

4.8 Housing Charter Indicators

INDICATOR		Renfrewshire Council						SHN (1)	SHR (2)
		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
1	% satisfied with the overall service provided	82.2%	88.0%	88.0%	88.8%	88.8%	↔	84.9%	89%
2	% satisfied with keeping tenants informed	79.5%	82.2%	82.2%	88.4%	88.4%	↔	86.4%	91.7%
3	% of all complaints responded to in full at 1st stage	n/a	n/a	n/a	99.7%	100%	↑	94.5%	97%
	% of all complaints responded to in full at 2nd stage	n/a	n/a	n/a	94.1%	100%	↑	90.1%	92.6%
4	Average time in working days for a full response at Stage 1	n/a	n/a	n/a	3.6	4.97	↓	6.7	5
	Average time in working days for a full response at Stage 2	n/a	n/a	n/a	14.6	13.9	↑	22.4	19
5	% satisfied with opportunities to participate	84.2%	87.8%	87.8%	93.7%	93.7%	↔	80.6%	86.6%
6	% meeting the SHQS % stock	91.4%	93.5%	94.3%	94.6%	91.7%	↓	91.4%	91%
7	% Satisfied with quality of home	82.2%	83.9%	83.9%	86.1%	86.1%	↔	82.9%	87.1%
8	Average length of time taken to complete emergency repairs (hours)	6.9	5.1	5.1	5.5	6.2	↓	4.6	4.2
9	Average length of time taken to complete non-emergency repairs (days)	7.4	7.1	6.9	7.8	10.7	↓	6.9	6.7
10	% of non-emergency repairs completed right first time	94.8%	90.2%	88.1%	82.6%	85.1%	↑	93%	91.5%
11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.	3	3	3	17	1417	↓	11907 total	17420 total
12	% Satisfaction with repairs service	91.4%	98.3%	92.5%	90.8%	92.0%	↑	90.2%	90.1%
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	82.5%	83.2%	83.2%	84.5%	84.5%	↔	83.5%	86.1%
14	% of tenancy offers refused	39.7%	37.7%	46.4%	40.2%	24.1%	↑	36.5%	31.9%
15	% of anti-social behaviour cases reported in the last year which were resolved.	96.4%	95.0%	96.0%	99.4%	99.8%	↑	94%	94.4%
16	% of new tenancies sustained – Overall	87.5%	88.5%	88.5%	88.5%	92%	↑	91.1%	91%
	Existing Tenants	88.4%	91.2%	94.2%	95.4%	95.5%	↑	94.7%	94.4%
	Homeless Tenants	78.1%	84.6%	82.1%	80.4%	88.4%	↑	89.9%	90.2%
	Housing List	91.9%	89.3%	90.0%	91.7%	92.8%	↑	90.3%	90.2%
17	% of Lettable Houses that became vacant in last year	9.7%	9.2%	9.7%	9.5%	6.6%	↑	6.7%	7%
18	% of rent due lost through properties being empty during the last year	1.5%	1.3%	1.4%	1.5%	1.58%	↓	1.3%	1.4%
19	No of Households currently waiting for adaptations	New indicator			46	129	↓	3121 total	4896

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		16/17	17/18	18/19	19/20	20/21	DOT	20/21	20/21
20	Total Cost of adaptations completed in the year by source of funding	New indicator			402,000	£86,152	↓		
21	Average time to complete approved adaptations (days)	44	33.6	56.8	36.2	79.4	↓	47	58
22	% of court actions initiated which resulted in eviction - all reasons	26.4%	25.0%	27.4%	20%	0	↓	49.3%	22.1%
24	Homelessness - % of homeless households referred to RSLs under section 5 and through other referral routes	New indicator			26.3%	32.1%	↓	15.4%	29.7%
25	% tenants who feel rent represents value for money	77.2%	75.8%	75.8%	78.2%	78.2%	↔	82.3%	82.8%
26	Rent collected as % of total rent due in the reporting year	100.1%	101.2%	100.0%	99.5%	99%	↓	98.7%	99.1%
27	Gross rent arrears (all tenants) as at 31st March each year as a % of rent due for the reporting year	5.4%	4.9%	5.8%	5.7%	6.4%	↓	7.8%	6.1%
28	Average annual management fee per factored property	£90	£90	£90	£108	£0	NA	£110.82	£103.12
29	Owners satisfied with factoring service	57.6%	56.7%	61.0%	60.8%	62.4%	↑	55.3%	65.1%
30	Average length of time taken to re-let properties in the last year (days)	38.0	38.2	38.5	45	85.7	↓	57.1	56.3
31	Gypsies/travellers - Average weekly rent per pitch	N/A no sites in Renfrewshire							
32	% of gypsies/travellers satisfied with the landlord's management of the site								

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