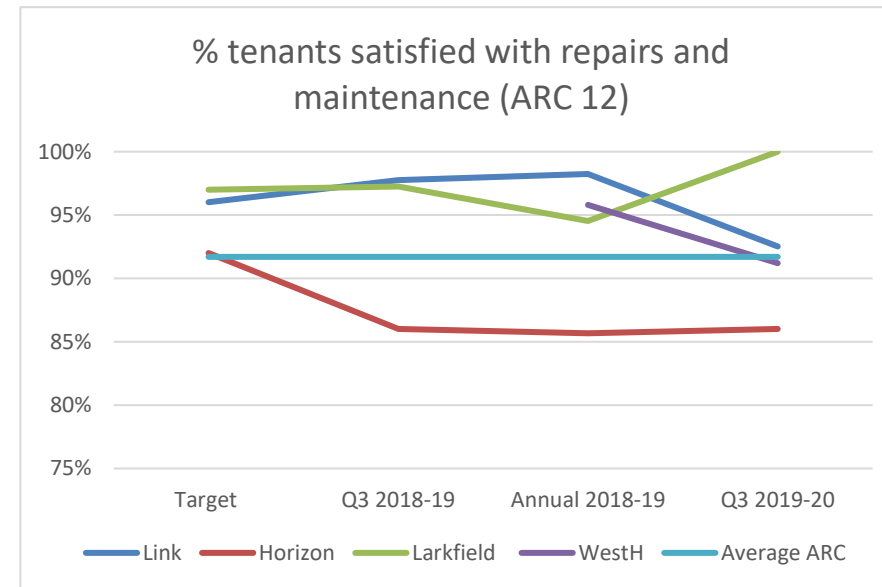
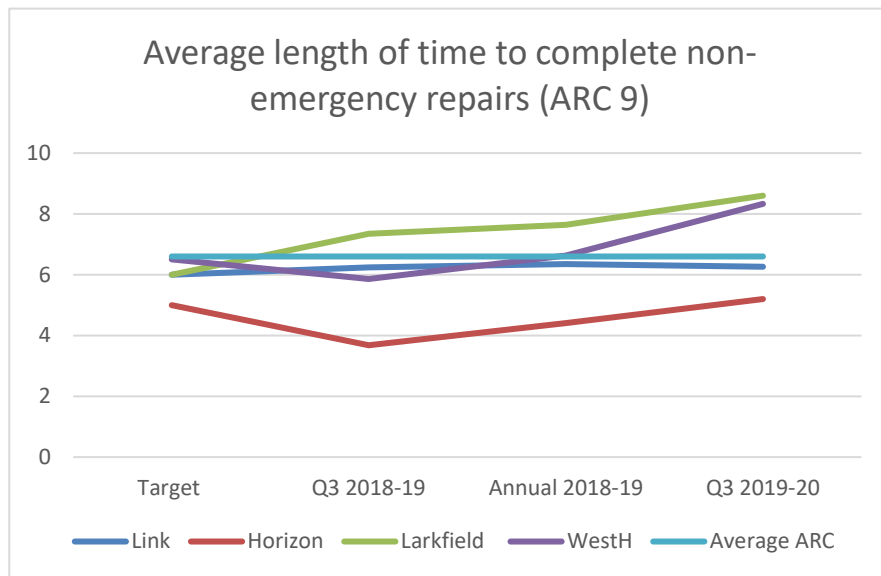
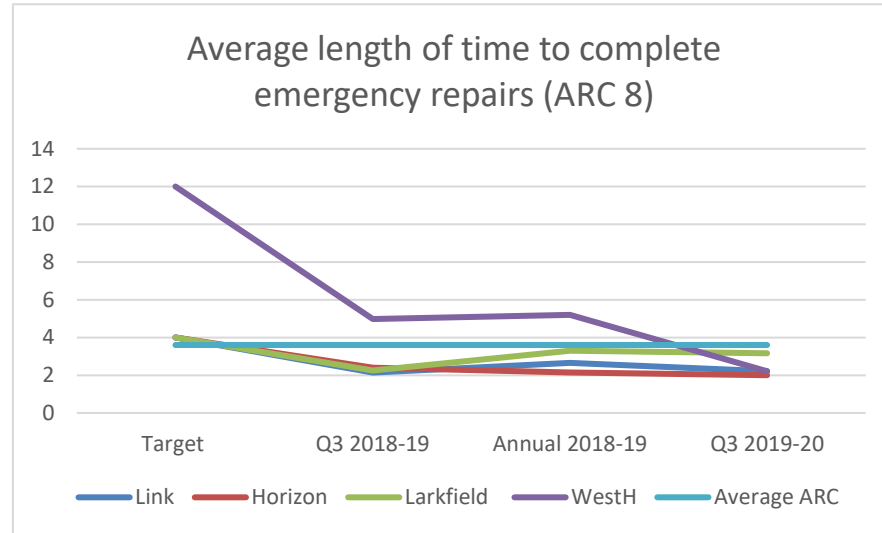
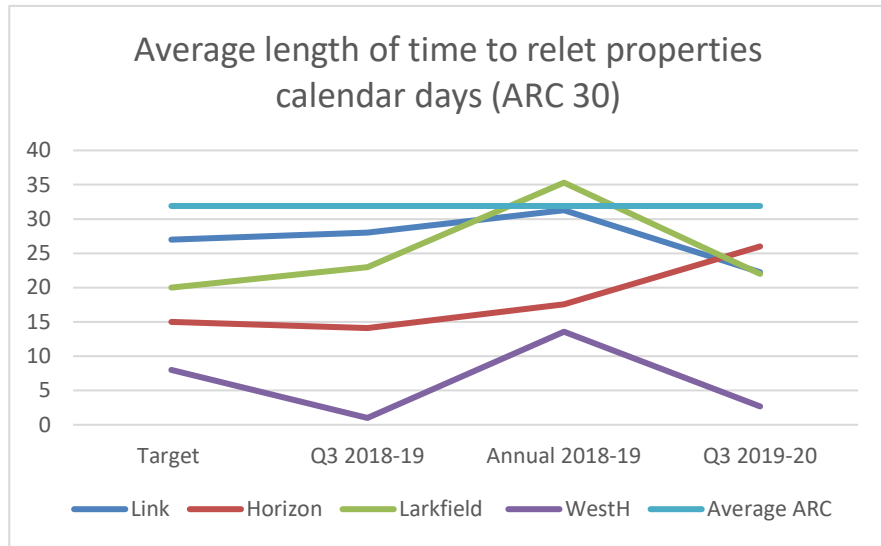


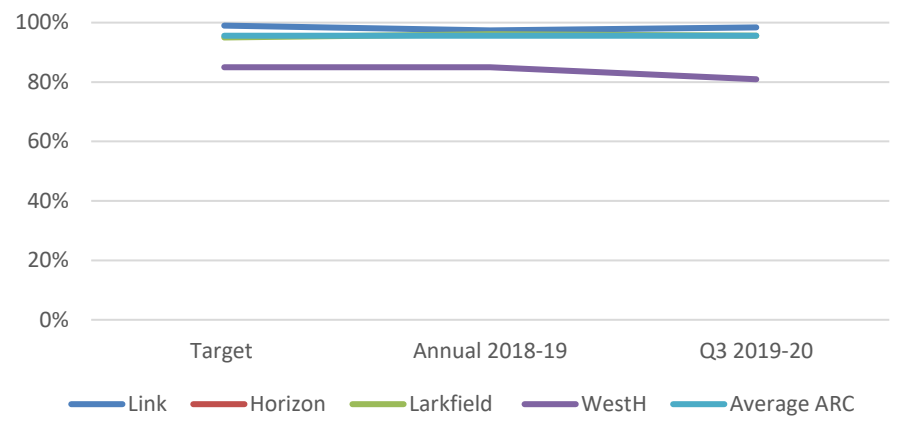
Quarter 3 October - December 2019-20

KPI Indicator	Link	Horizon	Larkfield	West Highland	Link2Let
<b>1. Service Quality</b>					
Average length of time taken to re-let properties in the last year (days) (30).	22.24	26	22	2.68	11
Average length of time taken to complete emergency repairs (8) hours	2.21	2.00	3.16	2.21	
Average length of time taken to complete non-emergency repairs (9) days.	6.26	5.20	8.60	8.33	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (12)	92.52%	86.00%	100.00%	91.20%	
% of reactive repairs appointments kept	98.43%	95.50%	95.60%	80.95%	
Percentage of tenants who feel the rent for their property represents good value for money. (25)	89.00%	82.93%	85.00%	100.00%	
<b>2. Homelessness</b>					
Percentage of new tenancies sustained for more than a year, by source of let (16).	98.23%	94.00%	97.00%	93.75	
Homelessness -of properties available (and where there was demand from homeless people) to let what % went to homeless applicants * not the	39%	75%	25%	40%	
Number of evictions (target less than) annual target divided by 4 to calculate RAG	5	0	0	0	
Number of abandonments (target less than) annual target divided by 4 to calculate RAG	7	0	0	1	
<b>3. Stock Quality</b>					
How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance	0	0	0	0	
Number of water management (Legionella) checks completed by scheduled date (%)	100	100	NA	100	
% of stock meeting the Scottish Housing Quality Standard (SHQS) (6). RSL average.	99.65	100%	95.00	95.67	
% of properties meeting the EESSH (C10). RSL average.	96.90	98.50	95.00	96.20	
<b>4. Financial Health</b>					
Average length of time taken to re-let properties (days) (30).	22	26	22	2.68	11
% of rent due lost because homes being empty	0.15	0.49	0.89	0.22	0.52
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year	4.03	4.72	4.60	3.60	1.26
Development programme completions vs actual completions (%)	85%(Q3 - 17)				

## Service Quality Trends



% of reactive repairs appointments kept



% tenants who feel rent for property is VFM (ARC 25)

