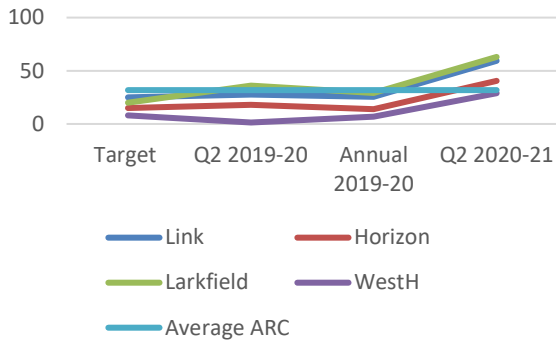
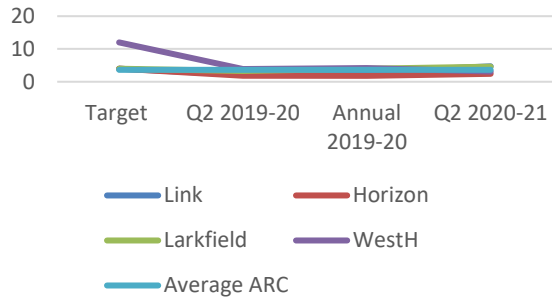


KPI Indicator	Link	Horizon	Larkfield	West Highland	Link2Let
1. Service Quality					
Average length of time taken to re-let properties in the last year (days) (30).	59.37	41	63	28.90	9
Average length of time taken to complete emergency repairs (8) hours	4.71	2.37	4.60	3.10	
Average length of time taken to complete non-emergency repairs (9) days.	17.55	10.50	10.13	7.92	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (12)	91.02%	83.00%	100.00%	84.30%	
% of reactive repairs appointments kept	97.74%	97.00%	91.90%	82.39%	
Percentage of tenants who feel the rent for their property represents good value for money. (25)	76.43%	81.25%	85.00%	90.00%	
2. Homelessness					
Percentage of new tenancies sustained for more than a year, by source of let (16).	97.02%	95.00%	100.00%	TL - 100% DL - 66% 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	76%	80%	16%	50%	
Number of evictions (target less than) annual target divided by 4 to calculate RAG	2	0	0	0	
Number of abandonments (target less than) annual target divided by 4 to calculate RAG	11	1	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	0	0	0	0	
Number of water management (Legionella) checks completed by scheduled date (%)	86	83	83.33	100	
% of stock meeting the Scottish Housing Quality Standard (SHQS) (6). RSL average.	99.70	100	95.00	96.22	
% of properties meeting the EESSH (C10). RSL average.	96.80	98.90	96.00	96.80	
% smoke and heat compliance by February 2021 (target 25% increase each quarter)	0.00%	71.00%	69.60%	25.00%	
4. Financial Health					
Average length of time taken to re-let properties (days) (30).	59	41	63	28.90	9
% of rent due lost because homes being empty (18)	0.32	0.57%	0.81	0.50%	0.67%
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year (27)	4.55%	3.68%	4.22	3.35%	1.87%
Development programme completions vs actual completions (%)	45% (201 completions vs 447 target)				

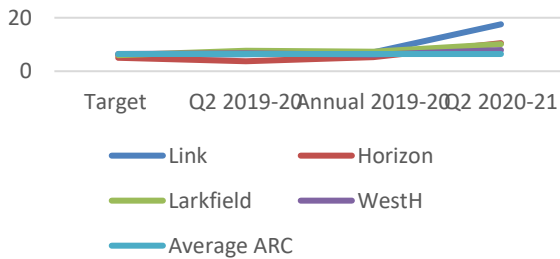
Average days to re-let (indicator 30)



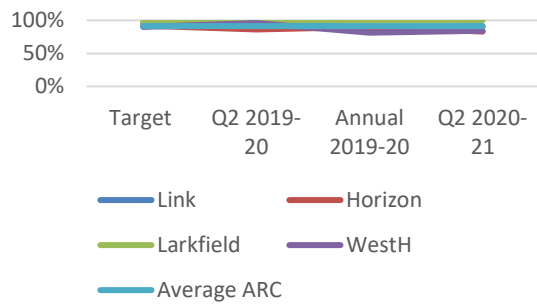
Average number of days to complete emergency repairs (indicator 8)



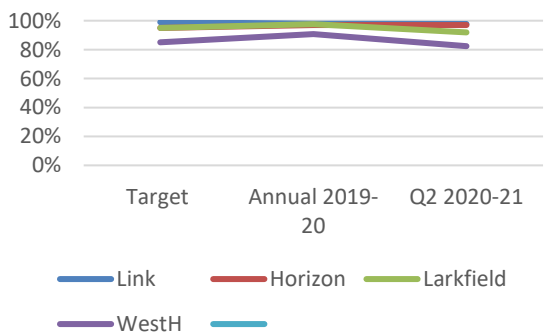
Average number of days to complete non emergency repairs (indicator 9)



% tenants satisfied with repairs service (12)



% of reactive repairs appointments kept



% tenants feel rent is good VFM for property

