

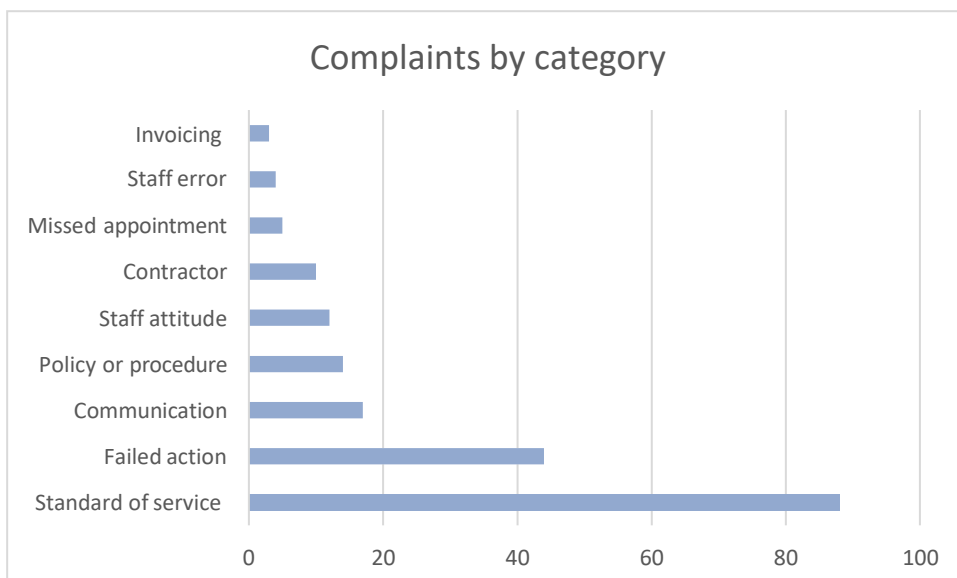
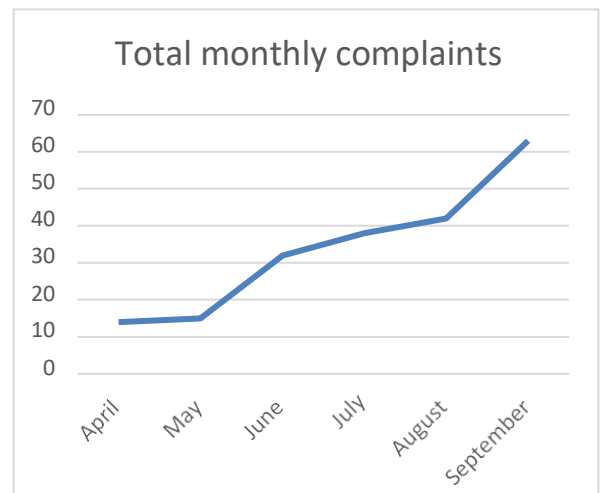
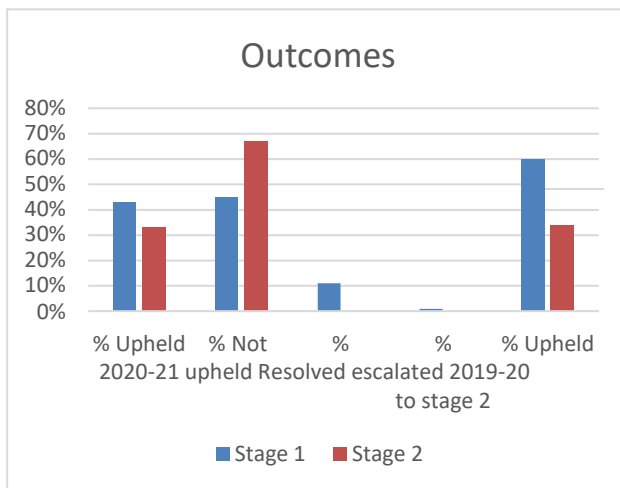
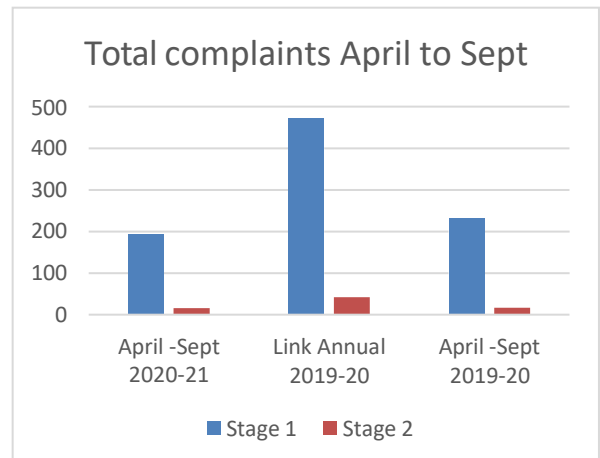
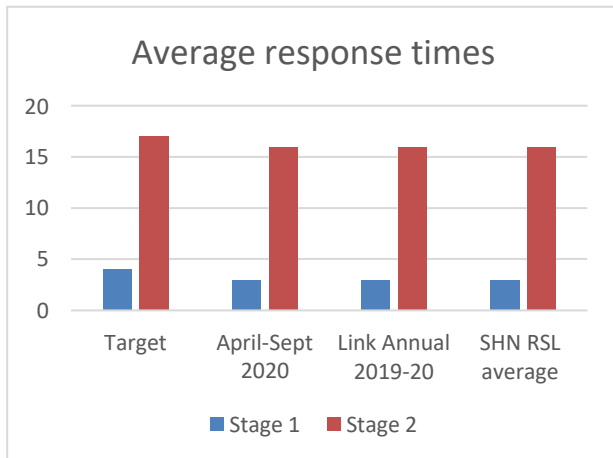
1. Analysis of Link Group complaints April -September 2020

Scottish Housing Regulator (SHR)
 Scotland's Housing Network (SHN)
 Annual Return Charter (ARC)
 Not applicable (NA)

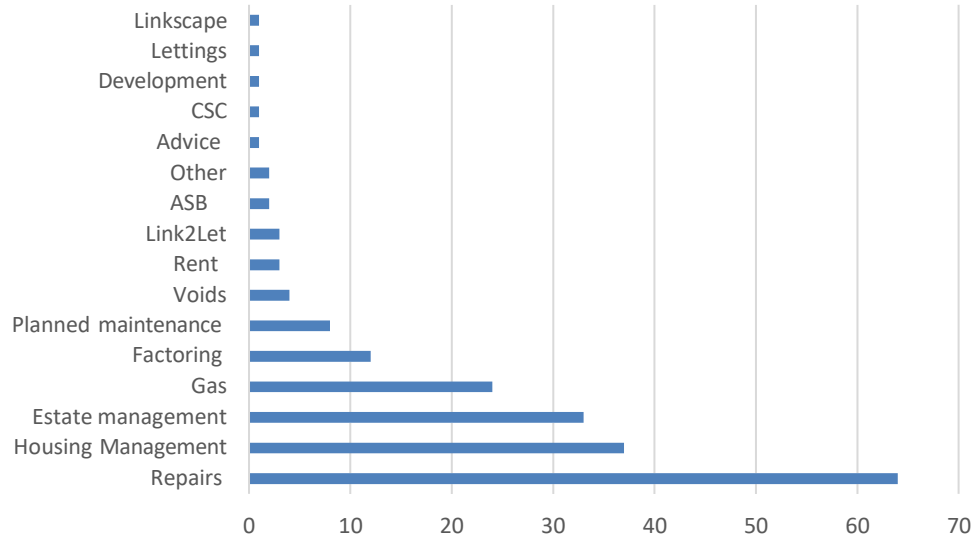
Stage 1 Complaints (Frontline Response)								
KPI	Target 2020-21	Q1 & 2 2019-20 total	Annual 2019/20	Q1 & Q2 2020-2021 total	Cumulative 2020/21	Target met	ARC Scottish Average 2019-20	SHN RSL. average 2019/20
Total number of Stage 1 complaints	NA	231	471	192 (inc. 3 carried forward)	192			
% Responded to in full (ARC)*	95%	95%	97%	96%	96%		97.7%	
% resolved (new indicator)	> or = to national ARC average	Not available	Not available	11%	11%		Not Available	Not available
% Upheld	< or = to national ARC average	60%	55%	43%	43%		Not ARC	Not ARC
Average time working days for full response (ARC)	4 days	4	3	3	3		4.8	3.5 days
Total no. of complaints per 100 properties	< or = to SHN average	3	7.3	3	3			6.1
Stage 2 Complaints (Investigations)								
KPI	Target 2020-21	Q1 & 2 2019-20 total	Annual 2019/20	Q1 & Q2 2020-2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. RSL average 2019/20
Total number of Stage 2 complaints	NA	17	42	16	16			
% Responded to in full (ARC)*	95%	79%	95%	75%	75%	See note below*	92.1%	
% Resolved (new)	> or = to national ARC average	Not available	Not available	0%	0%		Not available (new)	Not available (new)
% Upheld	< or = to national average	34%	43%	33%	33%		Not ARC	Not ARC
Average time working days for full response (ARC)	17	18	16	16	16		17.9	16.4

*All stage 2 complaints were responded to in full. The figure is impacted because of completed complaints within the quarter period using the ARC calculation. The annual figure is not the ARC calculation (ARC excludes market rent and includes managing agents).

2. 2020-21 April -September complaints performance charts



Complaints by service



APPENDIX 3 3.1 HORIZON

Stage 1 Complaints (Frontline Response)								
KPI	Target	Q1 & 2 2019-20	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 1 complaints	NA	98	178	(16 + 36) 52	52	NA		
% Responded to in full (ARC)*	95%	100%	100%	100%	100%		97.7%	
% resolved (new indicator)	> or = to national ARC average	N/A	N/A	Q1: 0 Q2: 5/36 =13.89%	9.62% (5 out of 52)	NA	Not Available	Not available
% Upheld	< or = to national ARC average	63%	58%	Q1:37.5% (6/16) Q2: 44.44% (16/36)	42.31% (22/52)		Not ARC	Not ARC
Average time working days for full response (ARC)	4 days	2.18	2.27	Q1: 1.88 Q2: 2.39	2.23		4.8	3.5 days
Number of complaints per 100 properties (SHN)	< or = to SHN average	=98/8.91 =10.99	=178/8.91 =19.98	=52/8.91 =5.83 (1.79 + 4.04)	=52/8.91 =5.83 (1.79 + 4.04)			6.1

Stage 2 Complaints								
KPI	Target 2020-21	Q1 & 2 2019-20 total	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 2 complaints	NA	14	23	(1+2) 3	3	NA		
% Responded to in full (ARC)	95%	100%	100%	100%	100%		92.1%	
% Resolved (new)	>or = to national ARC average	New	New	0%	0%	NA	Not available (new)	Not available (new)
% Upheld	< or = to national ARC av	57%	48%	67%	67%		Not ARC	Not ARC
Average time working days for full response	17	13.42	14.78	17.50	17.50		17.9	16.4

3.2 Larkfield

Stage 1 Complaints (Frontline Response)								
KPI	Target	Q1 & 2 2019-20	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 1 complaints	NA	27	27	8	8	NA		
% Responded to in full (ARC)*	95%	100%	100%	100%	100%		97.7%	
% resolved (new indicator)	> or = to national ARC average	N/A	N/A	0%	0%	NA	Not Available	Not available
% Upheld	< or = to national ARC average	85%	85%	37.5%	37.5%		Not ARC	Not ARC
Average time working days for full response	4 days	2.4	2.4	1.75	1.75		4.8	3.5 days
Number of complaints per 100 properties	< or = to SHN average	7.06	7.06	2	2			6.1

Stage 2 Complaints								
KPI	Target 2020-21	Q1 & 2 2019-20 total	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 2 complaints	NA	2	2	1	1	NA		
% Responded to in full (ARC)	95%	100%	100%	100%	100%		92.1%	
% Resolved (new)	> or = to national ARC average	N/A	N/A	N/A	N/A	NA	Not available (new)	Not available (new)
% Upheld	> or = to national ARC average	100%	100%	0%	0%		Not ARC	Not ARC
Average time working days for full response	17	20	20	15	15		17.9	16.4

3.3 Private Sector Leasing (City of Edinburgh Council temporary accommodation)

Stage 1 Complaints (Frontline Response)								
KPI	Target	Q1 & 2 2019-20	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 1 complaints	N/A	13	44	32	32			
% Responded to in full (ARC)*	N/A	N/A	N/A	N/A	N/A			
% resolved (new indicator)	N/A	N/A	N/A	N/A	N/A			
% Upheld	N/A	38	50	40	40			
Average time working days for full response (ARC)	N/A	3.5	2.6	2.8	2.8			
Number of complaints per 100 properties (SHN)	N/A	N/A	N/A	N/A	N/A			

Stage 2 Complaints								
KPI	Target 2020-21	Q1 & 2 2019-20 total	Annual 2019/20	Q1 & Q2 2020- 2021 total	Cumulative 2020/21	Target met	SHR Scottish Average 2019-20	SHN bench. average 2019/20
Total number of Stage 2 complaints	NA	6	29	8	8		N/A	N/A
% Responded to in full (ARC)	N/A	N/A	N/A	N/A	N/A		N/A	N/A
% Resolved (new)	N/A	N/A	N/A	N/A	N/A		N/A	N/A
% Upheld	N/A	66	55	75	75		N/A	N/A
Average time working days for full response	N/A	15.3	13.7	19	19		N/A	N/A