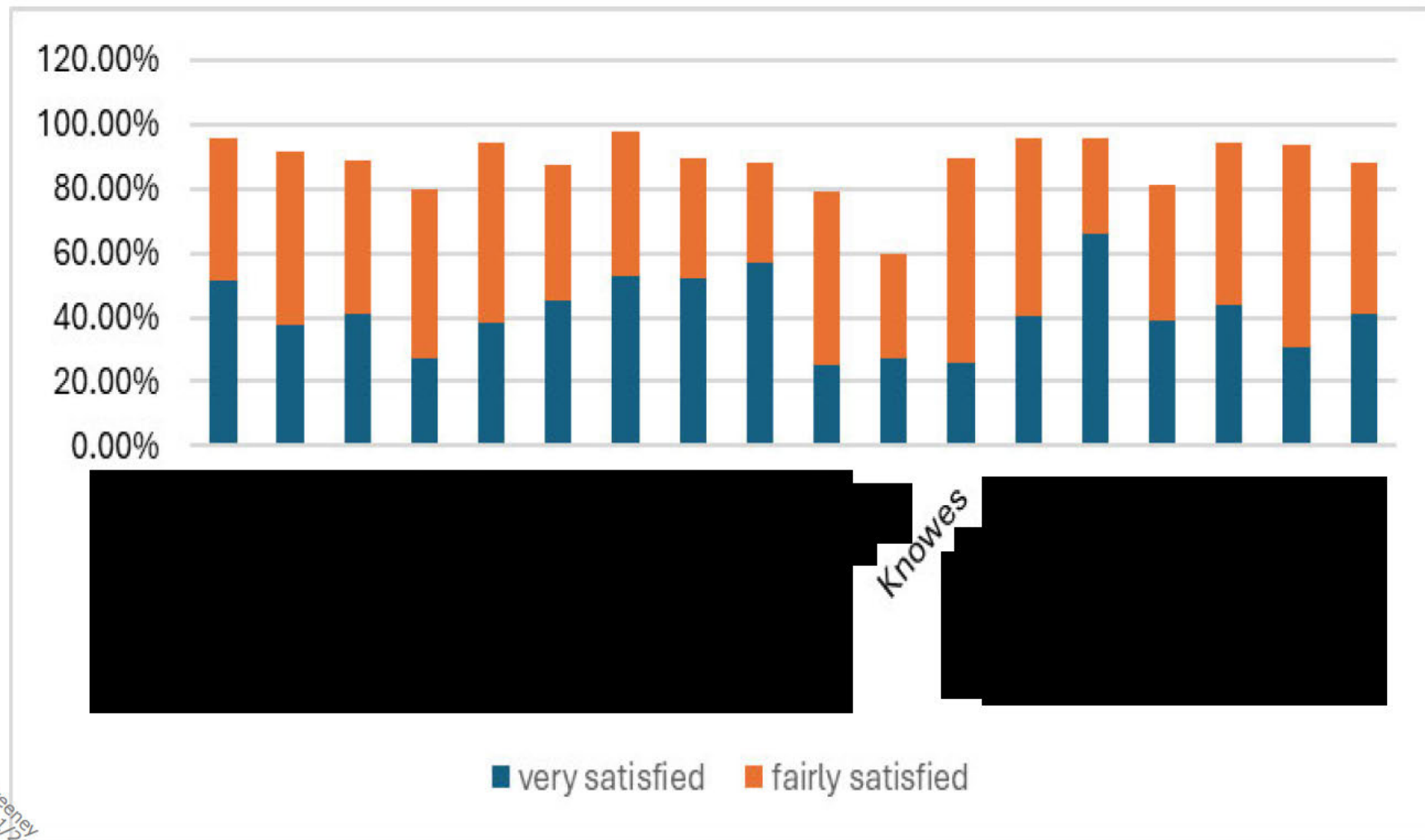
FIGURE 2.5 – TENANTS SATISFIED WITH THE REACTIVE REPAIRS SERVICE IN THE LAST TWELVE MONTHS



Knowes

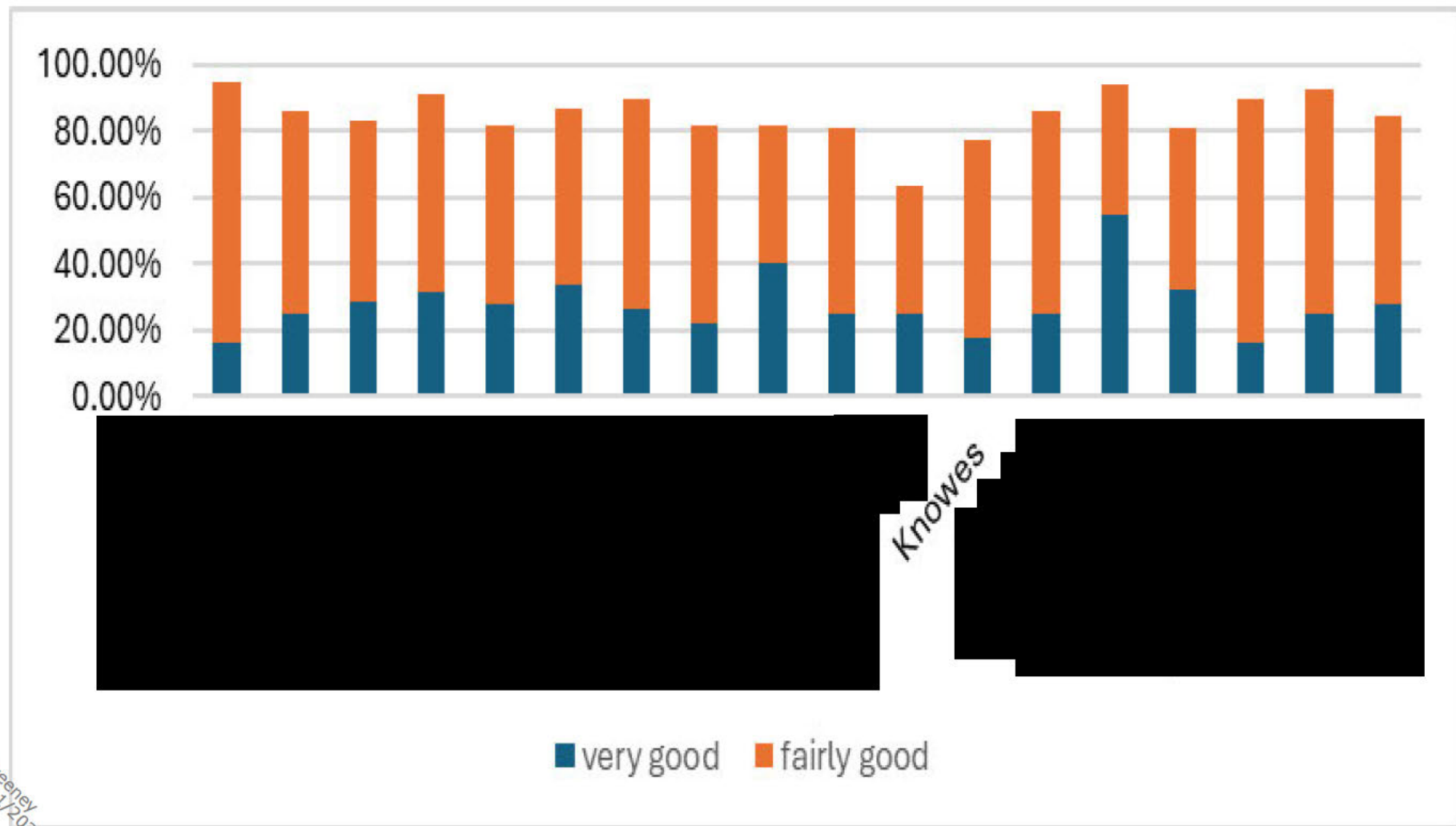
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FIGURE 2.6 – TENANTS SATISFIED WITH THE MANAGEMENT OF THE NEIGHBOURHOOD IN WHICH THEY LIVE



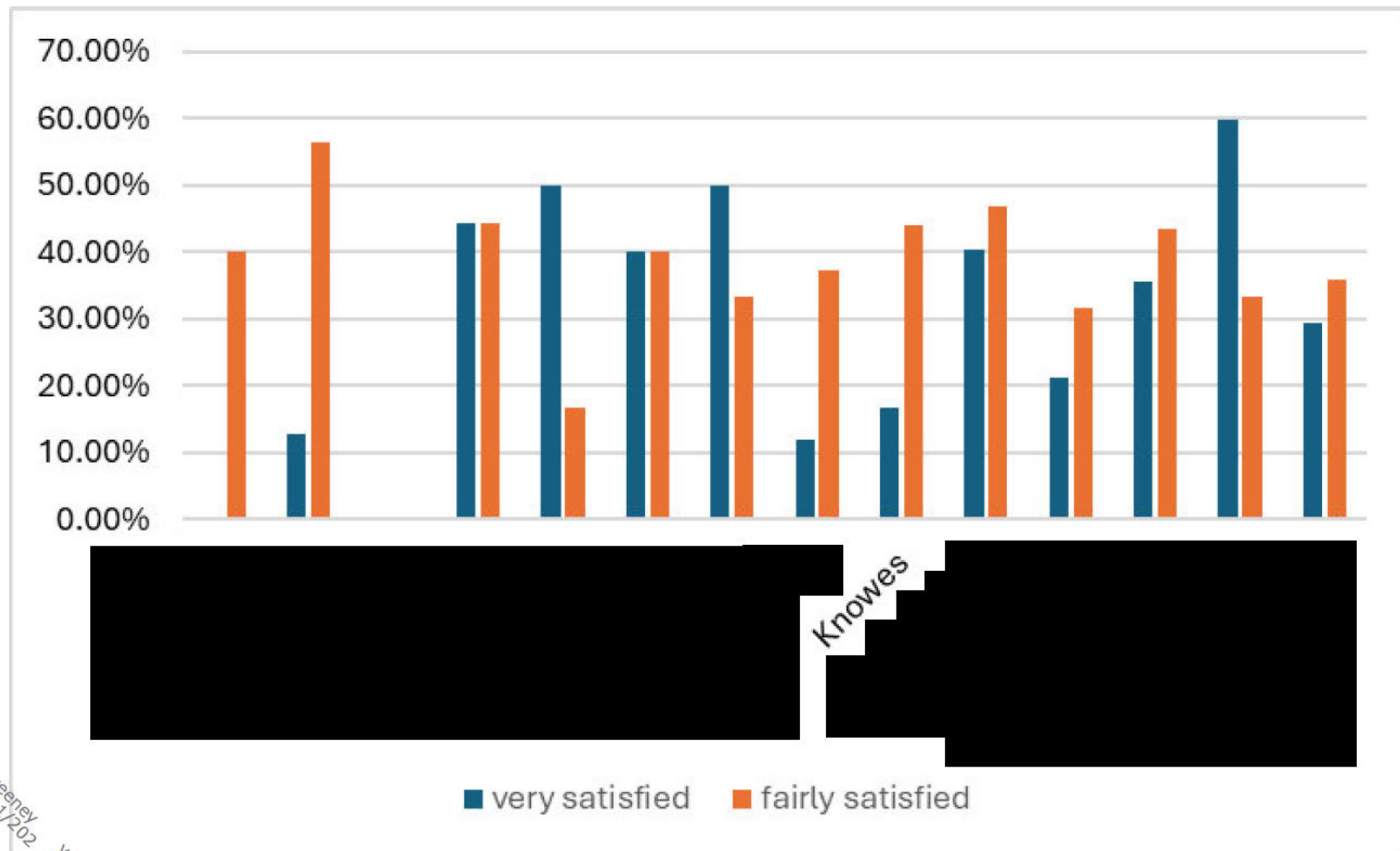
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FIGURE 2.7 – PERCENTAGE OF TENANTS WHO FEEL THEIR RENT REPRESENTS VALUE FOR MONEY



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FIGURE 2.8 – PERCENTAGE OF FACTORED OWNERS SATISFIED WITH THE OVERALL SERVICE



Knowes

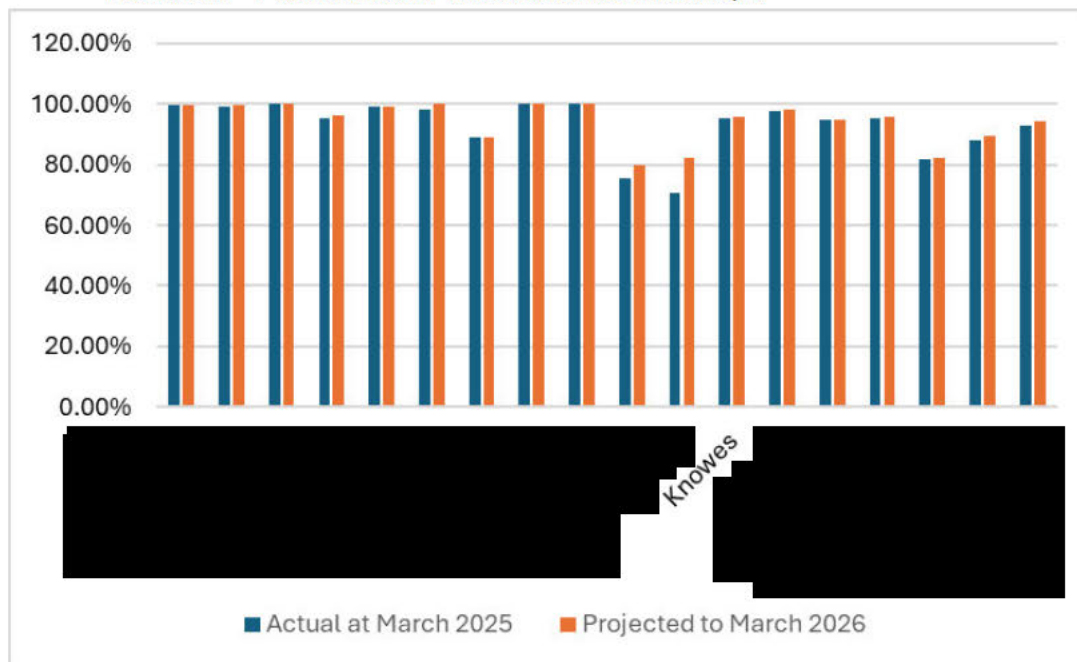
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3. Housing quality and maintenance

3.1 Proportion of stock meeting Scottish Housing Quality Standard (Charter Indicator 6)

3.1.1 Figure 3.1 shows the percentage of properties currently meeting the SHQS and the projected figure for the next reporting year.

FIGURE 3.1 – PROPORTION OF STOCK MEETING THE SHQS.



3.1.2 The group's current average is 92.94% compliance, with this forecast to rise to 94.25% by March 2026.

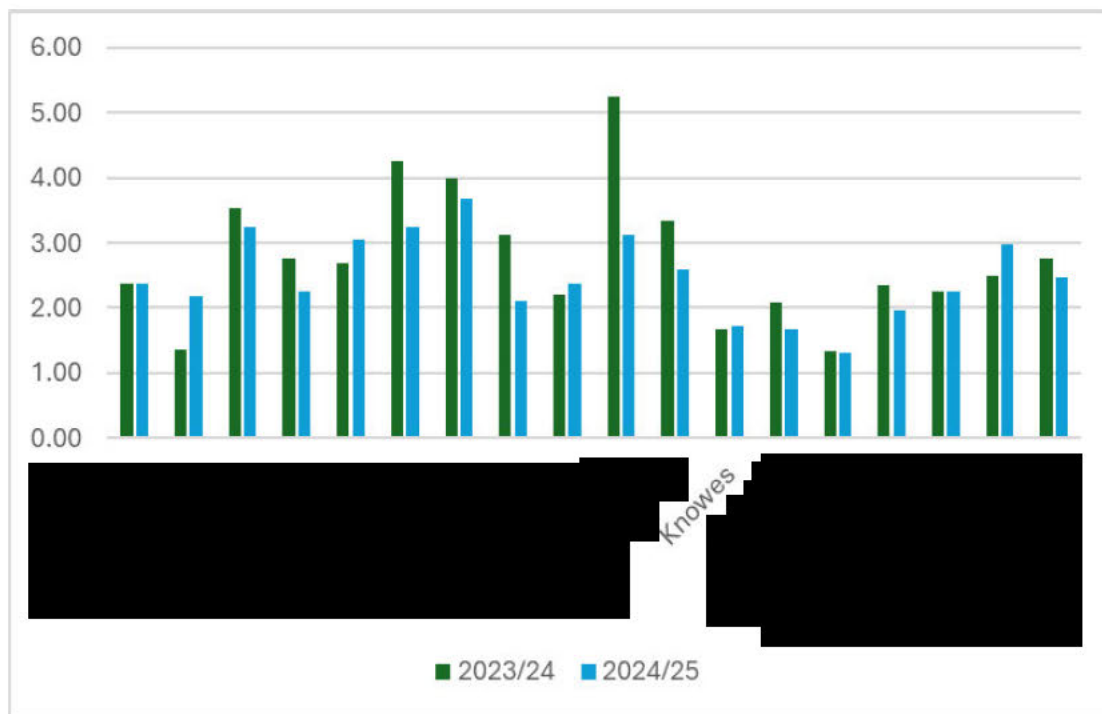
3.1.3 SHQS compliance remains a key topic of discussion for the QEF.

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3.2 Length of time to complete emergency repairs (Charter Indicator 8)

3.2.1 Figure 3.3 reports the average number of hours to complete emergency repairs.

FIGURE 3.3 – AVERAGE HOURS TO COMPLETE EMERGENCY REPAIRS



3.2.2 In 2023/24, current members took between 1.35 and 4.25 hours on average to complete emergency repairs - the overall QEF average being 2.77 hours.

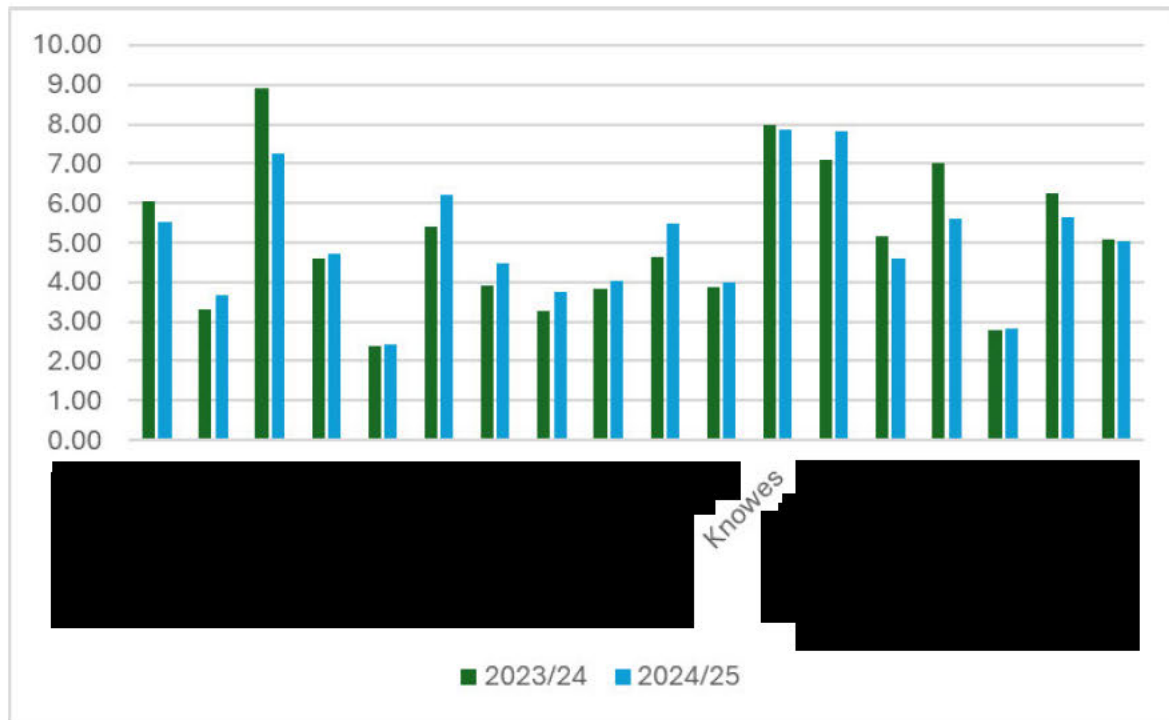
3.2.3 In 2024/25, members took between 1.31 and 3.68 hours on average to complete emergency repairs – the overall QEF average being 2.47 hours. Knowes time was 1.72 hours.

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3.3 Length of time to complete non-emergency repairs (Charter Indicators 9)

3.3.1 This section considers the length of time in days taken by landlords to complete non-emergency repairs.

FIGURE 3.4 – AVERAGE WORKING DAYS TO COMPLETE NON-EMERGENCY REPAIRS



3.3.2 In 2023/24 current members took between 2.8 and 8.89 days on average to complete non-emergency responsive repairs, the overall QEF average being 5.09 days.

3.3.3 In 2024/25, members took between 2.42 and 7.88 days, the overall QEF average being 5.05 days. Knowles took 7.88 days.

3.4 Proportion of repairs completed *right first time* (Charter Indicator 10)

3.4.1 To be reported as being completed right first time, a repair must be completed:

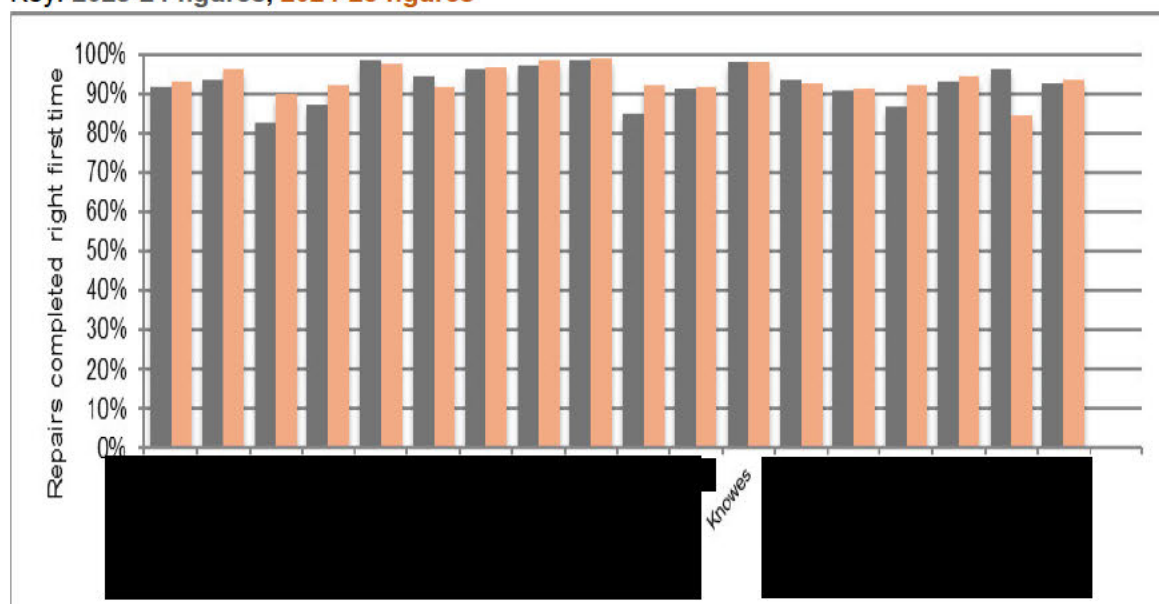
- In time; and
- Without the need to return to address the same repair within twelve months

Right first time applies to non-emergency responsive repairs but members should refer to some exceptions listed in the technical guidance published by the SHR.

3.4.2 Figure 3.6 shows that in 2024/25, members completed between 84.4% and 98.86% of their non-emergency repairs *right first time*. The group average was 93.68% and Knowes level was 97.96%.

FIGURE 3.6 – REPAIRS COMPLETED RIGHT FIRST TIME

Key: 2023-24 figures, 2024-25 figures



3.5 Average number of repairs per unit

3.5.1 Average repairs per unit is no longer reported via the ARC. Manual calculation was required to show repairs per unit - as noted below. Repairs include emergency and non-emergency figures.

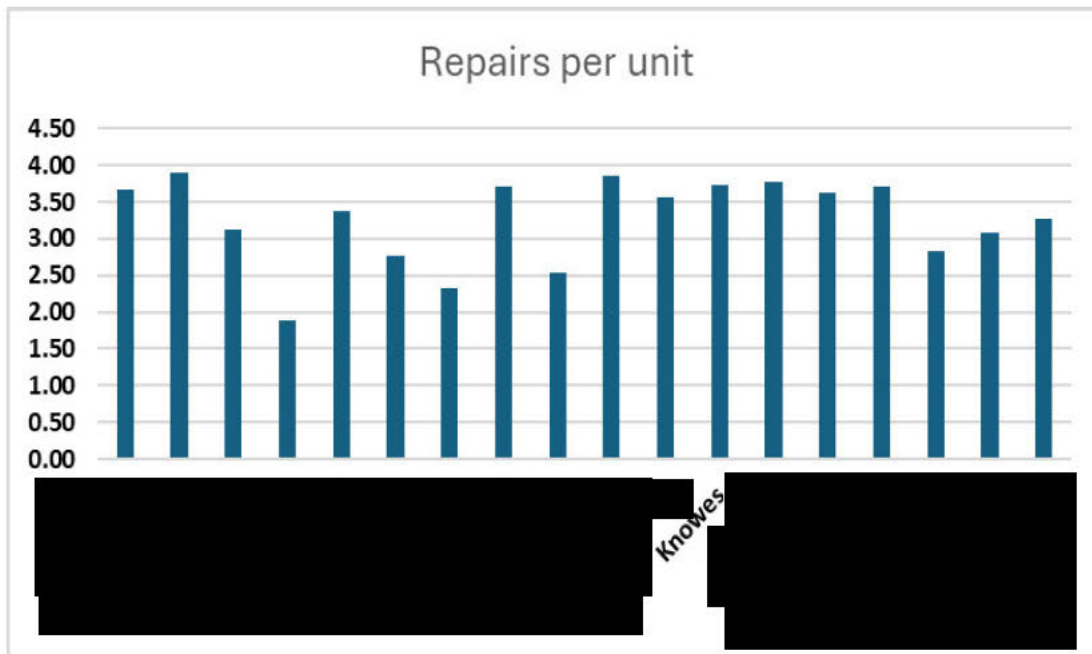
3.5.2 Figure 3.7 below shows that members carried out an average of 1.89 to 3.89 repairs per unit - overall group average was 3.26 per unit. Knowes average was 3.73 repairs per unit.

3.5.3 Individual RSLs will have to take account of the type of stock they have and the level of void work carried out when using these figures to help analyse performance.

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- 3.5.4 The number of repairs per unit tends to be lower for members whose stock is newer and conversely, members with older and/or a high proportion of non-traditional stock appear to carry out a higher proportion of repairs.

FIGURE 3.7 – AVERAGE NUMBER OF REPAIRS PER UNIT – 2024/25

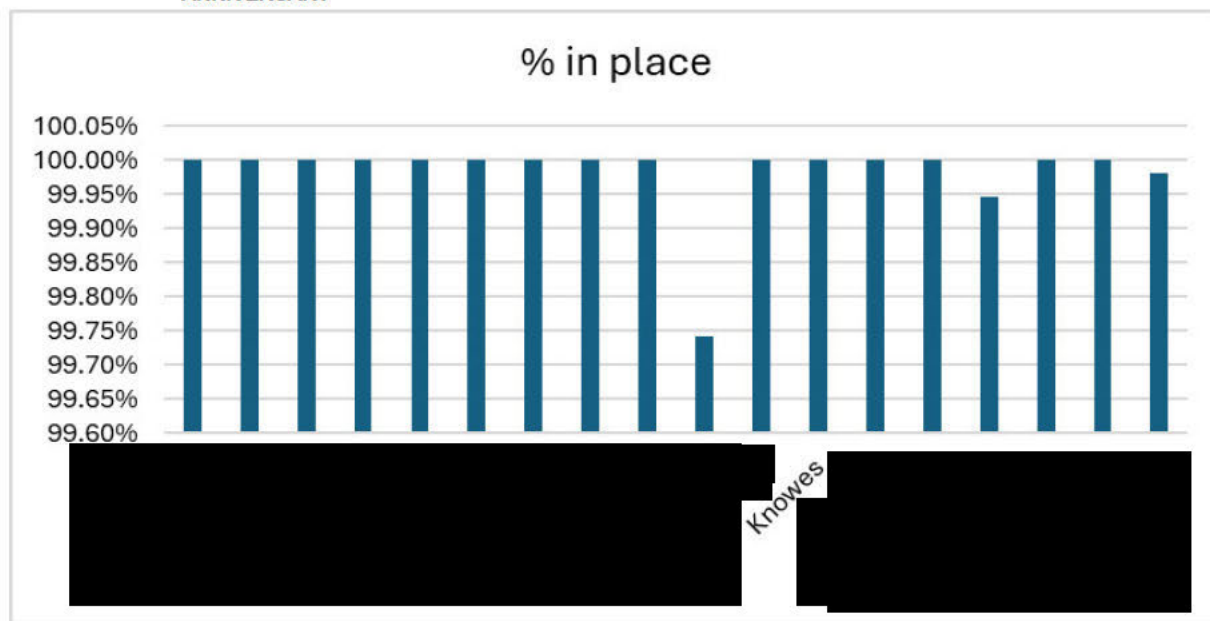


3.6 Gas safety – statutory compliance (Charter Indicator 11)

- 3.6.1 Figure 3.8 shows the percentage of properties whose annual gas safety check was completed in compliance with statutory requirements. Results range from 99.74% to 100%. The group average was 99.98% of gas safety checks were carried out in time. Knowles result was 100%.

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FIGURE 3.8 – PROPORTION OF PROPERTIES WITH A GAS SAFETY CHECK AND RECORD COMPLETED BY ANNIVERSARY



4. Neighbourhood and community

4.1 Proportion of ASB cases resolved (Charter Indicator 15)

4.2.1 Figure 4.1 shows the percentage of anti-social behaviour cases resolved. When considering the proportion of cases unresolved at March 2025, it should be noted that these could include cases notified to landlords towards the end of March and subsequently resolved within target in early April.

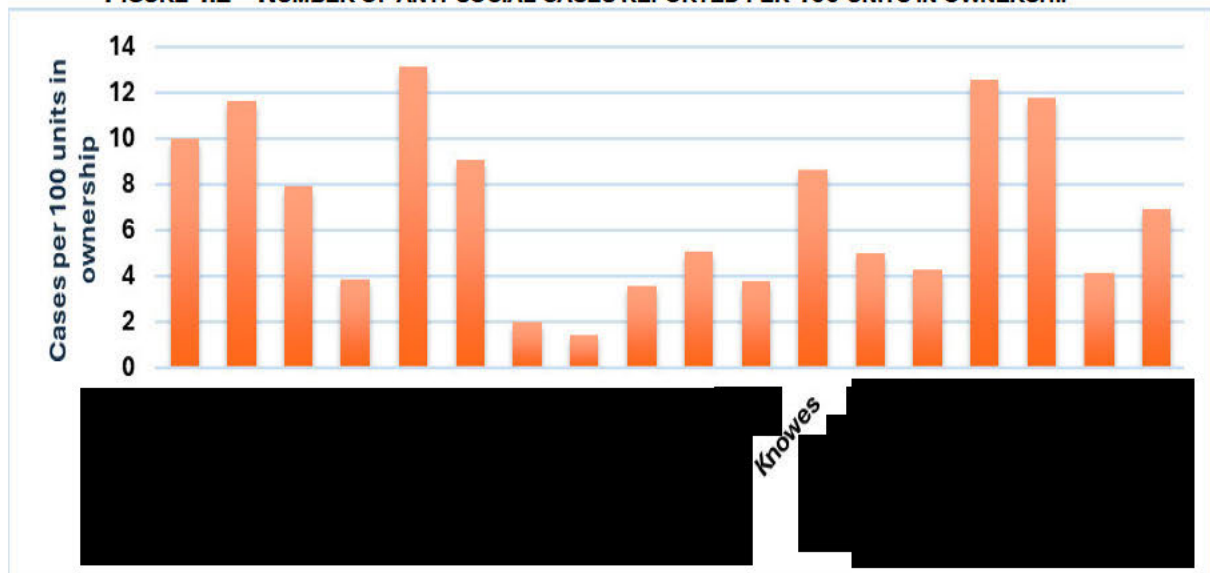
FIGURE 4.1 – PROPORTION OF ASB CASES RESOLVED BY 31 MARCH 2025

RSL	Resolved
	94.90%
	100.00%
	100.00%
	84.62%
	100.00%
	97.75%
	100.00%
	100.00%
	100.00%
	96.15%
	96.72%
Knowes	97.80%

RSL	Resolved
	99.05%
	93.33%
	99.14%
	94.85%
	96.30%
Average	97.09%

4.2.3 In order to allow some comparison between group members of the number of anti-social cases reported, Figure 4.2 shows the number of cases received in the year per 100 units in ownership.

FIGURE 4.2 – NUMBER OF ANTI-SOCIAL CASES REPORTED PER 100 UNITS IN OWNERSHIP



4.2.4 The number of cases per 100 units in ownership ranged from 1.4 to 13.2, with the group average being 6.9 cases per 100 units. Knowes received 8.6 cases [per 100 units in ownership].

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4.3 Evictions for anti-social behaviour (Charter Indicator 22.2.2)

- 4.3.1 Three members carried out evictions in 2024/25 that related to anti-social behaviour [this is lower than last year], as noted in Figure 4.3 below.

Figure 4.3 – Percentage of Evictions related to anti-social behaviour

	28.57%
	25.55%
	8.00%

5. Good value from rents and service charges

5.1 Voids and days to re-let (Charter Indicators 18 and 30)

- 5.1.1 This section looks at void losses in relation to rental income and the average time taken by each RSL to re-let empty properties. Each of these indicators is important, but the days to re-let is perhaps a more meaningful indicator of efficiency as this shows how quickly an RSL is re-letting its properties whereas efficient re-letting performance can be skewed by a high turnover.
- 5.1.2 Figure 5.1 provides the total void loss for 2024/25 (general needs and supported) whilst Figure 5.2 provides trend information covering the last four years on days to re-let. It is acknowledged that long void periods relating to supported accommodation can sometimes skew the overall days to re-let figure, however the ARC does not separate mainstream and supported accommodation. Members with high levels of supported accommodation/ disproportionate supported accommodation losses will therefore have to take this into account when considering their ranking in relation to the rest of the group. Please note that the losses noted in Figure 5.1 relate to void losses on dwellings and excludes lockups.

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FIGURE 5.1 – PERCENTAGE VOID LOSSES IN 2024/25

	% Void Losses
	0.23%
	0.28%
	0.70%
	0.54%
	0.16%
	0.07%
	0.10%
	0.04%
	0.17%
	0.80%
	0.54%
Knowes	0.10%
	0.24%
	0.30%
	0.73%
	0.57%
	0.68%
Group Average	0.37%

5.1.3 The following is noted:

- The Association's rent loss due to voids equated to 0.10% of its annual rental income
- Its rank in the QEF group is 3rd (with 1st being lowest rent loss)
- The QEF average is 0.37% [0.50% last year]
- The Scottish median is 1.31%
- A void loss of 0.10% places the Association in the highest performance group – for Scotland - which covers a loss of 0.0% to 0.85% (stats are grouped into high, middle or low)

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5.1.4 Figure 5.2 [over] shows the days taken by Knowes to re-let empty properties. The following is noted:

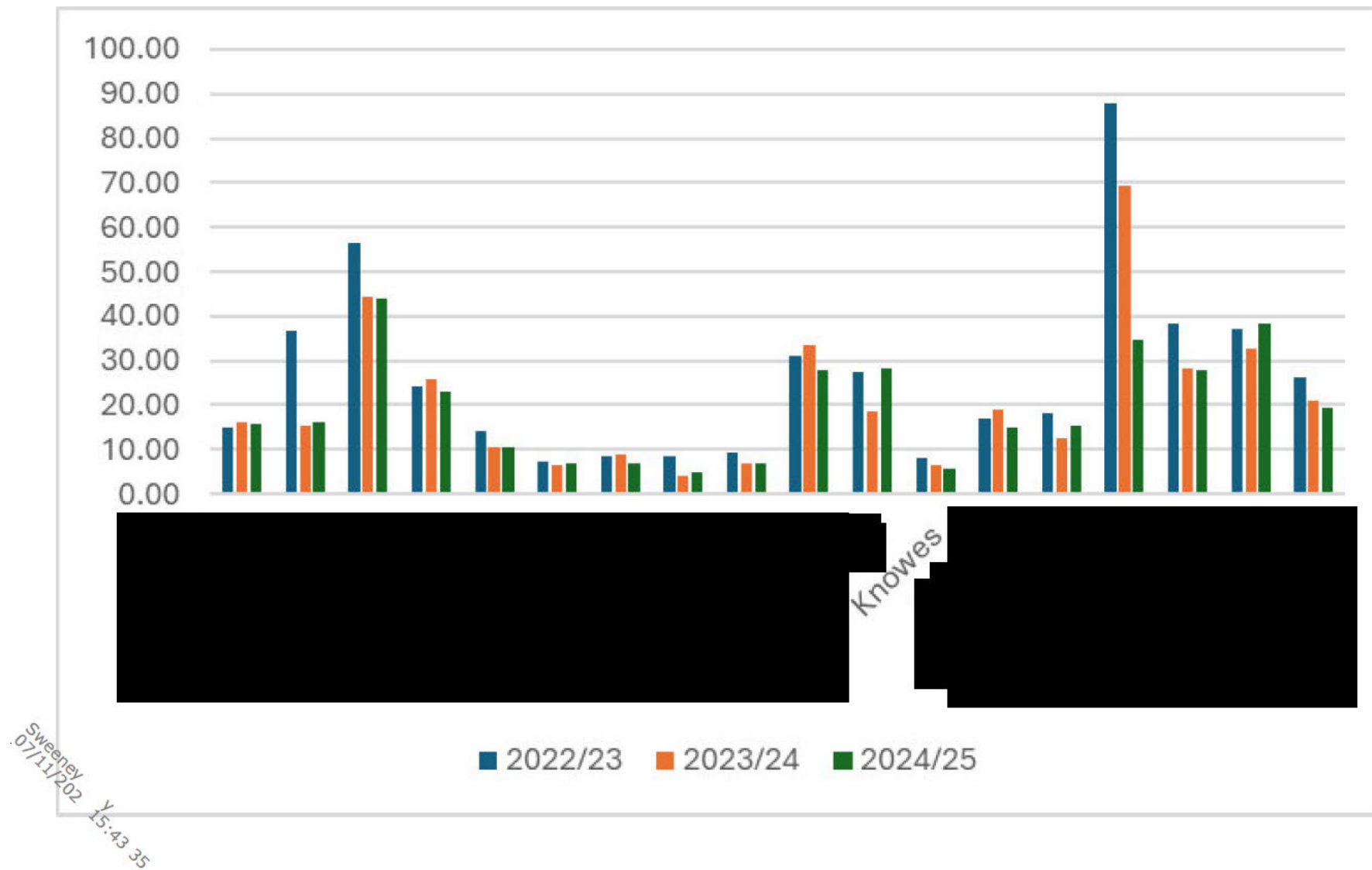
- The Association took an average of 5.57 days to re-let its empty properties
- Its rank in the QEF group is 2nd (with 1st being the least number of days to re-let)
- The QEF group average is 19.28 days
- The Scottish median is 31.12 days
- A re-let period of 5.57 days puts the Association in the top performance group for Scotland which covers 0 to 22.79 days

5.1.5 As noted above, members should bear in mind when comparing days to re-let and void losses that some members will inevitably experience higher figures given the nature of their client group and/or areas of operation.

5.1.6 Similarly, some members operate a common housing register and/or choice-based lettings and this can lead to increases in re-let times.

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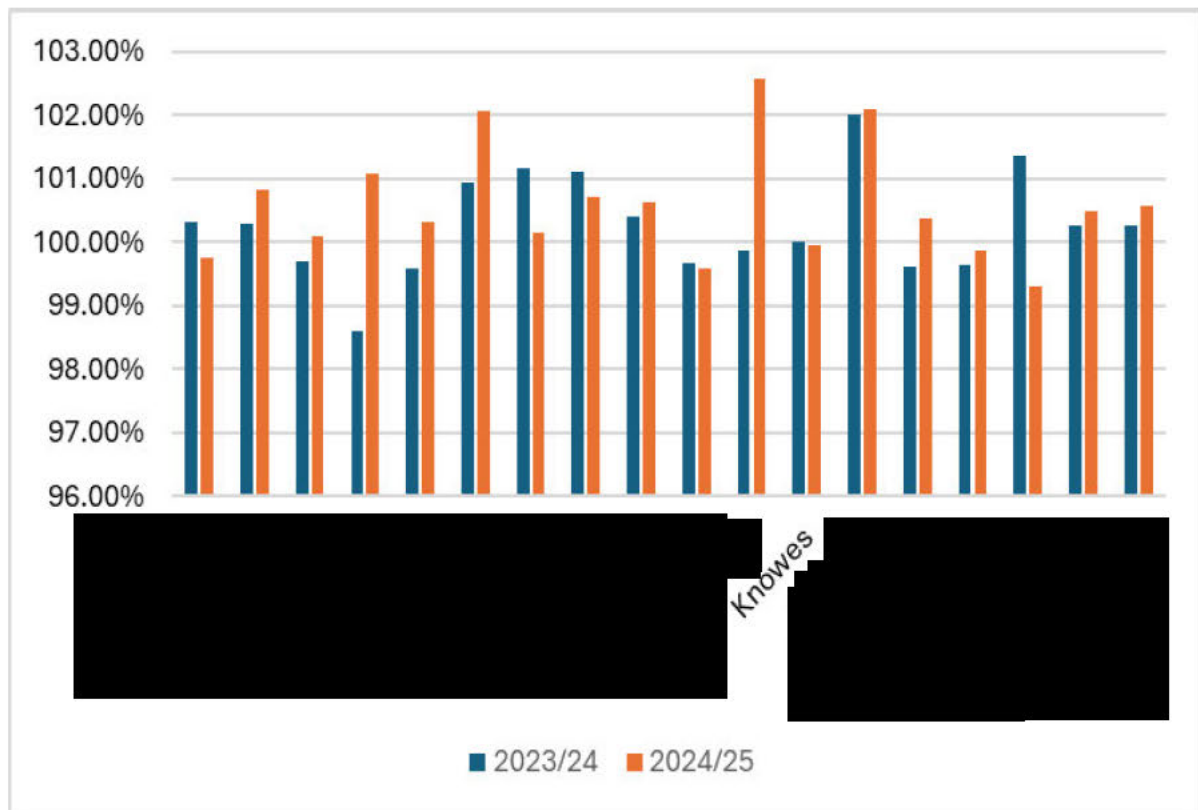
FIGURE 5.2 – DAYS TO RE-LET 2022/23 TO 2024/25



5.2 Rent collected as a percentage of total rent due (Charter Indicator 26)

5.2.1 Figure 5.3 provides details of the total rent collected in 2024/25 as a proportion of the total rent due.

FIGURE 5.3 – RENT COLLECTED AS A PROPORTION OF RENT DUE



5.2.2 Knowes collected 99.96% of rent due in 2024/25 compared to a current QEF group average of 100.58%.

Past group averages:

- 99.75% collected in 2020/21
- 99.60% collected in 2021/22
- 100% collected in 2022/23
- 99.91% collected in 2023/24

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6. Rent Arrears

6.1 Gross rent arrears – all current tenant and former tenant amounts (Charter Indicator 27)

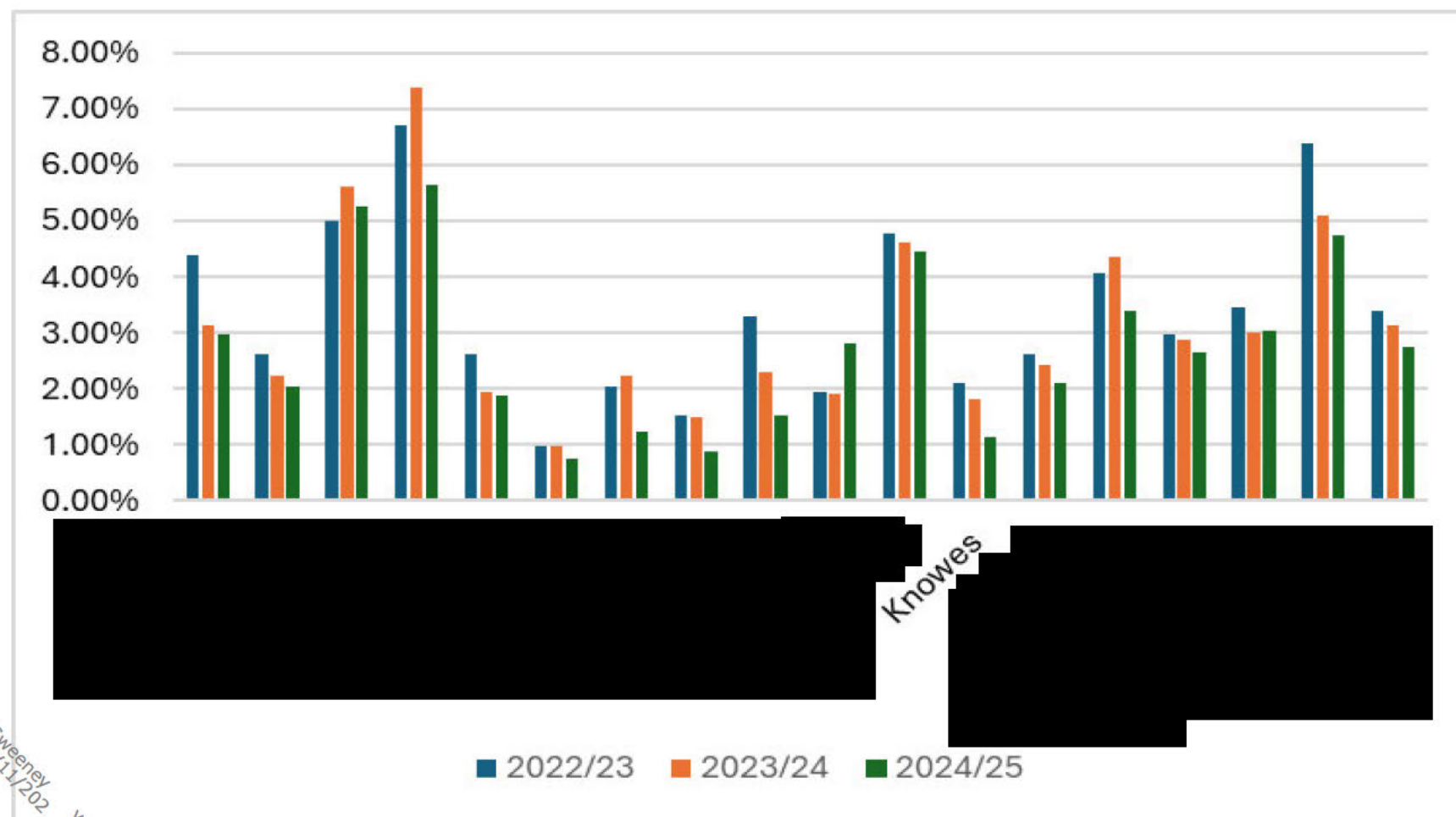
6.1.1 Figure 6.1 on the next page shows total gross rent arrears reported by the group at 31 March 2024 plus details of the previous four years in order to show trends. The following is noted:

- The Association's total gross rent arrears equated to 1.13% of its rental income
- Its rank in the QEF group is 3rd (1st having the lowest gross rent arrears)
- The QEF average is 2.73% (last year it was 3.14%)
- The Scottish median is 4.56%
- Gross arrears of 1.13% places the Association in the top of the Scottish performance group which covers 0% to 3.39%

6.1.2 Yet again, the QEF average is better than the Scottish median.

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FIGURE 6.1 – GROSS ARREARS AT 31 MARCH 2025



Knowles

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6.2 Former tenant arrears levels and amounts written-off (Indicator C7)

6.2.1 Figure 6.2 shows the level of former tenant rent arrears at 31 March 2025 and the amount written off during the year (shown as a percentage of the former tenant arrears level reported). It should be borne in mind that the calculation takes account of the cumulative former tenant rent arrears balances and not just those accrued in the last financial year.

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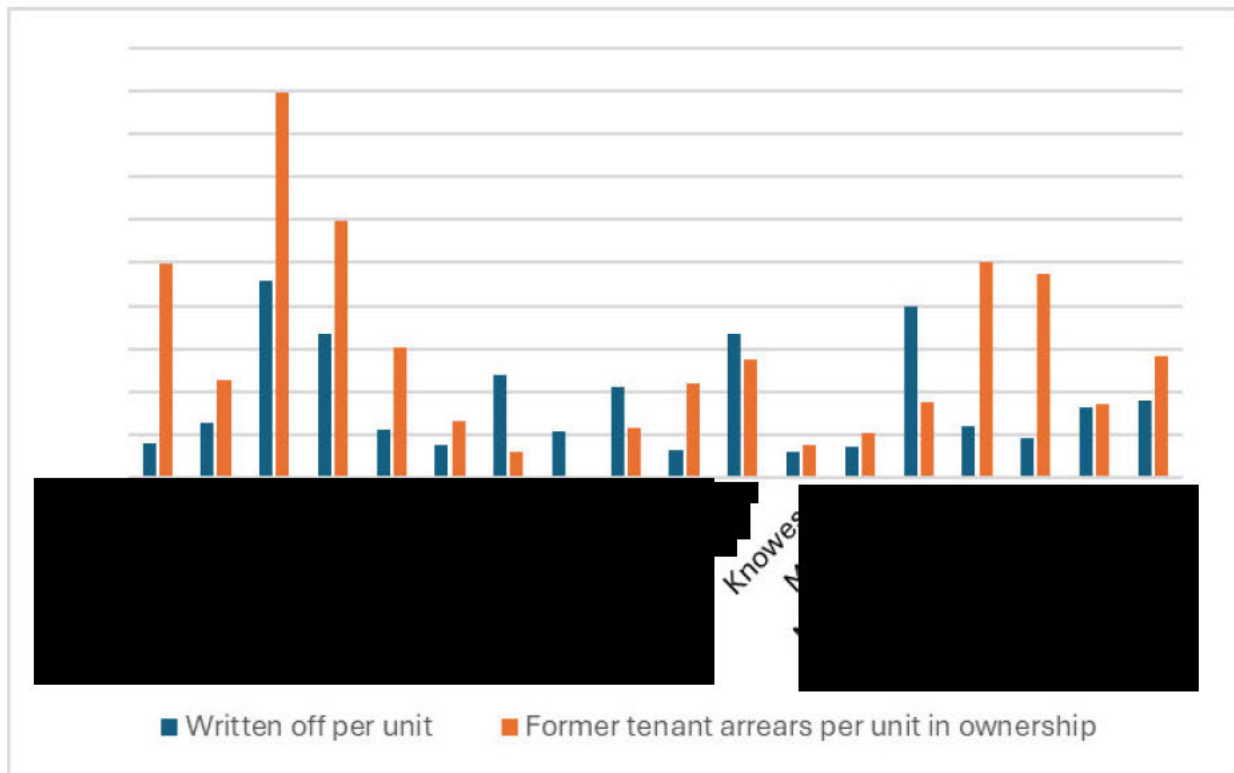
FIGURE 6.2 – FORMER TENANT ARREARS AMOUNTS AND PROPORTION WRITTEN OFF

RSL	Amount of former tenant arrears at 31 March	Proportion written off (as a %age of total amount)
	56,951	13.99%
	31,166	36.08%
	68,628	33.87%
	62,858	35.85%
	19,913	26.96%
	20,327	36.52%
	18,327	79.54%
	2,321	99.44%
	8,264	64.24%
	44,040	22.94%
	99,111	54.94%
Knowes	14,407	43.07%
	36,869	40.58%
	141,377	69.55%
	114,591	19.15%
	129,941	15.92%
	44,031	48.91%
Group average	53,713	43.62%

6.2.2 In order to allow some comparison, Figure 6.3 below shows the amount of former tenant arrears per unit in ownership and of this, how much was written off in 2024/25. The amount shown in green represents the amount written off and the amount shown in grey is the amount carried forward into the current year.

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FIGURE 6.3 – FORMER TENANT ARREARS PER UNIT AND AMOUNT WRITTEN OFF



6.2.3 The figure shows that Knowes total former tenant rent arrears level equates to £5.86 written off per unit, compared to a group average of £17.93 written off.

6.2.4 The Association wrote off 43.07% of its former tenant arrears, compared to a group average of 43.62%.

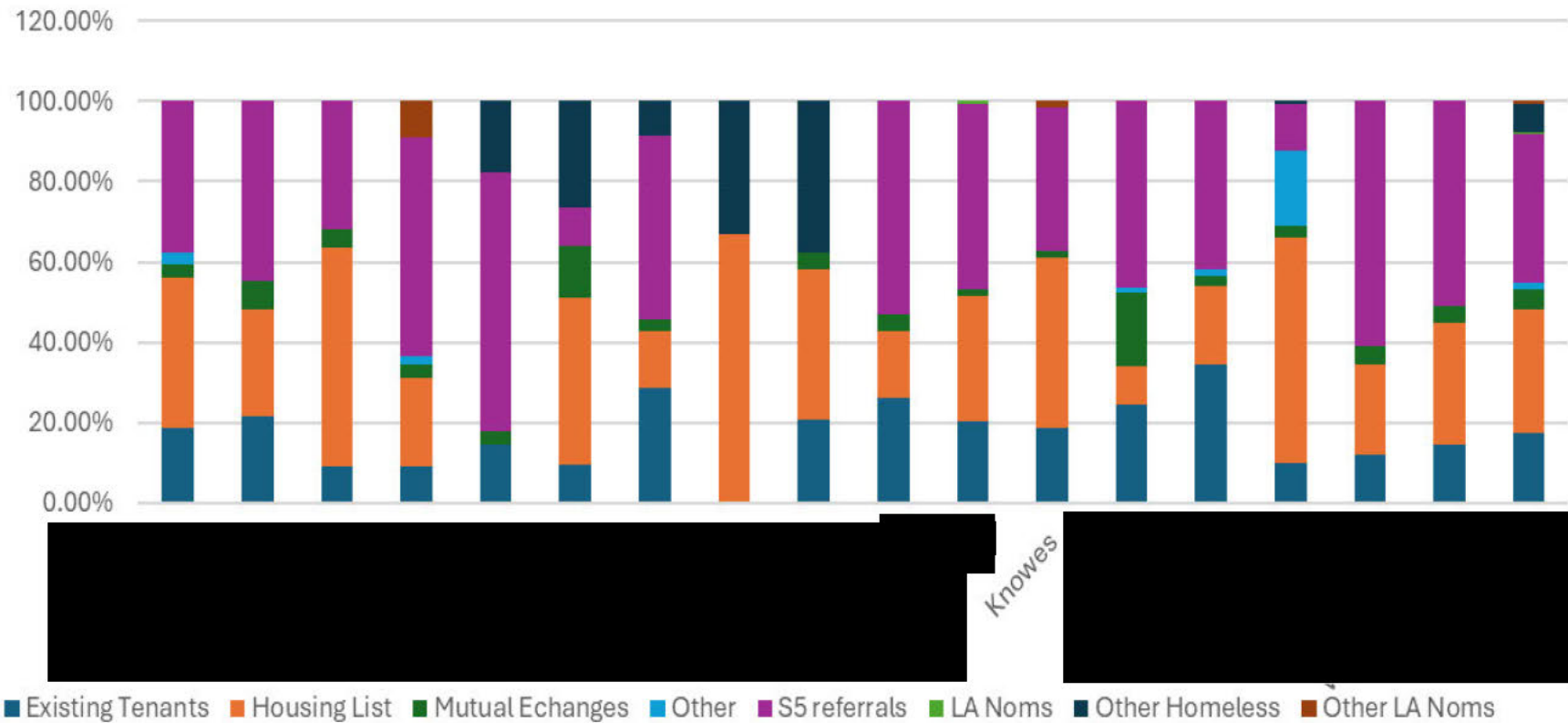
7. Source of lets and tenancy sustainment

7.1 Source of lets (Indicator C2)

7.1.1 Figure 7.1 on the next page shows the proportion of lets in each source category as outlined in Contextual Indicator C2 – existing tenants, those assessed as homeless by the local authority (both Section 5 referrals and non-Section 5 statutory homeless), housing list applicants, local authority nominations, and “other”.

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FIGURE 7.1 – PROPORTION OF LETS BY SOURCE



7.1.2 The figures above are primarily for information rather than to assess performance, and there is therefore no further analysis, apart from the column on the right-hand side of the table showing QEF averages. Some members may find the data useful when agreeing lettings quotas (where these are still used) or discussing the degree to which they are contributing to the alleviation of homelessness.

7.1.3 When comparing their outturn statistics with those reported by others, members must bear in mind that local circumstances will have a bearing on the figures – for example, whether the local authority continues to have its own housing stock.

7.1.4 It is also the case that not all lets to homeless people (some of whom may be statutorily homeless) are recorded in the Section 5 category. Some members, for example, may re-house homeless households through a CHR or Housing Options as direct applicants which represents the best route, at the time, for the applicant. As noted, the table is for information rather than to assess performance, as the number of different routes into housing and types of list being operated by RSLs makes performance comparison difficult.

7.2 Tenancy sustainment (Charter Indicator 16)

7.2.1 This Indicator measures the number of tenancies let that lasted at least twelve months. Figure 7.2 shows sustainment figures reported in the 2024/25 ARC and the percentages reported in the previous ARCs for comparative purposes. The figure shows overall sustainment levels (i.e. for lets via all sources); a breakdown of sustainment by source is shown in Table 7.2(b) in Appendix 1.

TABLE 7.2 – TENANCY SUSTAINMENT

RSL	%age of tenancies beginning in 2022-23 sustaining for >12 mths	%age of tenancies beginning in 2023-24 sustaining for >12 mths
	91.94%	93.65%
	85.96%	96.49%
	96.00%	93.10%
	88.24%	91.67%
	97.44%	95.24%
	89.13%	100.00%

RSL	%age of tenancies beginning in 2022-23 sustaining for >12 mths	%age of tenancies beginning in 2023-24 sustaining for >12 mths
	91.67%	98.65%
	90.91%	100.00%
	85.71%	92.00%
	94.85%	97.26%
	90.73%	94.23%
Knowes	95.95%	92.21%
	96.12%	97.94%
	93.13%	98.02%
	93.57%	90.32%
	95.17%	92.11%
	96.43%	97.78%
Average	92.53%	95.33%

7.2.3 The latest sustainment levels ranged from 90.32% to 100%, with the average being 95.33% – please note that the average for this and other years shown in the appendix is the straight average.

7.2.4 When measuring performance on tenancy sustainment, it is critical that members take account of the fact that the figures include tenancies that may not have ended because the tenant was having difficulties sustaining them. It is impossible to know from the ARC figures alone how many tenants had, for example, left to take up employment in another area or given up their tenancy to buy a property. Some sustainment figures could therefore be higher if adjusted to take account of this – individual RSLs will be more aware of these factors when looking at their own performance.

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8. Complaints

8.1 This section contains information on the number of customer complaints received in 2024-25 and the number responded to in full within SPSO timescales. The information is further divided into Stage 1 and Stage 2 complaints. There is no longer a requirement to report on the number upheld within the ARC.

8.2 Complaints received & responded to (Charter Indicators 3 and 4)

8.2.1 Figures 8.1 shows the average number of Stage 1 and Stage 2 complaints received per 100 units of ownership.

Knowes received:

- Stage 1 – 2.27 complaints (group average 5.11) and
- Stage 2 – 0.66 complaints (group average 0.67)

per 100 units.

8.2.2 Figure 8.2 shows the actual number of complaints received for Stage 1 and Stage 2 complaints, broken down into:

- Number of complaints received in reporting year
- Number of complaints carried over from previous year
- Number of complaints responded to in full
- Percentage responded to in full
- Average number days to respond in full

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FIGURE 8.1 – COMPLAINTS RECEIVED PER 100 UNITS IN OWNERSHIP

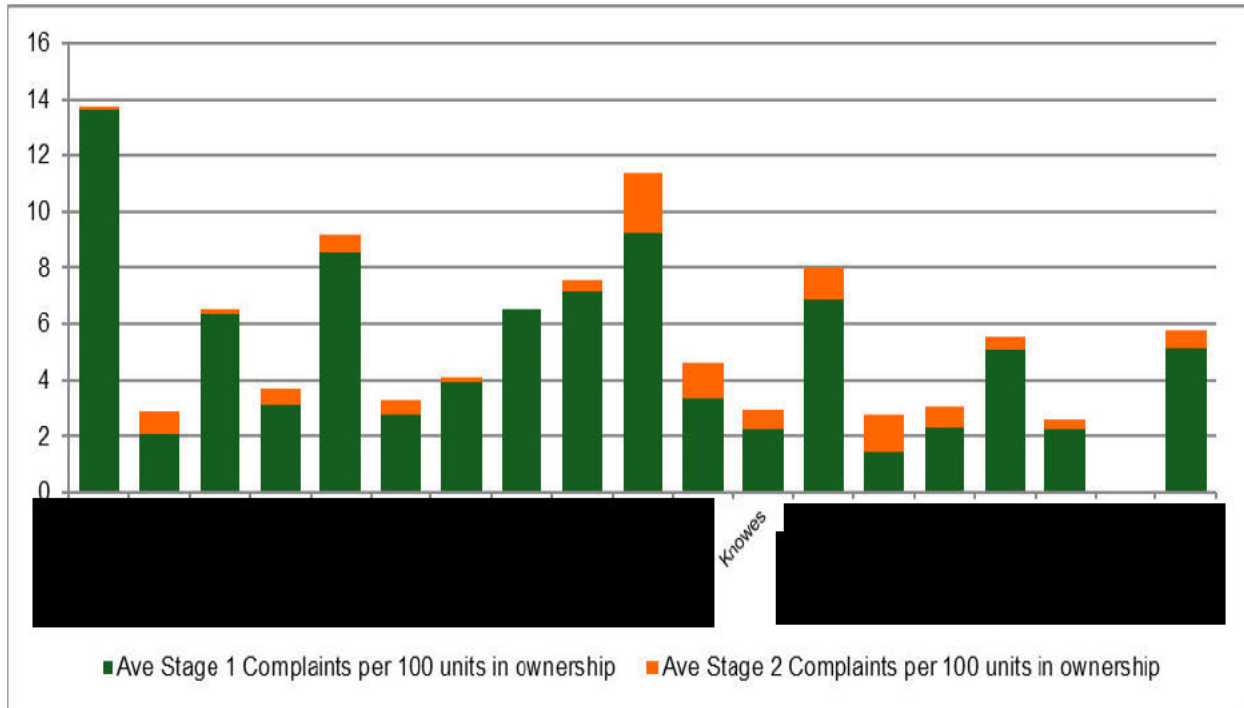


FIGURE 8.2 – COMPLAINTS MADE, RESPONDED TO - STAGE 1

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
	134	1	98.52%	3.47
	18	0	100.00%	3.78
	32	0	100.00%	4.09
	21	0	100.00%	4.29
	41	0	100.00%	3.07
	27	0	100.00%	0.37
	24	0	100.00%	1.54
	14	0	100.00%	0.57
	18	0	100.00%	0.89
	143	0	97.90%	3.37
	55	3	94.83%	5.33
Knowles	24	1	100.00%	2.32
	146	0	100.00%	2.73
	35	2	94.59%	3.80

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
	43	1	97.73%	4.79
	117	0	100.00%	3.24
	29	1	100.00%	5.77
Average	54	1	99.03%	3.14

FIGURE 8.3 – COMPLAINTS MADE, RESPONDED TO - STAGE 2

RSL	Number received	Number carried over	% responded to in full	Average number of days to respond in full
	1	1	100.00%	21.00
	7	0	85.71%	8.00
	1	0	100.00%	20.00
	4	0	100.00%	21.00
	3	0	100.00%	12.33
	5	0	100.00%	7.60
	1	0	100.00%	8.00
	0	0	0.00%	0.00
	1	0	100.00%	10.00
	33	4	91.89%	19.38
	20	0	90.00%	20.28
Knowes	7	0	100.00%	7.00
	24	0	100.00%	10.50
	33	4	91.89%	18.74
	13	1	92.86%	11.69
	11	0	100.00%	13.82
	5	0	100.00%	25.80
Group average	10	1	91.31%	13.83

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9. Legal action and recoveries

9.1 Legal action and recoveries (Charter Indicator 22)

9.1.2 Figure 9.1 shows the total number of Notices served, Court Actions initiated, Decrees granted and where evictions have taken place during 2024-25. Figure 9.2 (over) shows the reasons for properties being recovered.

FIGURE 9.1 – LEGAL ACTIONS IN 2024-25

RSL	Court Actions initiated	Total number of properties recovered
	1	0
	9	1
	6	0
	2	0
	2	1
	2	0
	4	0
	1	0
	0	0
	7	4
	7	4
Knowes	17	0
	8	1
	4	2
	25	8
	8	1
	7	1
Group average	6	1

FIGURE 9.2 – REASONS FOR EVICTIONS IN 2024-25

RSL	Rent arrears	ASB	Other
	0	0	0
	1	0	0
	0	0	0
	0	0	0
	1	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	2	2	0

RSL	Rent arrears	ASB	Other
[REDACTED]	3	0	1
Knowes	0	0	0
[REDACTED]	0	0	1
[REDACTED]	1	1	0
[REDACTED]	5	2	1
[REDACTED]	1	0	0
[REDACTED]	1	0	0
Average	1	0	0

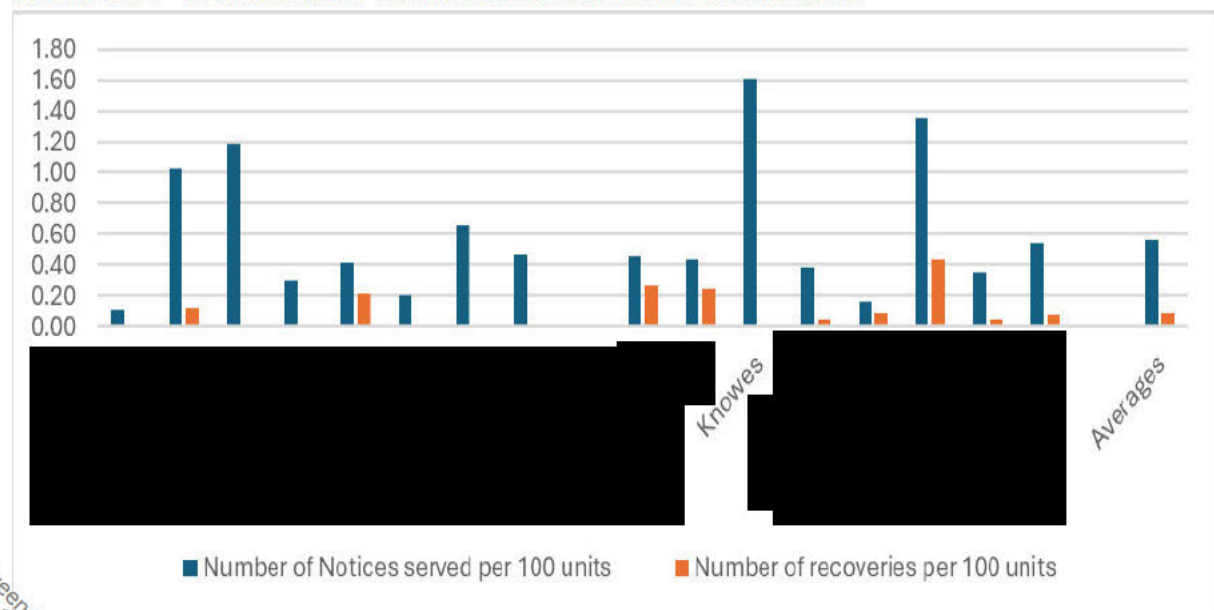
9.1.3 In order to allow comparisons between landlords, Figure 9.3 below shows the number of Notices served per 100 units in ownership and the number of Evictions carried out.

The Association, per 100 units in ownership:

- served 1.61 Notices and
- carried out 0 Evictions

compared to group averages of 0.57 Notices and 0.09 Evictions.

FIGURE 9.3 – NOTICES AND EVICTIONS PER 100 UNITS IN OWNERSHIP



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9.2 Abandonments (Indicator C4)

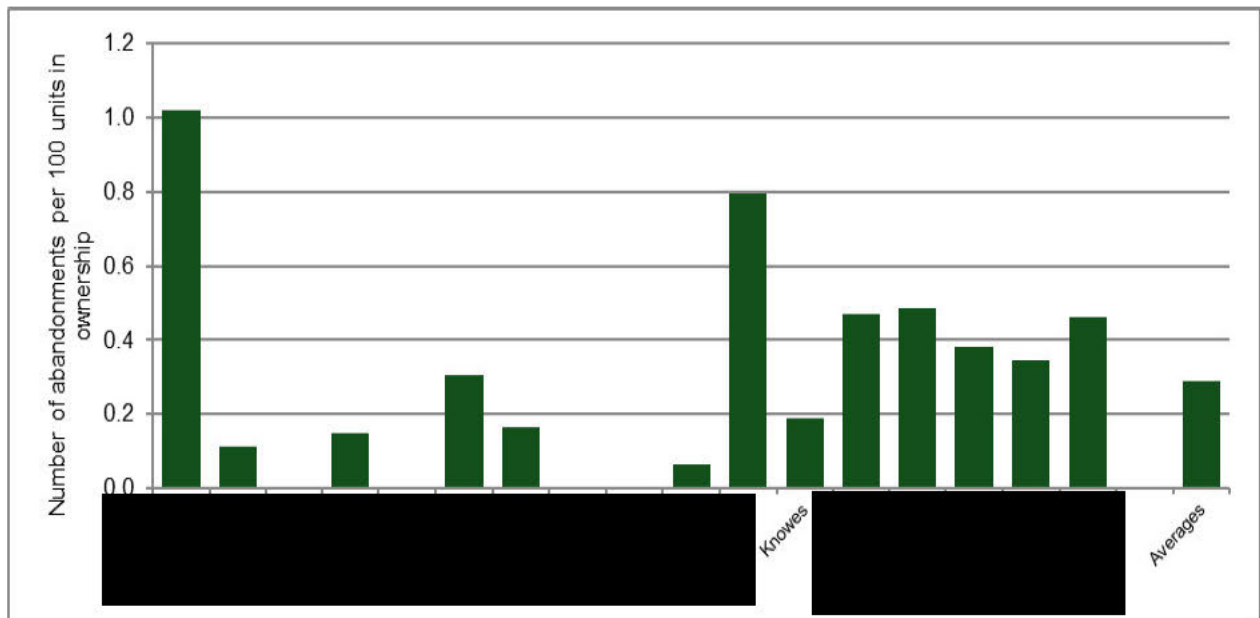
9.2.1 Figure 9.4 below provides details of the number of abandonments per 100 units in ownership. The Association's level is:

- 0.19 per 100 units

compared to the group average of 0.29 per 100.

Details of the number of abandonments for each member are contained in Appendix 1.

FIGURE 9.4 – ABANDONMENTS PER 100 UNITS IN OWNERSHIP

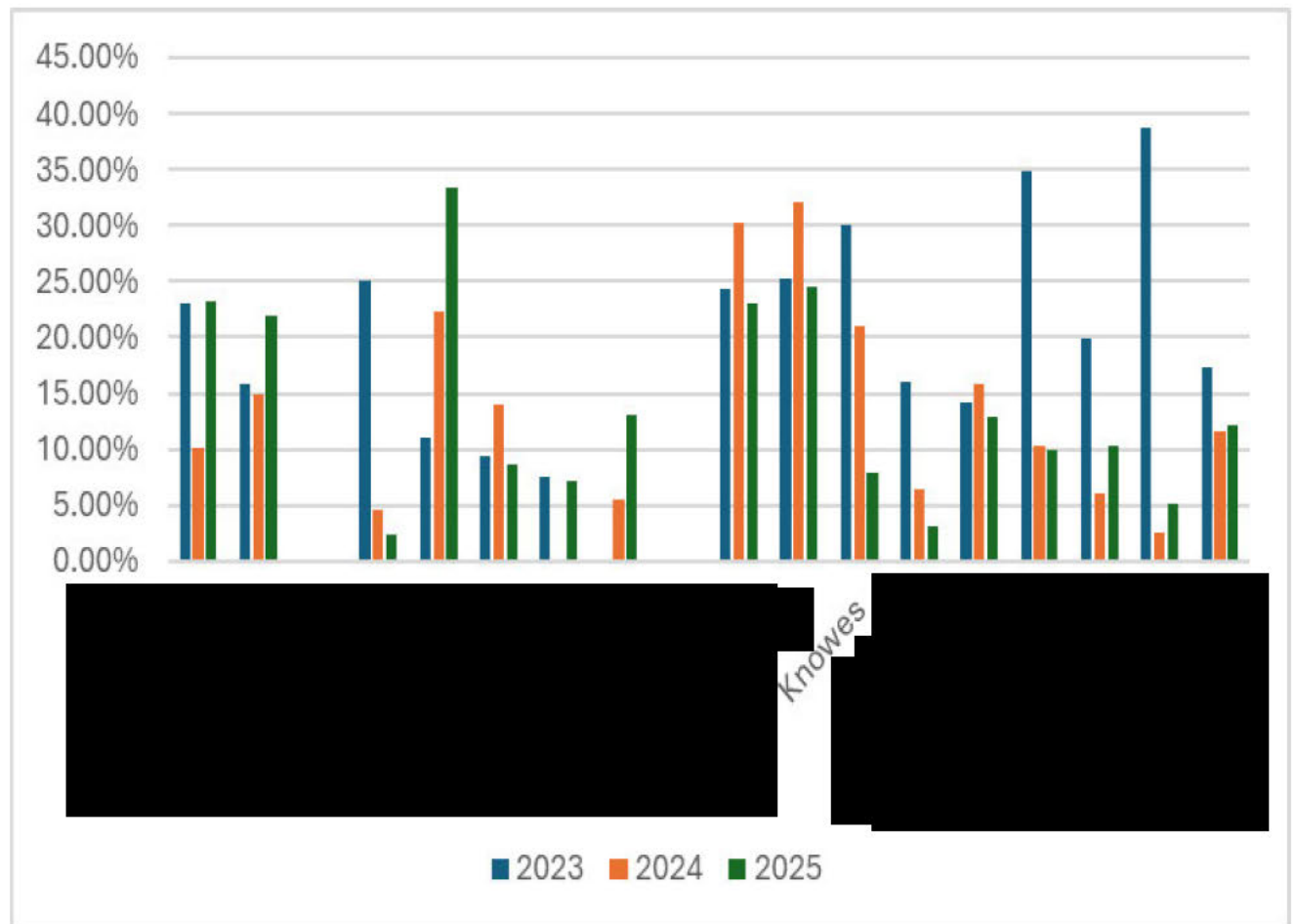


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10. Staff turnover and sickness levels

10.1 Staff turnover (Indicator C1)

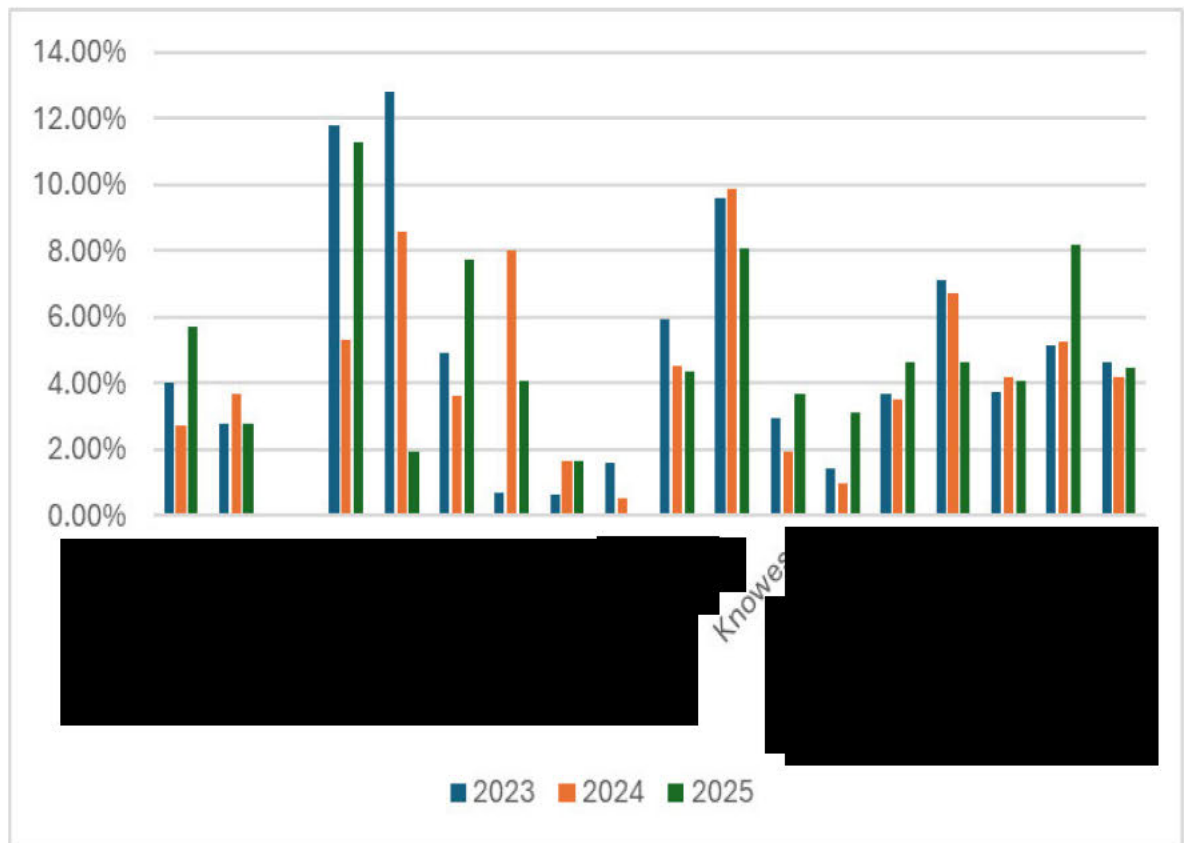
10.1.1 Figure 10.1 below shows overall staff turnover in 2023, 2024 and 2025.



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10.2 Days lost to sickness (Indicator C1)

10.2.1 Figure 10.2 below provides details of the levels for each group member in 2023, 2024 and 2025.



10.2.2 The national figures will allow for broader comparisons to be carried out when these are published in the autumn of 2025.

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11. Value for Money Scorecard

11.1 The Value for Money Scorecard below shows Knowes performance in relation to key performance / value for money indicators.

Indicator	Knowes Performance	Scottish Median	Knowes Performance – Top, Middle or Lower
Rent collected Indicator 26	99.96%	99.53%	Middle
Former tenant arrears write-off Indicator C7	43.07%	34.33%	Middle
Gross Rent arrears Indicator 27	1.13%	4.56%	Top
Void Loss Indicator 18	0.10%	1.31%	Top
Average Re-let Time Indicator 30	5.57 days	31.12 days	Top
Rent – Value for money Indicator 25	77.04%	81.91%	Middle
Repairs – Right First Time Indicator 10	97.96%	91.40%	Top
Satisfaction – repairs Indicator 12	88.24%	90.15%	Middle
Days lost through staff sickness Indicator C1	3.66%	4.40%	Middle

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Appendix 1 – list of tables

1. Number of properties in ownership and factored units
2. Average rent increases
3. Satisfaction with the overall service
4. How good the landlord is at keeping tenants informed of its services and decisions
5. Satisfaction with the opportunities to participate in the decision making process
6. (Existing) tenants satisfied with the quality of their home
7. Tenants satisfied with the reactive repairs service in the last twelve months
8. Tenants satisfied with the management of the neighbourhood in which they live
9. Percentage of tenants who feel their rent represents value for money
10. Percentage of factored owners satisfied with the overall service
11. Proportion of stock meeting the SHQS
12. Time to complete emergencies, non-emergencies and percentage right first time
13. Average number of repairs per unit
14. Proportion of properties with valid gas certificates
15. Proportion of ASB cases resolved by 31 March 2025
16. Number of anti-social cases reported per 100 units
17. Percentage void losses and days to re-let
18. Rent collected as a proportion of rent due
19. Gross arrears
20. Former tenant arrears amounts and proportion written off
21. Former tenant arrears per unit and amount written off
22. Proportion of lets by source
23. Overall tenancy sustainment
24. Tenancy sustainment by source
25. Complaints received per 100 units
26. Complaints made, responded to (Stage 1)
27. Complaints made, responded to (Stage 2)
28. Legal actions and recoveries
29. Notices and evictions per 100 units
30. Abandonments per 100 units
31. Overall staff turnover
32. Percentage of Days Lost to Sickness

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TABLE 1 – NUMBER OF SELF-CONTAINED PROPERTIES IN OWNERSHIP

RSL	Number of Units
	983
	875
	506
	674
	479
	981
	613
	215
	252
	1,544
	1,633
Knowes Housing Association	1,058
	2,120
	2,466
	1,843
	2,304
	1,305

AS AT 17.1

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TABLE 2 – AVERAGE RENT INCREASES

	2022/23	2023/24	2024/25	2025/26
	3.90%	6.00%	6.00%	3.90%
	3.10%	5.00%	4.60%	3.50%
	3.10%	5.00%	7.70%	4.00%
	3.90%	5.00%	5.90%	4.30%
	2.10%	5.55%	5.60%	4.05%
	4.20%	5.00%	6.00%	3.30%
	3.10%	5.00%	6.50%	1.70%
	3.10%	5.00%	5.00%	3.30%
	3.10%	5.00%	5.00%	3.30%
	3.96%	3.75%	6.70%	4.90%
	3.50%	5.00%	6.25%	6.00%
Knowes	2.90%	4.90%	5.60%	3.50%
	2.00%	2.00%	7.00%	4.50%
	3.80%	7.00%	6.70%	2.70%
	3.00%	6.00%	6.10%	3.90%
	3.60%	5.00%	6.50%	4.30%
	1.90%	3.00%	5.50%	5.50%
Averages	3.19%	4.89%	6.04%	3.92%

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TABLE 3 – SATISFACTION WITH THE OVERALL SERVICE

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	No opinion	Sample size
	132	241	12	9	2	0	396
	220	173	20	11	5	0	429
	109	85	13	11	2	0	220
	73	94	9	4	3	1	184
	104	85	17	7	2	0	215
	128	105	13	4	2	1	253
	180	112	11	2	1	0	306
	71	57	8	3	1	0	140
	69	74	4	6	7	0	160
	110	205	28	25	16	4	388
	162	164	53	25	25	5	434
Knowes	328	317	42	9	14	0	710
	279	370	43	17	8	1	718
	351	126	15	5	4	0	501
	585	404	65	30	19	4	1107
	407	465	20	13	4	0	909
	109	172	12	5	2	0	300
Group average	201	191	23	11	7	1	434

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TABLE 4 – HOW GOOD THE LANDLORD IS AT KEEPING TENANTS INFORMED OF ITS SERVICES AND DECISIONS

RSL	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Sample size
	255	134	6	1	0	396
	148	259	19	3	0	429
	58	145	15	2	0	220
	100	76	4	4	0	184
	134	80	1	0	0	215
	162	79	7	3	2	253
	231	74	1	0	0	306
	59	63	17	0	1	140
	75	69	15	0	1	160
	148	212	13	10	5	388
	208	139	53	20	14	434
Knowes	229	415	48	11	7	710
	337	375	4	2	0	718
	409	81	6	2	3	501
	552	441	78	11	14	1096
	497	396	11	5	0	909
	132	157	8	0	3	300
Group average	220	188	18	4	3	433

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TABLE 5 - SATISFACTION WITH THE OPPORTUNITIES TO PARTICIPATE IN THE DECISION MAKING PROCESS

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Sample size
	262	133	1	0	0	396
	158	237	30	1	3	429
	55	138	24	3	0	220
	83	82	18	1	0	184
	109	106	0	0	0	215
	135	93	19	5	1	253
	210	93	3	0	0	306
	53	67	19	0	1	140
	76	62	22	0	0	160
	123	210	37	15	3	388
	146	133	127	18	10	434
Knowes	203	392	89	19	7	710
	429	288	1	0	0	718
	402	95	2	0	2	501
	394	521	148	23	10	1096
	584	316	8	1	0	909
	135	159	4	1	1	300
Group average	209	184	32	5	2	433

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TABLE 6 - TENANTS SATISFIED WITH THE QUALITY OF THEIR HOME

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Sample size
	116	214	54	12	0	396
	183	204	17	20	5	429
	114	76	14	13	3	220
	67	97	10	6	4	184
	106	76	22	8	3	215
	107	119	13	11	3	253
	143	141	21	1	0	306
	68	53	10	7	2	140
	70	72	10	8	0	160
	96	217	35	31	9	388
	137	177	49	53	18	434
Knowes	237	376	35	45	17	710
	274	380	48	15	1	718
	347	127	19	6	2	501
	504	438	76	61	28	1107
	316	490	79	19	5	909
	96	172	23	6	3	300
Group average	175	202	31	19	6	434

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TABLE 7 – TENANTS SATISFIED WITH THE REACTIVE REPAIRS SERVICE IN THE LAST TWELVE MONTHS

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Sample size
	112	75	12	10	0	209
	134	75	5	3	2	219
	81	42	3	11	5	142
	37	17	3	10	3	70
	74	17	4	6	0	101
	95	29	5	9	5	143
	170	12	4	0	1	187
	50	7	0	2	1	60
	45	5	0	1	1	52
	76	45	3	23	4	151
	154	18	1	0	12	185
Knowes	99	21	7	4	5	136
	121	94	27	22	2	266
	1125	233	20	2	7	1387
	388	145	34	24	31	622
	254	91	16	13	2	376
	60	52	7	5	1	125
Group average	181	58	9	9	5	261

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TABLE 8 – TENANTS SATISFIED WITH THE MANAGEMENT OF THE NEIGHBOURHOOD IN WHICH THEY LIVE

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Sample size
	203	177	13	2	1	396
	160	232	23	10	4	429
	91	105	13	10	1	220
	50	97	18	12	7	184
	83	120	5	5	2	215
	114	108	16	9	6	253
	162	138	5	1	0	306
	73	52	8	6	1	140
	91	50	16	2	1	160
	98	209	43	27	11	388
	117	142	103	39	33	434
Knowes	182	454	34	24	16	710
	291	394	24	9	0	718
	329	149	18	4	1	501
	427	464	86	67	53	1097
	399	458	17	33	2	909
	91	189	16	3	1	300
Group average	174	208	27	15	8	433

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TABLE 9 – PERCENTAGE OF TENANTS WHO FEEL THEIR RENT REPRESENTS VALUE FOR MONEY

RSL	Very good	Fairly good	Neither/nor	Fairly poor	Very poor	Sample size
	65	311	18	1	1	396
	107	262	41	14	5	429
	62	121	19	12	6	220
	58	110	6	9	1	184
	60	116	24	14	1	215
	85	135	17	15	1	253
	81	193	20	10	2	306
	31	83	19	6	1	140
	64	67	22	6	1	160
	96	217	41	29	5	388
	109	168	87	34	36	434
Knowes	127	420	103	45	15	710
	179	441	76	20	2	718
	276	196	20	6	3	501
	356	533	134	52	23	1098
	149	665	65	25	5	909
	74	204	14	6	2	300
Group average	116	250	43	18	6	433

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TABLE 10 – PERCENTAGE OF FACTORED OWNERS SATISFIED WITH THE OVERALL SERVICE

RSL	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Sample size
	0	2	0	1	2	5
	9	40	16	4	2	71
	0	0	0	1	0	1
	27	27	3	0	4	61
	6	2	1	2	1	12
	2	2	0	1	0	5
	3	2	0	1	0	6
	13	41	26	12	18	110
Knowes	22	58	34	11	7	132
	102	118	20	10	2	252
	8	12	7	8	3	38
	76	93	31	9	5	214
	43	24	3	1	1	72
Group average	24	32	11	5	3	75

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TABLE 11 – PROPORTION OF STOCK MEETING THE SHQS

RSL	Actual at March 2025	Projected to March 2026
	99.80%	99.80%
	99.31%	99.43%
	100.00%	100.00%
	95.40%	96.29%
	99.16%	99.37%
	98.27%	99.90%
	89.07%	89.07%
	100.00%	100.00%
	100.00%	100.00%
	75.52%	79.60%
	70.61%	82.46%
Knowes	95.46%	95.75%
	97.47%	98.03%
	94.79%	94.88%
	95.50%	95.77%
	81.86%	82.31%
	87.82%	89.61%
Group Average	92.94%	94.25%

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TABLE 12 – TIME TO COMPLETE EMERGENCIES, NON-EMERGENCIES AND % RIGHT FIRST TIME

TABLE 12 - TIME TO COMPLETE EMERGENCIES, NON-EMERGENCIES AND % RIGHT FIRST TIME				
RSL		Average <u>hours</u> to complete emergency repairs	Average <u>days</u> to complete non- emergency repairs	Proportion of repairs completed right first time
		2.36	5.52	93.22%
		2.17	3.66	96.24%
		3.24	7.27	89.78%
		2.26	4.72	92.20%
		3.05	2.42	97.59%
		3.24	6.21	91.70%
		3.68	4.47	96.82%
		2.10	3.75	98.61%
		2.37	4.03	98.86%
		3.13	5.47	92.12%
		2.58	3.98	91.93%
	Knowes	1.72	7.88	97.96%
		1.67	7.84	92.87%
		1.31	4.61	91.53%
		1.95	5.59	92.36%
		2.26	2.83	94.37%
		2.98	5.63	84.40%
	Group average	2.47	5.05	93.68%

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TABLE 13 – AVERAGE NUMBER OF REPAIRS PER UNIT

RSL		Average number of repairs per unit
		3.67
		3.89
		3.11
		1.89
		3.37
		2.77
		2.34
		3.71
		2.53
		3.86
		3.56
	Knowes	3.73
		3.78
		3.62
		3.71
		2.82
		3.09
Group Average		3.26

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TABLE 14 – PROPORTION OF PROPERTIES WITH VALID GAS CERTIFIATES

RSL	Gas services carried out in time
	100.00%
	100.00%
	100.00%
	100.00%
	100.00%
	100.00%
	100.00%
	100.00%
	100.00%
	99.74%
	100.00%
Knowes	100.00%
	100.00%
	100.00%
	99.95%
	100.00%
	100.00%
Group average	99.98%

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TABLE 15 – PROPORTION OF ASB CASES RESOLVED BY 31 MARCH 2025

RSL	Cases reported	Cases resolved	% resolved
	98	93	94.90%
	102	102	100.00%
	40	40	100.00%
	26	22	84.62%
	63	63	100.00%
	89	87	97.75%
	12	12	100.00%
	3	3	100.00%
	9	9	100.00%
	78	75	96.15%
	61	59	96.72%
Knowes	91	89	97.80%
	105	104	99.05%
	105	98	93.33%
	232	230	99.14%
	272	258	94.85%
	54	52	96.30%
Group average	85	82	97.09%

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TABLE 16 – NUMBER OF ANTI-SOCIAL CASES REPORTED PER 100 UNITS OF LETTABLE STOCK

RSL	ASB Per 100 Units	Units	ASB Cases
	10.0	983	98
	11.7	875	102
	7.9	506	40
	3.9	674	26
	13.2	479	63
	9.1	981	89
	2.0	613	12
	1.4	215	3
	3.6	252	9
	5.1	1,544	78
	3.7	1,633	61
Knowes	8.6	1,058	91
	5.0	2,120	105
	4.3	2,466	105
	12.6	1,843	232
	11.8	2,304	272
	4.1	1,305	54
Group average	6.9	1,168	85

Please see table 9.3 for details of the number of evictions related to anti-social behaviour.

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TABLE 17 – PERCENTAGE VOID LOSSES AND DAYS TO RE-LET

RSL	Void losses as a % of rental income	Calendar days to re-let		
		2022/23	2023/24	2024/25
	0.23%	15.10	15.97	15.77
	0.28%	36.75	15.49	16.15
	0.70%	56.60	44.34	43.95
	0.54%	24.18	25.62	22.81
	0.16%	14.21	10.62	10.59
	0.07%	7.13	6.51	6.94
	0.10%	8.61	8.83	6.91
	0.04%	8.36	4.09	5.00
	0.17%	9.39	7.04	6.91
	0.80%	30.84	33.44	27.95
	0.54%	27.22	18.71	28.20
Knowes	0.10%	8.25	6.25	5.57
	0.24%	17.08	18.79	15.01
	0.30%	18.31	12.47	15.48
	0.73%	87.75	69.47	34.52
	0.57%	38.26	28.12	27.61
	0.68%	37.24	32.79	38.31
Group Average	0.37%	26.19	21.09	19.28

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TABLE 18 – RENT COLLECTED AS A PROPORTION OF RENT DUE

RSL		Proportion of rent collected
		99.76%
		100.83%
		100.10%
		101.08%
		100.31%
		102.08%
		100.16%
		100.70%
		100.64%
		99.57%
		102.58%
	Knowes	99.96%
		102.10%
		100.38%
		99.87%
		99.30%
		100.50%
	Group average	100.58%

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TABLE 19 – GROSS ARREARS

RSL	2022/23	2023/24	2024/25
	4.39%	3.12%	2.97%
	2.61%	2.24%	2.03%
	5.01%	5.62%	5.25%
	6.72%	7.40%	5.64%
	2.62%	1.95%	1.87%
	0.97%	0.96%	0.75%
	2.04%	2.23%	1.24%
	1.50%	1.48%	0.87%
	3.29%	2.29%	1.51%
	1.93%	1.90%	2.81%
	4.78%	4.60%	4.45%
Knowes	2.10%	1.79%	1.13%
	2.60%	2.42%	2.08%
	4.07%	4.35%	3.38%
	2.98%	2.87%	2.63%
	3.44%	3.01%	3.03%
	6.38%	5.11%	4.75%
Group Average	3.38%	3.14%	2.73%

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TABLE 20 – FORMER TENANT ARREARS AMOUNTS AND PROPORTION WRITTEN OFF

RSL	Former tenant arrears amount £	F/T arrears written off £	% F/T arrears written off
	56,951	7,968	13.99%
	31,166	11,245	36.08%
	68,628	23,244	33.87%
	62,858	22,534	35.85%
	19,913	5,369	26.96%
	20,327	7,424	36.52%
	18,327	14,578	79.54%
	2,321	2,308	99.44%
	8,264	5,309	64.24%
	44,040	10,102	22.94%
	99,111	54,454	54.94%
Knowes	14,407	6,205	43.07%
	36,869	14,961	40.58%
	141,377	98,331	69.55%
	114,591	21,940	19.15%
	129,941	20,691	15.92%
	44,031	21,536	48.91%
Group average	53,713	20,482	43.62%

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TABLE 21 – FORMER TENANT ARREARS PER UNIT AND AMOUNT WRITTEN OFF 2022/23

RSL	F/T arrears written off per unit in ownership	FT arrears per unit in ownership
	8.11	49.83
	12.85	22.77
	45.94	89.69
	33.43	59.83
	11.21	30.36
	7.57	13.15
	23.78	6.12
	10.73	0.06
	21.07	11.73
	6.54	21.98
	33.35	27.35
Knowes	5.86	7.75
	7.06	10.33
	39.87	17.46
	11.90	50.27
	8.98	47.42
	16.50	17.24
Group average	17.93	28.43

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TABLE 22 – PROPORTION OF LETS BY SOURCE (PERCENTAGE)

RSL	Existing tenants	Housing list	Mutual Exchanges	Other	S5 referrals)	LA noms	Other homeless	Other LA Noms	Total
	18.75%	37.50%	3.13%	3.13%	37.50%	0.00%	0.00%	0.00%	100.00%
	21.43%	26.79%	7.14%	0.00%	44.64%	0.00%	0.00%	0.00%	100.00%
	9.09%	54.55%	4.55%	0.00%	31.82%	0.00%	0.00%	0.00%	100.00%
	9.09%	21.82%	3.64%	1.82%	54.55%	0.00%	0.00%	9.09%	100.00%
	14.29%	0.00%	3.57%	0.00%	64.29%	0.00%	17.86%	0.00%	100.00%
	9.43%	41.51%	13.21%	0.00%	9.43%	0.00%	26.42%	0.00%	100.00%
	28.57%	14.29%	2.86%	0.00%	45.71%	0.00%	8.57%	0.00%	100.00%
	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	100.00%
	20.83%	37.50%	4.17%	0.00%	0.00%	0.00%	37.50%	0.00%	100.00%
	26.32%	16.45%	3.95%	0.00%	53.29%	0.00%	0.00%	0.00%	100.00%
	20.45%	31.06%	1.52%	0.00%	46.21%	0.76%	0.00%	0.00%	100.00%
Knowes	18.64%	42.37%	1.69%	0.00%	35.59%	0.00%	0.00%	1.69%	100.00%
	24.39%	9.76%	18.29%	1.22%	46.34%	0.00%	0.00%	0.00%	100.00%
	34.52%	19.64%	2.38%	1.79%	41.67%	0.00%	0.00%	0.00%	100.00%
	10.07%	56.12%	2.88%	18.71%	11.51%	0.00%	0.72%	0.00%	100.00%
	11.95%	22.64%	4.40%	0.00%	61.01%	0.00%	0.00%	0.00%	100.00%
	14.29%	30.61%	4.08%	0.00%	51.02%	0.00%	0.00%	0.00%	100.00%
QEF average	17.18%	31.13%	4.79%	1.57%	37.33%	0.04%	7.32%	0.63%	

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TABLE 23 – OVERALL TENANCY SUSTAINMENT FOR TENANCIES STARTING:

RSL			2022/23	2023/24
			91.94%	93.65%
			85.96%	96.49%
			96.00%	93.10%
			88.24%	91.67%
			97.44%	95.24%
			89.13%	100.00%
			91.67%	98.65%
			90.91%	100.00%
			85.71%	92.00%
			94.85%	97.26%
			90.73%	94.23%
	Knowes		95.95%	92.21%
			96.12%	97.94%
			93.13%	98.02%
			93.57%	90.32%
			95.17%	92.11%
			96.43%	97.78%
Average			92.53%	95.33%

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TABLE 24 – TENANCY SUSTAINMENT BY SOURCE

RSL	Existing tenants			Homeless (all)			Housing list			LA nominations			Other			Overall		
	let	sus	%	let	sus	%	let	sus	%	let	sus	%	let	su	%	let	sust	%
	12	12	100.00%	28	25	89.29%	23	22	95.65%	0	0	---	0	0	---	63	59	93.65%
	19	19	100.00%	16	15	93.75%	22	21	95.45%	0	0	---	0	0	---	57	55	96.49%
	9	9	100.00%	10	10	100.00%	10	8	80.00%	0	0	---	0	0	0.00%	29	27	93.10%
	5	5	100.00%	48	45	93.75%	15	13	86.67%	0	0	---	4	3	0.00%	72	66	91.67%
	1	1	100.00%	8	7	87.50%	10	10	100.00%	0	0	---	2	2	100.00%	21	20	95.24%
	8	8	100.00%	21	21	100.00%	14	14	100.00%	0	0	---	0	0	---	43	43	100.00%
	18	18	100.00%	29	29	100.00%	16	16	100.00%	0	0	---	11	10	90.91%	74	73	98.65%
	1	1	100.00%	0	0	---	2	2	100.00%	0	0	---	8	8	100.00%	11	11	100.00%
	4	4	100.00%	0	0	---	7	7	100.00%	0	0	---	14	12	85.71%	25	23	92.00%
	10	10	100.00%	37	36	97.30%	26	25	96.15%	0	0	---	0	0	---	73	71	97.26%
	15	13	86.67%	41	40	97.56%	43	41	95.35%	0	0	---	5	4	80.00%	104	98	94.23%
Knowes	19	17	89.47%	32	30	93.75%	20	19	95.00%	5	4	80.00%	1	1	100.00%	77	71	92.21%
	27	26	96.30%	56	55	98.21%	11	11	100.00%	1	1	100.00%	2	2	100.00%	97	95	97.94%
	60	59	98.33%	72	71	98.61%	21	19	90.48%	0	0	---	49	49	100.00%	202	198	98.02%
	16	15	93.75%	23	21	91.30%	114	103	90.35%	32	28	87.50%	1	1	100.00%	186	168	90.32%
	30	30	100.00%	77	68	88.31%	45	42	93.33%	0	0	---	0	0	---	152	140	92.11%
	19	17	89.47%	43	43	100.00%	27	27	100.00%	0	0	---	1	1	100.00%	90	88	97.78%
Group average			97.29%			95.29%			95.20%			89.17%			79.72%			95.33%

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TABLE 25 – COMPLAINTS RECEIVED PER 100 UNITS IN OWNERSHIP

RSL	Stage 1 per 100 units	Stage 2 per 100 units	Total Stage 1 received	Total Stage 2 received
	13.63	0.10	134	1
	2.06	0.80	18	7
	6.32	0.20	32	1
	3.12	0.59	21	4
	8.56	0.63	41	3
	2.75	0.51	27	5
	3.92	0.16	24	1
	6.51	0.00	14	0
	7.14	0.40	18	1
	9.26	2.14	143	33
	3.37	1.22	55	20
Knowes	2.27	0.66	24	7
	6.89	1.13	146	24
	1.42	1.34	35	33
	2.33	0.71	43	13
	5.08	0.48	117	11
	2.22	0.38	29	5
Group Average	5.11	0.67	54	10

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TABLE 26 – COMPLAINTS MADE, RESPONDED TO (STAGE 1)

RSL	Number of Stage 1 complaints received	Carried over	Responded to in full	% responded to in full
	134	1	133	98.52%
	18	0	16	100.00%
	32	0	32	100.00%
	21	0	21	100.00%
	41	0	41	100.00%
	27	0	27	100.00%
	24	0	24	100.00%
	14	0	14	100.00%
	18	0	18	100.00%
	143	0	140	97.90%
	55	3	55	94.83%
Knowes	24	1	25	100.00%
	146	0	146	100.00%
	35	2	35	94.59%
	43	1	43	97.73%
	117	0	117	100.00%
	29	1	30	100.00%
Average	54	1	54	99.03%

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TABLE 27 – COMPLAINTS MADE, RESPONDED TO (STAGE 2)

RSL	Number of Stage 2 complaints received	Carried over	Responded to in full	% responded to in full
	1	1	2	100.00%
	7	0	6	85.71%
	1	0	1	100.00%
	4	0	4	100.00%
	3	0	3	100.00%
	5	0	5	100.00%
	1	0	1	100.00%
	0	0	0	0.00%
	1	0	1	100.00%
	33	4	34	91.89%
	20	0	18	90.00%
Knowes	7	0	7	100.00%
	24	0	24	100.00%
	33	4	34	91.89%
	13	1	13	92.86%
	11	0	11	100.00%
	5	0	5	100.00%
Group average	10	1	10	91.31%

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TABLE 28 – LEGAL ACTIONS AND RECOVERIES

RSL	Number of Court actions initiated	Number of recoveries	Number of recoveries and reasons		
			Arrears	ASB	Other
	1	0	0	0	0
	9	1	1	0	0
	6	0	0	0	0
	2	0	0	0	0
	2	1	1	0	0
	2	0	0	0	0
	4	0	0	0	0
	1	0	0	0	0
	0	0	0	0	0
	7	4	2	2	0
	7	4	3	0	1
Knowes	17	0	0	0	0
	8	1	0	0	1
	4	2	1	1	0
	25	8	5	2	1
	8	1	1	0	0
	7	1	1	0	0
Group average	6	1	1	0	0

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TABLE 29 – NOTICES AND EVICTIONS PER 100 UNITS OF LETTABLE STOCK (AT I 17.1)

RSL	Notices served per 100 units in ownership	Recoveries per 100 units in ownership
	0.10	0.00
	1.03	0.11
	1.19	0.00
	0.30	0.00
	0.42	0.21
	0.20	0.00
	0.65	0.00
	0.47	0.00
	0.00	0.00
	0.45	0.26
	0.43	0.24
Knowes	1.61	0.00
	0.38	0.05
	0.16	0.08
	1.36	0.43
	0.35	0.04
	0.54	0.08
Averages	0.57	0.09

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TABLE 30 – ABANDONMENTS PER 100 UNITS IN OWNERSHIP

RSL	Abandonments per 100 units	Total abandonments
	1.02	10
	0.11	1
	0.00	0
	0.15	1
	0.00	0
	0.31	3
	0.16	1
	0.00	0
	0.00	0
	0.06	1
	0.80	13
Knowes	0.19	2
	0.47	10
	0.49	12
	0.38	7
	0.35	8
	0.46	6
Averages	0.29	4

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TABLE 31 – PERCENTAGE OF STAFF TURNOVER

RSL		2023/24	2024/25
		10.10%	23.20%
		15.00%	22.00%
		0.00%	0.00%
		4.58%	2.43%
		22.22%	33.33%
		14.02%	8.62%
		0.00%	7.14%
		5.50%	13.00%
		0.00%	0.00%
		30.19%	23.06%
		32.03%	24.46%
Knowes		21.00%	8.00%
		6.45%	3.04%
		15.80%	12.82%
		10.30%	10.00%
		6.14%	10.38%
		2.63%	5.17%
Average		11.53%	12.16%

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TABLE 32 – PERCENTAGE OF DAYS LOST TO SICKNESS

RSL		2023/24	2024/25
		2.70%	5.68%
		3.68%	2.78%
		0.00%	0.00%
		5.31%	11.31%
		8.56%	1.90%
		3.62%	7.71%
		8.02%	4.07%
		1.65%	1.65%
		0.51%	0.05%
		4.53%	4.32%
		9.88%	8.09%
	Knowes	1.90%	3.66%
		0.98%	3.10%
		3.49%	4.63%
		6.72%	4.60%
		4.19%	4.08%
		5.27%	8.21%
	Average	4.18%	4.46%

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