

ARC Benchmarking 2019/20

ARC Indicator	Link Group 2017/18	Link Group 2018/19	Link Group 2019/20	Scottish average	Blackwood	Castle Rock Edinvar	Dunedin Canmore	GHA	Grampian	Hillcrest	Home in Scotland	Horizon	Kingdom	Larkfield	North Glasgow	Port of Leith	Queens Cross	River Clyde Homes	Sanctuary Scotland	West Highland
1 - Percentage of tenants satisfied with the overall service provided landlord	89.44	89.44	89.5	89.2	77.17	93.46	96.02	87.64	81.38	96	87.45	94.53	89.53	94.51	91.05	91.6	87	89.33	75.97	93.17
2 (3) - Percentage tenants who feel landlord good at keeping them informed about services and decisions	96.98	96.98	94.27	92	82.82	93.73	95.03	88.17	85.99	98	96.53	92.39	90.95	96.62	87.19	87.47	86.93	92.2	89.41	96.88
3 & 4 (5)* - Average time in working days for full response Stage 1	NA	NA	3.34	4.8	6.23	0.01	3.32	3.55	5.38	3.5	1.97	2.27	3.4	2.47	5.47	3.81	0.02	5.4	2.85	4.06
3 & 4 (5)* - Average time in working days for full response Stage 2	NA	NA	16.16	17.9	23.57	0.64	18.85	18.19	14.5	17.76	13.18	14.78	13.88	18.5	20.23	14.54	0.56	18.49	17.57	2
5 (6) - Percentage tenants satisfied with opportunities given to participate in landlord decision making	97.62	97.62	89.97	87.2	71.63	95.37	93.64	80.11	94.12	98.75	98.65	85.71	80.23	100	91.32	76.09	75	86.47	89.91	93.13
6 (7) - Percentage properties meeting SHQS year end	99.58	99.62	99.46	94.4	100	90.83	99.77	99.36	96.21	97.99	98.22	100	94.54	94.5	97.11	94.83	96.36	79.26	99.86	96.22
7 (10) - Percentage tenants satisfied with quality of home	92.87	92.87	88.28	87.2	90.03	94.55	95.42	87.05	78.05	94.96	86.49	92.02	85.31	96.2	78.51	86.16	85.71	90.67	81.69	93.13
8 (11) - Average hours to complete emergency repairs	2.69	2.66	2.96	3.6	3.69	3.46	1.76	2.88	3.76	2.56	3.49	1.81	1.97	4.06	3.05	1.16	2	2.79	5.16	4.2
9 (12) - Average working days to complete non-emergency repairs	6.47	6.35	7.11	6.4	5.63	11.4	5.09	5.48	7.37	5.38	7.93	5.42	6.45	7.36	4.07	3.35	3.4	6.44	6.55	6.18
10 (13) - Percentage reactive repairs completed right first time	86.18	90.04	79.86	92.4	84.65	96.11	96.82	96.31	95.76	86.38	94.29	89.14	90.36	91.64	94.02	96.92	95.24	97.85	92.58	89.67
12 (16) - Percentage tenants satisfied with repairs service	98.92	97.6	87.31	91.4	81.49	84.83	94.57	94.34	88.56	98.94	84.55	91.95	91.78	97.87	82.8	84.96	90.62	89.22	84.25	84.3
13 (17)* - Percentage tenants satisfied with landlord contribution to management of neighbourhood	87.9	87.9	88.92	87.4	NULL	92.92	88.62	82.01	70.63	94.25	93.44	91.02	80.28	99.16	81.54	77.45	82.71	91.33	80.2	90
14 (18) - Percentage tenancy offers refused	45.46	49.31	29.54	34.2	14.01	34.15	12.98	32.28	7.44	51.07	19.52	9.09	10.77	38.46	26.66	7.76	38.37	45.41	19.48	6.06
15 (19)* - Percentage Anti-social behaviour cases resolved	NA	NA	95.07	94.1	93.07	91.4	100	100	99.36	85	81.16	98.15	100	100	96.09	87.26	79.22	95.02	88.47	100
16 (20) - Percentage new tenancies sustained more than a year - all	85.68	87.34	85.61	85.1	89.23	93.16	93.79	90.35	93.09	93.95	91.72	97.87	91.42	96.97	84.8	97.92	89.69	85.11	91.54	92.31
18 (34) - Percentage of rent due lost through empty properties	0.9	0.71	0.58	0.9	0.55	0.4	0.39	0.43	0.6	0.7	0.76	0.25	0.62	0.59	0.51	0.42	0.35	1.85	0.46	0.12
21 (23)* - Average time to complete adaptations	49.79	42.42	28.97	41.5	109.15	34.45	8.26	17.6	56.28	54	22.22	26.19	38.22	33.15	25.66	12.16	37.94	223.88	26.02	32.06
25 (29) - Percentage tenants who feel rent for property represents good value for money	65.15	65.15	76.43	83.6	77.03	88.56	87.65	79.43	69.63	93	83.98	81.25	77.67	84.81	89.53	84.03	77.83	86.4	68.12	90
26 (30) - Percentage collected of rent due	99.57	99.81	99.12	99.3	99.67	103.5	99.18	98.34	98.47	99.29	94.96	102.56	98.71	98.66	98.33	98.82	100.55	99.35	101.23	99.75
27 (31) - Percentage gross rent arrears of rent due	3.12	3.03	4.53	5.8	3.44	4.31	4.08	4.81	6.13	5.21	7.89	4.08	5.22	4.96	5.43	3.39	2.6	6.25	6.28	3.72
28 (32) - Average management fee per factored property	94.65	90.39	106.13	101.64	0	NULL	185.92	171.83	62.08	199.05	61.17	81.47	43.87	NULL	134.63	48.15	130.83	130.65	108.69	116
29 (33) - Percentage factored owners satisfied with factoring service	55.91	55.91	52.78	66.8	80	NULL	86.67	60.23	55.29	66.18	48.35	26.67	48.46	NULL	92.5	38.1	67.93	43.49	35.1	62.5
30 (35) - Average calendar days to re-let properties	39.1	31.23	25.57	31.8	25.67	22.79	9.68	15.44	26.79	25.5	26.14	13.9	27.32	28.81	25.49	21.07	13.35	72.04	21.92	6.98
C5.1 (C21.1) Percentage average weekly rent increase to be applied next year	2.8	2.35	2.5	2.5	3.5	2.4	3.4	3.4	3.2	1.5	2.5	2.5	2.25	2	3	2.5	2.4	3	2.7	2.5
C10 - Percentage of properties meeting the EESSH	93.5	95.7	96.8	87.5	99.9	85.7	98.7	99	95.9	96.8	98.1	98.9	99.9	95.8	89.1	89.1	72.5	67.5	84.6	96.8

* New or changed indicator