

PERFORMANCE INDICATORS TARGET CHANGES

Indicators with target amendments are highlighted in grey.

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
1. The Customer/Landlord Relationship				
1.1	Percentage of tenants satisfied with the overall service provided by their landlord	Scottish Housing Regulator	90%	90%
1.3	Percentage of tenants who feel that their landlord is good at keeping them informed about their services and decisions	Scottish Housing Regulator	90%	90%
1.5 NEW	The average time in working days for a full response Stage 1 Complaints Stage 2 Complaints	Scottish Housing Regulator	n/a	5 days 20 days
1.6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	Scottish Housing Regulator	80%	80%
1.7	No of MSP enquiries responded to within target	Local	90%	90%
2. Housing Quality and Maintenance				
2.1	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	Scottish Housing Regulator/ SOLACE	100%	100%
2.2b	Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESH)	Scottish Housing Regulator	65.75%	65.75%
2.3	Percentage of tenants satisfied with the standard of their home when moving in	Local	90%	90%
2.4	Percentage of tenants satisfied with the quality of their home	Scottish Housing Regulator	90%	90%
2.7	Average length of time (hours) to complete emergency repairs	Scottish Housing Regulator	4 hours	4 hours
2.8	Average length of time (working days) to complete non-emergency repairs	Scottish Housing Regulator/ SOLACE	10 days	10 days
2.11	Percentage of reactive repairs carried out in the last year completed right first time	Scottish Housing Regulator	90%	90%
2.12	Percentage of repair appointments kept	Local	95%	95%
2.13a NEW	Number of times did not meet	Scottish Housing	n/a	0

APPENDIX II

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
	statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	Regulator		
2.14	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	Scottish Housing Regulator	90%	90%
7.6	Percentage of planned maintenance works completed within agreed programme	Local	98%	98%
3. Neighbourhood and Community				
3.1	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	Scottish Housing Regulator	85%	85%
3.2	Percentage of tenancy offers refused during the year	Scottish Housing Regulator	30%	30%
4. Access to Housing and Support				
4.4	Average time to complete applications for medical adaptations (working days)	Scottish Housing Regulator	80 calendar days	Change to data only
4.7	Percentage of households requiring temporary or emergency accommodation to whom an offer was made	Scottish Government	100%	100%
4.8	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type	Scottish Government	7%	7%
4.9	Of those households homeless in the last 12 months, the percentage satisfied with the quality of temporary or emergency accommodation	Local	90%	90%
4.13	Homelessness assessments completed within 28 days	Local	100%	100%
4.15	Housing applications admitted to list within 10 working days	Local	100%	100%
4.18	% allocations by group	Local		
	Homeless List		40%	32%
	Waiting List		40%	50%
	Transfer List		20%	18%
			(+/-5%)	(+/-5%)
5. Getting Good Value from Rents and Service Charges				
5.1	Percentage of tenants who feel that the rent for their property represents good value for money	Scottish Housing Regulator	84%	84%

APPENDIX II

No.	Indicator	Category / Source	Target 2018/19	Target 2019/20
5.2	Rent collected as percentage of total rent due in the reporting year	Scottish Housing Regulator	97%	97%
5.3	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the period	Scottish Housing Regulator/ SOLACE	2.8%	2.8%
5.4	Percentage of rent due lost through properties being empty during the last year.	Scottish Housing Regulator/ SOLACE	0.63%	0.63%
5.5	Current tenants arrears as a percentage of net rent due	Local	3.5%	3.5%
5.6	Average length of time taken to re-let empty properties	Scottish Housing Regulator	32 days	32 days
6. Gypsy/Travellers				
6.2	Percentage of new unauthorised encampments visited within target timescale of 1 working day (or 2 working days for rural locations)	Local	100%	100%