

Housing Charter Indicators

Appendix 1

| Indicator | | Renfrewshire | | | | | DoT | SHN ⁽¹⁾ | SHR ⁽²⁾ |
|-----------|---|--------------|-------|--------|--------|--------------|-----|--------------------|--------------------|
| | | 14/15 | 15/16 | 16/17 | 17/18 | 18/19 | | 18/19 | 18/19 |
| 1 | % satisfied with the overall service provided | 82.0% | 82.2% | 82.2% | 88.0% | 88.0% | ↔ | 85.7% | 90.1% |
| 3 | % satisfied with keeping tenants informed | 79.2% | 79.5% | 79.5% | 82.2% | 82.2% | ↔ | 85.5% | 91.6% |
| 4&5 | % of all 1 st stage complaints within SPSO timescales | 100.0% | 93.3% | 100.0% | 87.4% | 89.6% | ↑ | 83.8% | 86.9% |
| 4&5 | % of all 2 nd stage complaints within SPSO timescales | 100.0% | 44.0% | 100.0% | 100.0% | 85.7% | ↓ | 79.8% | 83.8% |
| 6 | % satisfied with opportunities to participate | 69.0% | 84.2% | 84.2% | 87.8% | 87.8% | ↔ | 80.4% | 86.5% |
| 7 | % meeting the SHQS % stock | 84.6% | 85.9% | 91.4% | 93.5% | 94.5% | ↑ | 94.9% | 94.1% |
| 8 | % At or above NHER | 97.4% | 98.5% | 98.0% | 100.0% | 99.8% | ↓ | 97.7% | 97.9% |
| 9 | % Satisfied with standard of home when moving in | 83.4% | 92.3% | 89.5% | 88.6% | 93.3% | ↑ | 83.2% | 90.8% |
| 10 | % Satisfied with quality of home | 81.6% | 82.2% | 82.2% | 83.9% | 83.9% | ↔ | 85.1% | 88.1% |
| 11 | Average length of time taken to complete emergency repairs (hours) | 5.8 | 5.5 | 6.9 | 5.1 | 5.1 | ↔ | 4.1 | 3.6 |
| 12 | Average length of time taken to complete non-emergency repairs (days) | 8.5 | 8.4 | 7.4 | 7.1 | 6.9 | ↓ | 7.5 | 6.6 |
| 13 | % of non-emergency repairs completed right first time | 87.5% | 90.8% | 94.8% | 90.2% | 88.1% | ↓ | 92.8% | 92.5% |
| 14 | % of repairs appointments kept | 98.9% | 99.1% | 99.0% | 98.9% | 99.8% | ↑ | 96.3% | 95.6% |
| 15 | Gas safety record renewed by anniversary date | 100.0% | 99.5% | 99.9% | 99.9% | 99.9% | ↔ | 99.9% | 99.9% |
| 16 | % Satisfaction with repairs service | 94.7% | 96.6% | 91.4% | 98.3% | 92.5% | ↓ | 90.6% | 91.7% |
| 17 | % Satisfaction with management of neighbourhood | 81.2% | 82.5% | 82.5% | 83.2% | 83.2% | ↔ | 83.6% | 87.8% |
| 18 | % of tenancy offers refused | 59.6% | 46.1% | 39.7% | 37.7% | 46.5% | ↑ | 39.9% | 36.3% |
| 19 | Anti Social Behaviour cases resolved within locally agreed targets | 91.6% | 92.9% | 96.4% | 95.0% | 96.0% | ↑ | 87.4% | 87.9% |
| 20 | % of new tenancies sustained - Overall | 87.0% | 84.5% | 87.5% | 88.5% | 88.4% | ↓ | 89.1% | 88.8% |

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| | | 14/15 | 15/16 | 16/17 | 17/18 | 18/19 | DoT | 18/19 | 18/19 |
| 21 | % of lettable houses that became vacant during the year | 10% | 10.2% | 9.7% | 9.2% | 9.7% | ↑ | 8.4% | 8.6% |
| 22 | % of approved applications for medical adaptations completed during the reporting year | 87.8% | 96.0% | 97.0% | 100.0% | 99.2% | ↓ | 85.3% | 84.7% |
| 23 | Average time to complete approved applications for medical adaptations (days) | 64 | 44 | 44 | 34 | 57 | ↑ | 38 | 49 |
| 24 | % of court actions initiated which resulted in eviction - all reasons | 20.3% | 23.1% | 26.4% | 25.0% | 27.4% | ↑ | 19.9% | 19.9% |
| 25 | Average length time in temporary /emergency accommodation (all types) (days) | 57 | 79 | 87 | 94 | 89 | ↓ | 102 | 102 |
| 26 | % of households requiring temporary accommodation to whom an offer was made | 99.1% | 99.5% | 100.0% | 100.0% | 100.0% | ↔ | 90.6% | 90.6% |
| 27 | % offer refused (All) | 2.0% | 2.1% | 1.9% | 0.8% | 0.9% | ↑ | 10.0% | 10.0% |
| 28 | % Satisfied with temporary accommodation | 92.3% | 74.5% | 83.2% | 89.0% | 92.1% | ↑ | 88.5% | 88.5% |
| 29 | % tenants who feel rent represents value for money | 75.0% | 77.2% | 77.2% | 75.8% | 75.8% | ↔ | 81.8% | 83.2% |
| 30 | Rent collected as % of total rent due in the reporting year | 100.2% | 100.0% | 100.1% | 101.2% | 100.0% | ↓ | 98.7% | 99.1% |
| 31 | Gross rent arrears percentage of rent due | 6.3% | 6.0% | 5.4% | 4.9% | 5.8% | ↑ | 6.9% | 5.7% |
| 32 | Average annual management fee per factored property | £ 90.00 | £ 90.00 | £ 90.00 | £ 90.00 | £ 90.00 | ↔ | £ 93.10 | £ 93.73 |
| 33 | Owners satisfied with factoring service | 45.4% | 50.9% | 57.6% | 56.7% | 61.0% | ↑ | | 67.0% |
| 34 | % of rent due lost through empty properties | 2.0% | 1.9% | 1.5% | 1.3% | 1.4% | ↑ | 0.9% | 0.9% |
| 35 | Average time to re-let properties (days) | 44 | 42 | 38 | 38 | 38 | ↔ | 34 | 32 |

Sources:(1) Scottish Housing Network website (Las +GHA) (2) Scottish Housing Regulator website