

1i) West Highland- Supporting People & Communities

Ref	KPI	Achieved 20/21	Target 21/22	Achieved Q1	Overall Cumulative 21/22	SHR 2019-20 National average	Achieving Target	Tolerance
Q1	Average length of time taken to re-let properties in the last year (days) (30).	28.9	8.00	19.12	19.12	31.8		1.99
2	% rent lost through properties being empty	0.49	0.50	0.77	0.77	1.20		0.05
3	Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year (27)	2.96	4.00	2.80	2.80	5.80		0.49
4	Average length of time taken to complete emergency repairs (8) (hours)	3.03	12.00	6.16	6.16	3.64		0.49
5	Average length of time taken to complete non-emergency repairs (9) (days)	6.11	6.50	24.90	24.90	6.43		0.49
6	% of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (12)	84.3	90.00	84.30	84.30	91.3		1.99
7	Percentage of tenants who feel the rent for their property represents good value for money. (25)	90.00	80.00	90.00	90.00	83.60		
8	Total number of complaints Stage 1 & 2 breakdown	Stage 1 - 58 Stage 2	NA	Stage 1 - 13 Stage 2 -	Stage 1 - 13 Stage 2 - 4		NA	
9	% complaints responded Stg 1 & 2	Stage 1 - 98.31 Stage 2 - N/A	95	Stage 1 - 84.6% Stage 2 - 50%	Stage 1 - 84.6% Stage 2 - 50%	97.7 92.1		
10	Average working days to respond to complaint Stg1 & 2	Stage 1 - 5.31 Stage 2 - N/A	Stg 1 - 5 Stg2 - 20	Stage 1 - 4.27 Stage 2 - 11	Stage 1 - 4.27 Stage 2 - 11	4.8 17.9		
11	% of new tenancies sustained for more than a year, by source of let (16).	DL - 95%	90	TL - 85.71% DL - 95.05% HL -	TL - 85.71% DL - 95.05% HL -	89.10		2.99

12	Homelessness -of properties available (and where there was demand from homeless people) what % resulted in lets to homeless applicants * not the Charter indicator	70%	25	68	68			
13	Number of evictions (instead of ARC indicator 22 - % of court actions resulted in eviction and reason)	0	3	0	0			0
14	Number of abandonments	0	3	0	0			0
15	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 being fitted or last checked (11)	2	0	0	0			0
16	Percentage of water management checks completed by scheduled date	100	100	100	100			0
17	% of stock meeting the Scottish Housing Quality Standard (SHQS) (6).	96.87	99	96.87	96.87	94.4		0
18	% of properties meeting the EESSH (C10).	96.90	97	96.90	96.90	87.3		0
19	% achieving smoke and heat compliance by February 2022	75.02	100	75.02	75.02			0