

Service Quality Trends July -September 2019-20

KPI Indicator	Link	Horizon	Larkfield	West Highland	Link2Let
1. Service Quality					
Average length of time taken to re-let properties in the last year (days) (30).	27.68	18	36	1.37	15
Average length of time taken to complete emergency repairs (8) hours	2.15	1.86	3.29	3.88	
Average length of time taken to complete non-emergency repairs (9) days.	6.29	3.73	7.70	6.73	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and	99.21%	86.00%	100.00%	95.80%	
% of reactive repairs appointments kept	97.88%		96.60%	92.89%	
Percentage of tenants who feel the rent for their property represents good value for money. (25)	88.89	100.00%	85.00%	88.11%	
2. Homelessness					
Percentage of new tenancies sustained for more than a year, by source of let (16).	98.23%	100.00%	100.00%	HL - 100%, TL - 100%	
Homelessness -of properties available (and where there was demand from homeless people) to	33%	50%	14%	33%	

KPI Indicator	Link	Horizon	Larkfield	West Highland	Link2Let
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	5	2	0	0	
3. Stock Quality					
How many times in the reporting year did you not meet your statutory obligation to complete a gas safety	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.	99.62	100.00	94.50	95.67	
% of properties meeting the EESSH (C10). RSL average.	96.10	98.50	95.80	96.30	
4. Financial Health					
Average length of time taken to re-let properties (days) (30).	28	18	36	1.37	15
% of rent due lost because homes being empty	0.13	0.12	1.08	0.04	0.74%
Gross rent arrears (all tenants) as at 31 March each year as a % of rent	3.99	4.27	4.74	3.41	1.34
Development programme completions vs actual completions (%)	100				

Service Quality Trends July -Spetember 2019-20



