

Q1 2020-2021

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).	68.96	51	51	59.88	43
Average length of time taken to complete emergency repairs (8) hours	4.35	2.23	2.82	5.70	
Average length of time taken to complete non-emergency repairs (9) days.	14.60	15.29	10.20	6.02	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (12)	92.53%	100.00%	100.00%	not available	
% of reactive repairs appointments kept	98.09%	not available	100.00%	not available	
Percentage of tenants who feel the rent for their property represents good value for money. (25)	76.43%	not available	85.00%	not available	
2. Homelessness					
Percentage of new tenancies sustained for more than a year, by source of let (16).	97.96%	100.00%	96.00%	TL - 100% DL - 100% HL - 100%	
Homelessness -of properties available (and where there was demand from homeless people) to let what % went to homeless applicants * not the Charter indicator	63%	100%	100%	50%	
Number of evictions (target less than) annual target divided by 4 to calculate RAG	0	0	0	0	
Number of abandonments (target less than) annual target divided by 4 to calculate RAG	8	0	0	0	
3. Stock Quality					
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	40	0	5	0	
Number of water management (Legionella) checks completed by scheduled date (%)	100	100		100	
% of stock meeting the Scottish Housing Quality Standard (SHQS) (6). RSL average.	99.70	100	94.50	96.22	
% of properties meeting the EESSH (C10). RSL average.	96.80	99.00	96.00	96.80	
% smoke and heat compliance by February 2021 (target 25% increase each quarter)	35.00%	51.00%	59.68%	36.00%	
4. Financial Health					
Average length of time taken to re-let properties (days) (30).	69	51	51	59.88	43
% of rent due lost because homes being empty (18)	0.12	0.21%	0.38	0.77%	0.84%
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year (27)	3.86%	3.43%	4.40	4.17%	1.67%
Development programme completions vs actual completions (%)	0%				

Service Quality trends Q1 2020-2021

