

Appendix 1b) Comparison Q3 2020-2021

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KPI Indicator	Link	Horizon	Larkfield	West Highland	Link2Let
<b>1. Service Quality</b>					
Average length of time taken to re-let properties in the last year (days) (30).	33.47	7	46	9.46	12
Average length of time taken to complete emergency repairs (8) hours	6.42	2.60	3.87	3.01	
Average length of time taken to complete non-emergency repairs (9) days.	10.70	9.61	11.25	4.63	
% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (12)	89.19%	83.00%	96.30%	81.30%	
% of reactive repairs appointments kept	99.95%	NA	97.95%	94.12%	
Percentage of tenants who feel the rent for their property represents good value for money. (25)	76.43%	81.00%	85.00%	90.00%	
<b>2. Homelessness</b>					
Percentage of new tenancies sustained for more than a year, by source of let (16).	98.90%	91.00%	100.00%	TL - 100% DL - 93.34% HL - 100%	
Homelessness -of properties available (and where there was demand from homeless people) to let what % went to homeless applicants * not the Charter indicator	61.34%	60.00%	0.00%	62.50%	
Number of evictions (target less than) annual target divided by 4 to calculate RAG	2	0	0	0	
Number of abandonments (target less than) annual target divided by 4 to calculate RAG	9	1	0	0	
<b>3. Stock Quality</b>					
How many times in the reporting year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance	0	0	0	2	
Number of water management (Legionella) checks completed by scheduled date (%)	81	75		100	
% of stock meeting the Scottish Housing Quality Standard (SHQS) (6). RSL average.	99.69	100.00%	95.00	96.22	
% of properties meeting the EESSH (C10). RSL average.	97.17	98.90	96.00	96.80	
% smoke and heat compliance by February 2021 (target 25% increase each quarter)	9.00%	91.00%	84.00%	60.00%	
<b>4. Financial Health</b>					
Average length of time taken to re-let properties (days) (30).	33.47	7.3	46	9.46	12
% of rent due lost because homes being empty (18)	0.21	0.12%	0.99	0.50%	2.22%
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year (27)	3.91%	2.86%	4.32	3.06%	1.66%
Development programme completions vs actual completions (%)Q1 = 249 Q2 = 447 Q3 = 384 Q4 = 574 performance calculated by Q target	24%				