

Quarter 1 (April-June) 2019-20 Customer Feedback results

1. Analysis of Link Group complaints Q1

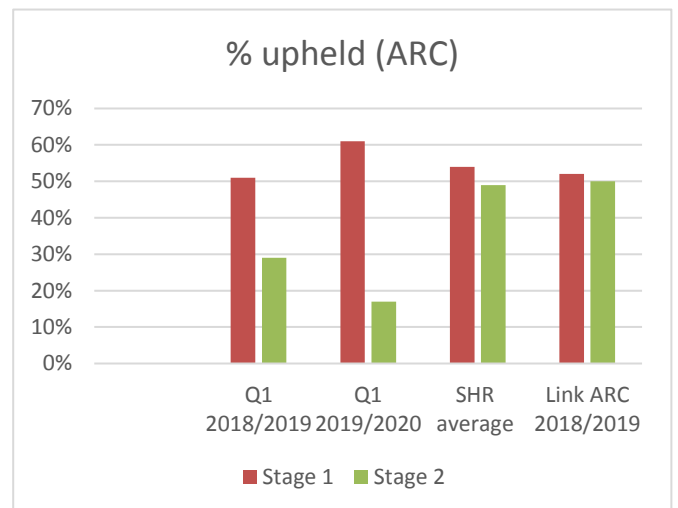
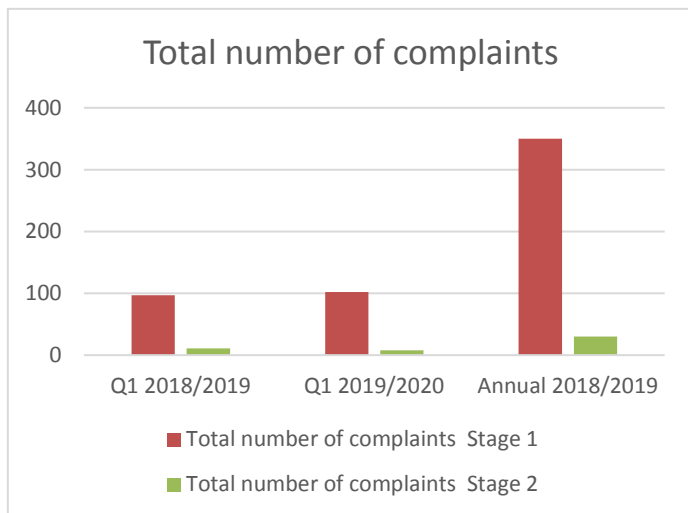
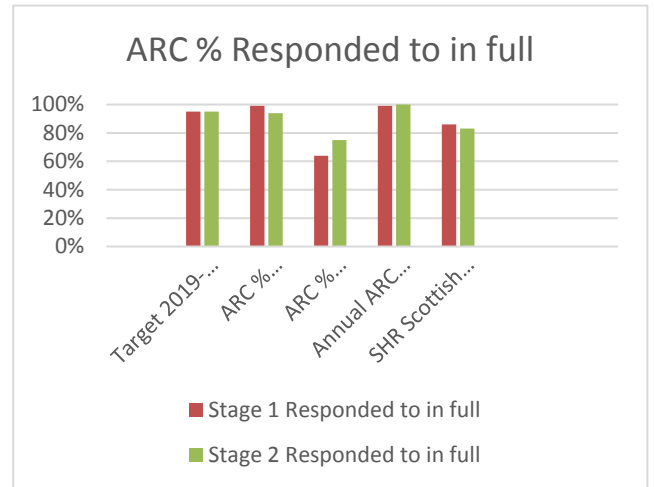
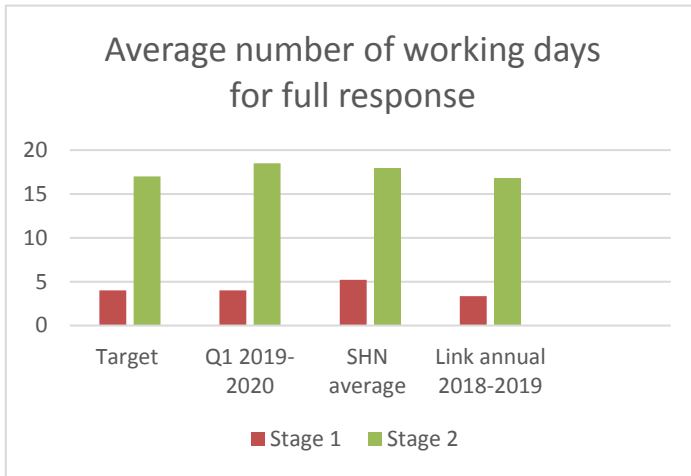
Scottish Housing Regulator (SHR)
 Scotland's Housing Network (SHN)
 Not applicable (NA)

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN bench. average 2018/2019
Total number of Stage 1 complaints	NA	97	350	102	102	NA	NA	NA
% Responded to in full (ARC)*	95%	99%	99%	94%	94%	↓	86%	86%
% Upheld	less or = to national ARC average	51%	52%	61%	61%	↓	54%	54%
Average time working days for full response (ARC)	4 days (new target)		3.36 (Link SHN)	4	4	↓	NA	5.23 days
Number of complaints per 100 properties (SHN)	Less or = to SHN average		Total complaints / as decimal number of properties	110/67.66 =1.5	1.5	↑	NA	5.99

*Responded to in full figure is measured April-June complaints that were responded to in July not included this affects this result when using it as a quarterly measure

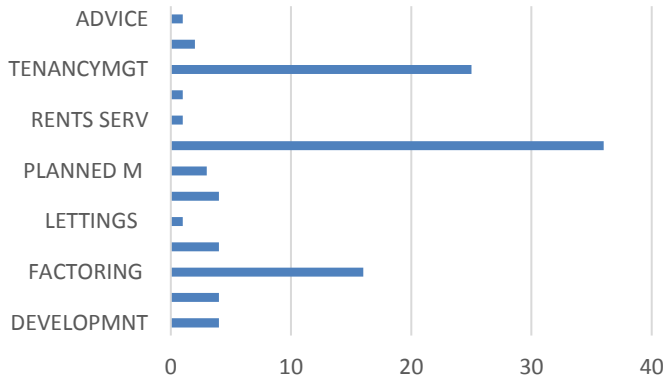
Stage 2 Complaints								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN bench. average
Total number of Stage 2 complaints	NA	11	30	8	8	Na	NA	Na
% Responded to in full (ARC)	95% (same as last year)	64%	100%	6 (2 responded to in Q2)	75%	↓	83%	83%
% Upheld	< or = to national ARC average	29%	50%	17%	17%	↑	49%	49%
Average time working days for full response (ARC)	17 days (new target)		16.83 (Link SHN)	18.5	18.5	↓	NA	18 ays

2. Q1 Performance charts Link Group

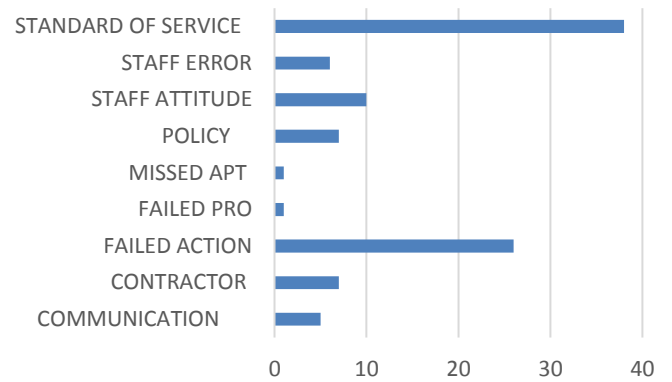


1 st and 2 nd stage complaints (responded) analysed by tenure type		
	Stage 1	Stage 2
Rented	75	2
Link2Let (market and mid-market)	3	1
Factored owner	18	3
Total	96	6

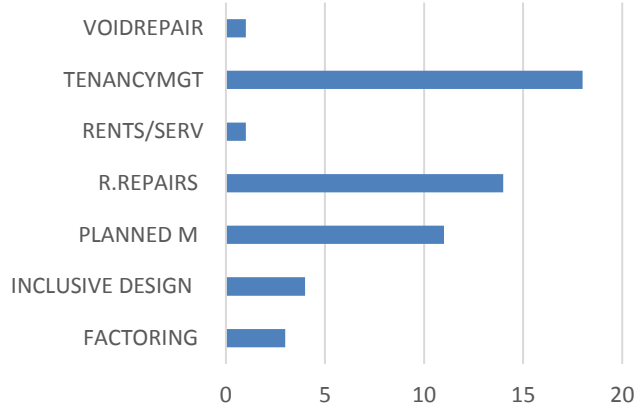
Complaints by service



Complaints by category



Positive feedback by service



3. HORIZON

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN bench. average
Total number of Stage 1 complaints	NA	28	173	54	54			NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		86%	86%
% Upheld	< or = to national average	50%	52.60%	67%	67%		54%	54%
Average time working days for full response (ARC)	4 days (new target)	N/A	NA	1.96	1.96		-	5.23 days
Number of complaints per 100 properties (SHN)	< or = to SHN average	N/A	NA	= 54/8.91 = 6			NA	5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN bench. average
Total number of Stage 2 complaints	NA	5	9	11	11		NA	Na
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		83%	83%
% Upheld	< or = to national average	40%	56%	55%	55%		49%	49%
Average time working days for full response (ARC)	17 days (new target)	N/A	16.83 (Link SHN)	11.17	11.17		NA	18 days

4. LARKFIELD HOUSING ASSOCIATION

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN average
Total number of Stage 1 complaints	NA	10	50	21	21	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		86%	86%
% Upheld	< or = to national average	10%	44%	86%	86%		54%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.76	2.76			5.23

5. WEST HIGHLAND HOUSING ASSOCIATION

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN average
Total number of Stage 1 complaints	NA	21	65	14	14	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		86%	86%
% Upheld	< or = to national average	90%	89%	92.8%	92.8%		54%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	3.8days	3.8days		NA	5.23

6. PRIVATE SECTOR LEASING

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN average
Total number of Stage 1 complaints	NA	11	42	5	5	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		86%	86%
% Upheld	< or = to national average	36%	50%	80%	80%		54%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	4	4		NA	5.23

Stage 2 Complaints								
KPI	Target 2018/2019	Q1 2018/2019	Annual 2018/2019	Q1 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average	SHN bench. average
Total number of Stage 2 complaints	NA	2	12	3	3		NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		83%	86%
% Upheld (ARC)	< or = to national ARC average	0%	50%	100%	100%		49%	54%
Average time working days for full response (ARC)	17 days (new target)	NA	NA				NA	5.23

Green = target met
 Red = Target not met
 Amber = Narrowly miss target