

1i) West Highland- Supporting People & Communities

Ref	KPI	Achieved 20/21	Target 21/22	Achieved Q2	Overall Cumulative 21/22	SHR 2020-21 National Average	Achieving Target	Tolerance
1	Average length of time taken to re-let properties in the last year (days) (30).	28.9	8.00	11.28	14.98	56.3		1.99
2	% rent lost through properties being empty	0.49	0.50	0.44	0.61	1.40		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	2.53	2.53	6.10		0.49
4	Average length of time taken to complete emergency repairs (8) (hours)	3.03	12.00	3.60	3.5	4.2		0.49
5	Average length of time taken to complete non-emergency repairs (9) (days)	6.11	6.50	5.40	7.80	6.7		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	90.1		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	82.80		
8	Total number of complaints Stage 1 & 2 breakdown	Stg 1 - 58 Stg 2 - 0	NA	Stg 1 - 13 Stg 2 - 1	Stg 1 - 71 Stg 2 - 1		NA	
9	% complaints responded Stg 1 & 2	Stg 1 - 98.31 Stg 2 N/A	95	Stg 1 - 84.61 Stg 2 - 100	Stg 1 -95.81 Stg 2-100	96.9 92.6		
10	Average working days to respond to complaint Stg1 & 2	Stg 1 - 5.31 Stg 2 - N/A	Stg 1 - 5 Stg2 - 20	Stg 1 - 3.36 Stg 2 - 2	Stage 1-- Stage 2-2	5.0 19.0		
11	% of new tenancies sustained for more than a year, by source of let (16).	92	90	96	92.46	87.60		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	74	71			
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	91		0
18	% of properties meeting the EESSH (C10).	96.90	97	96.90	96.90	89		0
19	% achieving smoke and heat compliance by February 2022	75.02	100	84.8	84.8			0