

APPENDIX I

ARC Indicator Number	Description	Moray 2019/20	Scottish Average 2019/20	Local Authority Average 2019/20
OVERALL SATISFACTION				
1	Percentage of tenants satisfied with the overall service provided by their landlord	79.6	89.2	82.1
THE CUSTOMER/LANDLORD RELATIONSHIP				
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	76.3	92.0	85.9
4	The average time in working days for a full response			
	1st stage (5 working days)	4.7	3.7	5.8
	2nd stage (20 working days)	20.2	17.1	21.8
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	68.8	87.2	79.4
HOUSING QUALITY AND MAINTENANCE				
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	90.7	94.4	92.3
C10	Percentage of properties meeting the Energy Efficiency Standard for Social Housing (EESH)	54.6	89.6	79.8
7	Percentage of existing tenants satisfied with the quality of their home	73.9	87.2	80.5
8	Average length of time taken to complete emergency repairs (hours)	2.5	3.6	4.3
9	Average length of time taken to complete non-emergency repairs (working days)	9.5	6.4	7.4
10	Percentage of reactive repairs carried out in the last year completed right first time	79.8	92.4	90.9
11	No. of times you did not meet your statutory duty to complete a gas safety check	3	3	10
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	99.2	91.3	89.5
NEIGHBOURHOOD AND COMMUNITY				
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	n/a	87.5	85.0
14	Percentage of tenancy offers refused during the year	29.1	25.8	36.3
15	Percentage of anti-social behaviour cases reported in the last year which were resolved	89.8	93.6	89.6
ACCESS TO HOUSING AND SUPPORT				
16	Percentage of new tenancies sustained for more than a year (all sources)	92.6	90.6	89.3
17	Percentage of lettable houses that became vacant in the last year	7.7	9.4	7.3
22	Percentage of court actions initiated which resulted in eviction	14.1	23.4	18.4
24	Percentage of referrals under Section 5 and other referral routes	13.5	29.1	29.1
GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES				
18	Percentage of rent due lost through properties being empty during the last year	0.95	0.83	0.99
25	Percentage of tenants who feel that the rent for their property represents good value for money	83.0	83.6	84.2
26	Rent collected as percentage of total rent due in the reporting year	99.1	99.3	98.5
27	Gross rent arrears as a percentage of rent due for the reporting year	2.6	4.7	7.3
30	Average length of time taken to re-let properties in the last year (calendar days)	46.1	26.7	40.7