



ARC Indicator Number	Description	Moray 2021/22	Scottish Average 2021/22	Local Authority Average 2021/22	SHN Peer Group Average 2021/22	
<b>OVERALL SATISFACTION</b>						
1	Percentage of tenants satisfied with the overall service provided by their landlord	82.8	87.7	82.2	83.1	
<b>THE CUSTOMER/LANDLORD RELATIONSHIP</b>						
2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	91.3	91.2	84.7	86.5	
3&4	The average time in working days for a full response					
	1st stage (5 working days)	5	6	6	7	
	2nd stage (20 working days)	22	27	34	24	
5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	96.2	86.8	78.7	80.3	
<b>HOUSING QUALITY AND MAINTENANCE</b>						
6	Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	6.3	74.6	64.0	67.3	
C10	Percentage of properties meeting the Energy Efficiency Standard for Social Housing (EESH)	60.4	83.1	80.9	83.2	
7	Percentage of existing tenants satisfied with the quality of their home	82.7	85.4	80.7	82.4	
8	Average length of time taken to complete emergency repairs (hours)	3.1	4.2	5.1	5.0	
9	Average length of time taken to complete non-emergency repairs (working days)	8	9	9	9	
10	Percentage of reactive repairs carried out in the last year completed right first time	85.5	88.3	86.4	86.1	
11	No. of times you did not meet your statutory duty to complete a gas safety check	4	78	72	33	
12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	83.7	88.0	86.8	88.0	
<b>NEIGHBOURHOOD AND COMMUNITY</b>						
13	Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	89.6	85.1	80.9	83.1	
14	Percentage of tenancy offers refused during the year	27.2	32.9	36.6	35.2	
15	Percentage of anti-social behaviour cases reported in the last year which were resolved	74.4	94.7	90.1	90.5	
<b>ACCESS TO HOUSING AND SUPPORT</b>						
16	Percentage of new tenancies sustained for more than a year (all sources)	91.9	90.8	91.1	90.9	
17	Percentage of lettable houses that became vacant in the last year	7.3	7.8	7.0	7.0	
22	Percentage of court actions initiated which resulted in eviction	50.0	21.9	31.1	13.0	
24	Percentage of referrals under Section 5 and other referral routes	21.5	27.4	30.4	16.2	
<b>GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES</b>						
18	Percentage of rent due lost through properties being empty during the last year	1.3	1.4	1.4	1.5	
25	Percentage of tenants who feel that the rent for their property represents good value for money	86.4	82.5	80.8	81.3	
26	Rent collected as percentage of total rent due in the reporting year	99.0	99.3	98.7	100.1	
27	Gross rent arrears as a percentage of rent due for the reporting year	3.8	6.3	8.4	8.2	
30	Average length of time taken to re-let properties in the last year (calendar days)	62	52	62	55	

 same as or better than the peer group average

 within 5% of the peer group average

 more than 5% below the peer group average