










Indicator	2023/24 Out- turn	Peer Group 7 (Large Stock Transfer) Average	2024/25 Target	Q1	Q2	Q3	Q4	Status	Comments
Note YTD is Year to date									
HOUSING MANAGEMENT									
CTS: Average time taken to complete emergency repairs (hours)* Reporting on % meeting 2 hr target (YTD)	1.61 hours (decimal)	3.72 hours (Decimal)	100%	1 hr and 9 minutes 97.81%	1 hour and 19 minutes 98.22%	1 hr and 18 minutes 93.75%			410 Emergency Repairs
Everwarm: Average time taken to complete emergency repairs (hours)* Reporting on % meeting 2 hr target			100%	1 hr and 15 minutes 96.91%	1 hr and 15 minutes 99.00%	1 hr and 15 minutes 99%			363 Emergency Repairs
Average time taken to complete right to repair (working days) YTD	1.63 days	Not available at Peer Group Level	24 hours	1.55 days	1.55 days	1.5 days			324 Repairs (Reactive only)
Average time taken to complete urgent Reactive repairs YTD	3.72 days		3 days	2.75 days	2.78 days	2.67 days			178 Repairs (Reactive only)
Average time taken to complete 3-5 day routine YTD	6.79 days		5	4.51 days	4.38 days	4.34 days			470 Repairs (Reactive Only)
Average time taken to complete 5-10 day routine YTD	11.17 days		10	7.99 days	8.08 days	6.68 days			Routine and Repair by Appointment included in this calculation 1300 Reactive Repairs
Average time to complete non-emergency repairs (working days) ARC Indicator - YTD - RR only	8.46 days		CONTEXT	5.97 days	5.95 days	5.37 days			Excludes time for Inspection - 2994Reactive Repairs
GASM Average time to complete non-emergency repairs (working days) ARC Indicator - YTD only	4.37 days	11.96 days	CONTEXT	3.85 days	4.87 days	5.2 days			Excludes Time for inspection - 530 GASM Repairs
Average time to complete non-emergency repairs (working days) ARC Indicator - YTD combined	10.22 days		CONTEXT	6.34 days	8.80 days	5.34 days			Excludes time for inspection 3524 repairs
% reactive repairs completed right first time	84.82%		84.85%	95%	95.54%	95.10%	95%%		
properties requiring a gas safety record which didn't have gas safety check by anniversary date					0				

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% Tenant Satisfied with repair (last 12 months)	78.99%	85.78%	95%	85%	86.10%	86.10%			See KP Survey results Tab
Average number of repairs per property (excludes VOIDS)	3.63		CONTEXT	1	1.6	2.91			
Average cost of repairs per property (excl Voids) -YTD	£647.31		£450	£106.03	£374.39	£634.68			Includes special services and gas maintainance
Average cost of repairs per property (incl voids) -YTD	£1,145.54		CONTEXT	£215.06	£589.11	£940.20			Includes special services and gas maintainance
Average cost per void -YTD	£9,378.64		£600	£7,905.48	£7,412.94	£7,777.23			Q2 figure based on 57 completed voids
% anti-social behaviour cases resolved within locally agreed targets (time taken no longer an ARC indicator)	88.68%	96.70%	85%	64%	68.18%	64.86%			
Number ASB cases live over 90 days	3		CONTEXT	0	1	2			
Number ASB cases YTD Category A, B & C	4		CONTEXT	1	1	1			
	15			10	15	20			
	34			6	17	23			
Close grading % A	14%		A 15%	10%	9.42%	6%			
Close grading % B	61%		B75%	68%	52.94%	88%			
Close grading % C	23%		C 5%	20%	23.53%	22%			
Close grading % D	2%		D 5%	2%	2.35%	4%			
Percentage no inspections	0%		0%	0%	11.76%	0%			
% new tenancies sustained for more than a year - overall	91.03%	91.10%	CONTEXT	99%	97.62%	97.62%			
% lettable houses that became vacant YTD	5.03%	6.73%	CONTEXT	1.45%	3.38%	4.96%			
% tenants satisfied with the standard of their home when moving in (no longer an ARC indicator)	94.44%		90%	100%	100%	95.23%			Due to staffing constraints only 21 visits undertaken
% satisfied with quality of home	81.83%	81.59%	CONTEXT	85.00%	85.6%%	85.60%			October 86.7%, November 91.7%

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Gross rent arrears (current tenants) as a % of rent due	4.39%		3.5%	4.08%	4.13%	3.83%			UC direct payments post dated not yet factored in
Gross rent arrears (former tenants) as a % of rent due	1.39%		2.5%	1.02%	1.25%	1.50%			
Gross rent arrears (all tenants) as a % of rent due	5.78%	4.32%	6%	5.10%	5.38%	5.33%			
% rent due lost through properties being empty (YTD)	1.08%	1.16%	1%	0.26%	0.32%	0.59%%			
Average time to re-let properties	45.52	48.56	28	49.4 days	42.2 days	41.8 days			66 lets
Number of evictions (YTD)	3	110	CONTEXT	3	5	7			6 rent, 1 ASB
% of Section 5's converted to offers (new indicator)	100%	32%	100%	100%	100%	100%			
% of Section 5 offers converted to tenancies	100.00%	74%	100%	100%	100%	100%			23 Section 5's recieved all converted to tenancies
% of lets to homeless	31.46%	37%	CONTEXT	85%	69%	63.63%%			42 out of 66 lets
% of offers refused	3.37%	23.11%	33%		14.29%	5.48%			69 lets (to end of Jan) and 73 offers
Owners (Fully Factored and other non OSM charges) Invoices - YTD	£46,854.39		CONTEXT		£40,821.12	£21,471.16			Invoiced 1/4/24 - 06/02/2025 - total £57,968.79.
Open Space Maintenance invoiced amount June 2023 - YTD	£45,381.12		CONTEXT			£36,497.19			
Owners payments collected YTD (financial year)	£54,997.54		CONTEXT		£40,279.58	£56,708.53			
Tenant Recharges (Repairs) issued YTD includes Gas break ins	£2,863.72		CONTEXT		£3,050.20	£3981.43			£3211.68 repairs & uplifts & £769.75 Gas breakins
Tenant Recharges (Rent) issued YTD	£1,547.33		CONTEXT		£369.79	£3065.64			8 cases where court costs recharged
Tenant Recharges (Repairs & Rent) collected YTD	£1203.69 (27.29%)		50%		1628.13 (47.60%)	£3072.38 (43.60%)			

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COMPLAINTS									
% All complaints responded to in full within SPSO timescales ⁴⁸			95.00%		90.3%	92.80%			
Total Number Complaints Received YTD			CONTEXT		89	123			SPSO Indicator
Number of Frontline Complaints Closed within 5 day target			CONTEXT		56	77			SPSO Indicator
Percentage of Frontline Complaints Closed within 5 day target			95%		96.60%	97.50%			SPSO Indicator
Number of Investigative Complaints Closed within 20 day target			CONTEXT		28.00	39			SPSO Indicator
Percentage of Investigative Complaints Closed within 20 day target			95%		82.40%	84.80%			SPSO Indicator
Average time in working days for full reponse to Frontline Complaints			5 or less		3.88	3.91			SPSO Indicator
Average time in working days for full reponse to Investigative Complaints			20 or less		20.59	20.70			SPSO Indicator
Outcome of Complaints by Stage									
Upheld Frontline			CONTEXT		22	31			SPSO Indicator
Part Upheld Frontline			CONTEXT		11	14			SPSO Indicator
Not Upheld Frontline			CONTEXT		14	18			SPSO Indicator
Resolved Frontline			CONTEXT		11	16			SPSO Indicator
Upheld Invetigative			CONTEXT		7	9			SPSO Indicator
Part Upheld Investigative			CONTEXT		11	20			SPSO Indicator
Not Upheld Investigative			CONTEXT		8	8			SPSO Indicator
Resolved Investigative			CONTEXT		8	9			SPSO Indicator

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HR									
% Sickness rate			5.00%		0.63%	1.30%			Year to date
WHO 5 Resilience Rate			n/a		58.30%	No Q3 Survey			
GOVERNANCE									
Number of notifiable events to the Scottish Housing Regulator			CONTEXT		0	0			
% Committee Members Elected			100%		92%	100%			
Membership Numbers			150		119	121			
Committee Development % 2 =>sessions ⁵³			90%		36%	73%			
BBOOMS									
Properties bought back on Open Market BBOOM			5	0		5			
Medical Adaptations									
a. Meet satisfaction levels YTD			90%	N/A		100%			
b. Meet timescales for installation - 95% within 30 working days from date works ordered YTD			95%	N/A		73%			
c. % of Approved applications completed during reporting year			n/a	N/A		28%			
c. Average Time Days to complete approved applications			n/a			82		