

ARC Indicator Number	Description	Moray 2018/19	ARC National Average 2018/19	Local Authority Average 2018/19	SHN Peer Group Average 2018/19
<b>OVERALL SATISFACTION</b>					
1	Percentage of tenants satisfied with the overall service provided by their landlord	79.6	90.1	85.7	85.7
<b>THE CUSTOMER/LANDLORD RELATIONSHIP</b>					
3	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	76.3	91.6	81.4	87.0
4	Percentage of complaints upheld				
	1st stage	58.8	55.6	50.8	55.6
	2nd stage	42.2	51.3	43.7	45.6
5	Percentage of complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales				
	1st stage (5 working days)	78.7	86.9	80.0	80.0
	2nd stage (20 working days)	64.4	83.8	71.3	65.9
6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	68.8	86.5	76.6	81.0
<b>HOUSING QUALITY AND MAINTENANCE</b>					
7	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	92.5	94.1	94.3	96.4
C33	Percentage of properties meeting the Energy Efficiency Standard for Social Housing (EESH)	57.4	87.6	78.0	77.1
9	Percentage of tenants satisfied with the standard of their home when moving in	80.7	90.8	82.7	84.6
10	Percentage of existing tenants satisfied with the quality of their home	73.9	88.1	85.2	84.6
11	Average length of time taken to complete emergency repairs (hours)	2.6	3.7	4.1	4.2
12	Average length of time taken to complete non-emergency repairs (working days)	7.5	6.6	8.1	8.9
13	Percentage of reactive repairs carried out in the last year completed right first time	82.7	92.5	91.6	89.8
14	Percentage of repairs appointments kept	93.0	95.6	94.9	94.1
15	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100.0	99.9	100.0	99.9
16	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	78.6	91.7	86.9	87.6
<b>NEIGHBOURHOOD AND COMMUNITY</b>					
17	Percentage of tenants satisfied with the management of the neighbourhood they live in	80.3	87.8	84.1	84.9
18	Percentage of tenancy offers refused during the year	32.2	36.3	39.9	39.2
19	Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets	87.1	87.9	87.4	84.3
<b>ACCESS TO HOUSING AND SUPPORT</b>					
20	Percentage of new tenancies sustained for more than a year (all sources)	93.5	88.8	89.1	89.5
21	Percentage of lettable houses that became vacant in the last year	6.9	8.6	7.8	8.1
22	Percentage of approved applications for medical adaptations completed	69.2	84.7	85.3	82.0
23	The average time to complete applications (calendar days)	45.4	49.4	37.6	41.7
24	Percentage of court actions initiated which resulted in eviction and the reasons for eviction	17.2	19.9	17.7	16.4
25	Average length of time in temporary or emergency accommodation (calendar days)	85.1	102.1	102.1	132.4
26	Percentage of households requiring temporary or emergency accommodation to whom an offer was made	100.0	90.6	90.6	109.3
27	Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type	7.6	10.0	10.0	12.2
28	Of those households homeless in the last 12 month the percentage satisfied with the quality of temporary or emergency accommodation (LAs only)	85.5	88.5	88.5	87.3
<b>GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES</b>					
C17	Overall average weekly rent (£)	59.88	79.08	74.30	69.53
29	Percentage of tenants who feel that the rent for their property represents good value for money	83.0	83.2	82.4	82.9
30	Rent collected as percentage of total rent due in the reporting year	99.2	99.1	98.9	98.9
31	Gross rent arrears as a percentage of rent due for the reporting year	2.4	5.7	6.6	7.6
34	Percentage of rent due lost through properties being empty during the last year	0.9	0.9	0.9	1.0
35	Average length of time taken to re-let properties in the last year (calendar days)	47.5	31.9	39.4	38.7