For Discussion

Agenda Item: 11.3
Date of meeting: 30/10/24

To: The Management Committee

From: The Director

Subject: ARC 2023/24 Benchmarking Results

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1. Introduction/Purpose

1.1 As Committee is aware each year, we submit a Return to The Regulator known as the ARC (Annual Return on the Charter). The purpose of this Return is to measure how we are performing against the standards and outcomes of the Scottish Social Housing Charter which was last reviewed in November 2022.

1.2 Once all landlords (Local Authorities and Housing Associations/Co-operatives) have submitted their returns, over the following months The Regulator considers the data, collates it, and produces a Landlord Report for each organisation. Our Report for 2023/24 was uploaded to the Resources Section of our Board Portal and, our website in August 2024 and was presented to Committee at its September 2024 meeting.

1.3 In addition to the Landlord Reports, The Regulator publishes the full data provided by all Landlords in Scotland. It is from this dataset that we carry out our benchmarking exercises.

1.4 The benchmarking results are based on the ARC 2023/24 which was submitted to The Regulator in May 2024. The typical reporting year for the Return is April to March. As Committee is aware following the change to our financial year, effective from 1st April 2024, SHR had advised that we should report our performance for this year's ARC for the period April 2023 to March 2024.

1.5 The purpose of my report is to present to Committee, for its consideration, our results benchmarked against, other "Local" RSLs, RSLs of a similar size, the RSL and Scottish Average and our previous three years' results.

2. ARC 2023/24 – Benchmarking

2.1 Local RSLs

2.1.1 For the purpose of the local comparison, we have included the following RSLs: Barrhead, Glen Oaks, Wheatley Homes Glasgow and Sanctuary. It is recognised that Wheatley Homes Glasgow and Sanctuary have stock in other parts of Glasgow and Scotland. However, as they both have stock neighbouring our properties, we believe it is right to include them.

2.2 Similar Sized RSLs

2.2.1 We benchmark ourselves against 4 other RSLs which are usually: Ardenglen, Barrhead, Cassiltoun and Shire who are of a similar size to us. However, on reviewing the stock levels of other RSLs, I concluded that it was more appropriate to replace Shire HA with Knowes HA who are closer in size to Rosehill.

2.3 Other comparisons

2.3.1 The attached information also compares our performance against the RSL and Scottish Averages and, the previous three years' performance.

2.4 Information Notes

2.4.1 For Indicator 6 – Percentage of Properties meeting SHQS. The result for the year-end position is included in the base figure of 30 results. However the chart showing the position for the next year-end is provided for information only.

2.4.2 For the comparison information for Local, Similar Size and RSL/Scottish Averages there is also supplementary information in relation to ARC Indicators 16 and 22 as follows:

- Indicator 16: Percentage of new tenancies sustained more than a year. The main indicator is based on all new tenancies. However just to give some background information, comparison charts (in cream colour) are also provided for each category of new tenancies e.g. existing tenants who have done an internal transfer, waiting list applicants, etc.
- Indicator 22: Percentage of court actions initiated resulted in eviction. Again the main indicator is based on all reasons for eviction. However, comparison charts (in cream colour) are also provided for each reason for eviction e.g. non-payment of rent, anti-social behaviour, etc.

2.4.3 Indicator 22 (covering all reasons) is not included in the base figure of 30 results for comparison purposes.

2.4.4 For the comparison information for Local, Similar Size and RSL/Scottish Averages there is also information compared on average weekly rents and annual rent increases, which are over and above the 30 results used for benchmarking purposes.

2.5 Overview of Results

2.5.1 To demonstrate how we compare, we use the R.A.G system. The key for this is below:

Local and Similar Size Comparisons

Our performance is better or the same as other RSLs
Our performance is neither the best nor the poorest
Our Performance is the poorest

Local RSLs

2.5.2 Attached at Appendix 1 are the results for each indicator in the "Local" RSL comparison group. The base figure used is 30 results. The first graph shows the number of results by the R.A.G. coding for each landlord. This shows that whilst we don't have the highest result across all the indicator measures, we do have the highest number of results in green, which signifies we have the best result or share the best result with one or more of the other landlords.

2.5.3 Table 1 below shows how this year's results compare with last year's.

Table 1

RSL	No.	No.	No.
Rosehill	12 (12)	12 (16)	6 (2)
Barrhead	8 (2)	21 (23)	1 (5)
Glen Oaks	8 (9)	16 (15)	6 (6)
Sanctuary	4 (3)	13 (14)	13 (13)
Wheatley Homes Glasgow	7 (7)	19 (19)	4 (4)

2.5.4 As can be seen from the above table we have 12 results in green which signifies we have the best or share the best result with one or more of the other RSLs. This remains the same as last year. We have seen the number of results in amber decrease by 4 to 12 and an increase in the results in red by 4.

2.5.5 Of the 12 results in green, we share the top spot for the following results:

- Indicator 3 & 4 – Percentage of all complaints responded to in full (Stage 1) (with Barrhead and Glen Oaks)

- Indicator 11 – number of gas safety checks not met (with Barrhead, Sanctuary and Wheatley Homes Glasgow)

- Indicator 15 – Percentage of anti-social behaviour cases resolved (with Barrhead and Wheatley Homes Glasgow)

2.5.6 We have 12 results coded amber, 4 down from last year. Amber signifies that we do not have the best result, nor do we have the poorest either.

2.5.7 We had 6 “red” results (4 up from last year) which relate to the following indicators:

Indicator 5 – Percentage of tenants satisfied with opportunities given to participate in landlord decision making. When we carried out our last Tenant Satisfaction Survey in 2022, the satisfaction level fell from 96.6% (TSS 2019) to 89.34%.

Our latest satisfaction survey was completed in September 2022 and as reported to Committee at the time, our results overall had fallen since the 2019 survey. Knowledge Partnership, the company who conducted the survey on our behalf, reported that there was a downward trend in satisfaction across all its clients. A main cause in this decline related to Covid-19 which had a negative impact on people’s outlook on various matters. We are due to carry out the next survey late next year.

Indicator 18 – Percentage of rent due lost through empty properties of 1.16%. This is just over double our result from last year of 0.54%. This result is linked and impacted by the result for average time to relet void properties (I30). Properties were vacant for longer periods of time due to the volume of works required in some of them along with the number of properties requiring asbestos removal works. So, in turn the longer a property is void, the more rent we will lose.

Indicator 21 – Average time to complete medical adaptations was 66.44 days. Whilst this is a drastic improvement from last year’s result of 188.5 days, this is still much higher than the other RSLs’ results, with the next highest time taken being Sanctuary at 32.59 days. This is an area of performance that needs more in-depth analysis including sharing information and practice with other landlords.

Indicator 23 – Percentage of Section 5 and other referrals for homeless households by LA result in offer which was 51.52%. This does not compare favourably with our result last year of 93.33%. Some initial analysis shows that reasons for the reduced result was due to issues with the referral process from HSCP i.e. removed from informal matching process for a period of time.

Indicator 30 – Average calendar days to re-let vacant properties was 58.95 days. This is only a slight improvement from last year's result of 59.52 days. Glen Oaks had the second longest time to re-let its properties at 44.59 days (47.35 days last year). Whilst our result was not much higher than the Scottish Average of 56.73 days (55.61 days last year) it is still the poorest result amongst the local comparators.

As previously reported to Committee some of the factors that contribute to our poor performance are the volume of works required in some of the voids, along with the number of properties requiring asbestos removal and, limited contractor availability.

Indicator C1.3.3 – Percentage of days lost through staff sickness absence was 8.08%. There is no Scottish Average figure available for this indicator but as can be seen from the attached charts, our sickness levels are significantly higher than the other 4 "local" landlords. The Staffing and Health & Safety Sub-Committee receive quarterly reports on staff sickness absence levels. We had four long-term absence cases in the period April 2023 to March 2024 and due to our staff numbers (20) this can have a significant impact on our sickness levels.

2.5.8 Also shown in Appendix 1 is a graph of the average weekly rents' comparison. This shows our rents are the lowest across all apartment sizes and lower than the Scottish Average.

2.5.9 Table 2 below shows how our average weekly rents compare with the RSL and Local Authority (L.A.) averages. It should be noted that typically L.A. rents are lower than RSLs' rents.

Table 2 Average weekly rents 2023/24 by apartment size

Apt Size	Rosehill	RSL Average	L.A. Average
1 apts	**64.42**	88.36	69.59
2 apts	**76.51**	96.33	78.49

3 apts	**86.76**	97.65	83.70
4 apts	**86.06**	107.46	90.74
5 apts+	**91.53**	118.66	97.82

2.5.10 As can be seen from Table 2, Rosehill's average weekly rents are lower than the RSL average across all apartment sizes and are lower than the L.A. average across all apartment sizes, except for 3 apts. However, our average weekly 3 apt rent is only £3.06 higher than the L.A. average.

Similar Size RSLs

2.5.11 As has been the trend over the last few years, our performance when compared against similar sized RSLs, is not as strong as when compared to the local RSLs.

2.5.12 Attached at Appendix 2 are the results for each indicator in the Similar Size RSL comparison group. Table 1 below shows how this year's results compare with last year's.

Table 3

RSL	No.	No.	No.
Rosehill	9 (8)	14 (16)	7 (6)
Ardenglen	9 (13)	18 (15)	3 (2)
Barrhead	7 (2)	18 (15)	5 (13)
Cassiltoun	1 (6)	22 (18)	7 (6)
Knowes	12 (N/A)	9 (N/A)	9 (N/A)

2.5.13 As can be seen from the above, we have 9 results in green which signifies we have the best or share the best result with one or more of the other RSLs. Ardenglen also have 9 results in green but Knowes has the highest number of results in green.

2.5.14 Our performance has changed slightly with number of results in green increasing by 1. The number in amber (not the best or poorest result) has reduced by 2, with the number in red increasing by 1 to 7.

2.5.15 Of the 9 results in green, we share the top spot for the following results:

- Indicator 3/4 – Percentage of all complaints responded to in full (Stage 1) (with Barrhead)
- Indicator 11 – number of gas safety checks not met (with Ardenglen, Barrhead and Cassiltoun)

- Indicator 15 – Percentage of anti-social behaviour cases resolved (with Barrhead and Knowes)

2.5.16 We have 7 results in red (1 up from last year) which relate to the following:

Indicator 2 – Percentage of tenants who feel landlord is good at keeping them informed about services and decisions. Our result was 88.76% compared to the best result of 98.23% by Ardenglen. Our latest satisfaction survey was completed in September 2022 and as reported to Committee at the time, our results overall had fallen since the 2019 survey. Knowledge Partnership, the company who conducted the survey on our behalf, reported that there was a downward trend in satisfaction across all its clients. A main cause in this decline related to Covid-19 which had a negative impact on people's outlook on various matters. We are due to carry out the next survey late next year.

Indicators 3 & 4 – Percentage of all Stage 2 complaints responded to in full. Our result was 90% compared to 100% for 3 of the other RSLs. There was 1 complaint received just before the year end which was not resolved and was carried forward into the next reporting period. The complaint was still within the target timescale.

Indicator 13 – Percentage of tenants satisfied with landlord's contribution to management of the neighbourhood. Our result was 79.46% compared to the best result of 95.96% by Ardenglen. Please see comments under Indicator 2 re: downward trend in satisfaction results.

Indicator 18 - Percentage of rent due lost through empty properties of 1.16%. This is just over double our result from last year of 0.54%. Please see the comments for Indicator 18 at para 2.5.7.

Indicator 21 – Average time to complete medical adaptations was 66.44 days. Whilst this is a drastic improvement from last year's result of 188.5 days, this is still much higher than most of the other RSLs' results. However, the next highest time taken being Cassiltoun at 55.71 days. This is an area of performance that needs more in-depth analysis including sharing information and practice with other landlords.

Indicator 30 - Average calendar days to re-let vacant properties was 58.95 days. This is only a slight improvement from last year's result of 59.52 days. Cassiltoun had the second longest time to re-let its properties at 38.03 days (44.59 days last year). Whilst our result was not much higher than the Scottish Average of 56.73 days (55.61 days last year) it is still the poorest result amongst the similar size comparators.

As previously reported to Committee some of the factors that contribute to our poor performance are the volume of works required in some of the voids, along with the number of properties requiring asbestos removal and, limited contractor availability.

Indicator C1.3.3 - Percentage of days lost through staff sickness absence was 8.08%. There is no Scottish Average figure available for this indicator but as can be seen from the attached charts, our sickness levels are significantly higher than the other 4 similar size landlords. The Staffing and Health & Safety Sub-Committee receive quarterly reports on staff sickness absence levels. We had four long-term absence cases in the period April 2023 to March 2024 and due to our staff numbers (20) this can have a significant impact on our sickness levels.

2.5.17 Also shown in Appendix 2 is a graph of the average weekly rents' comparison. This shows our average rents are the lowest, with the exception of 1 apt and 3 apt rents. Ardenglen has the lowest average 1 apt rent, however our average 1 apt rent is only £1.80 per week higher. Knowes has the lowest average rent for 3 apts, however our average 3 apt rent is only £3.14 per week higher.

RSL and Scottish Average

2.5.18 In Appendices 1 and 2, the Scottish Average is shown. However, for ease of comparison, a separate exercise has been done to compare our results against both the RSL and Scottish Averages. The Scottish Average includes the RSL Sector and Local Authorities. The results are attached at Appendix 3.

2.5.19 The local and similar sized comparison groups have compared 30 results. For the purpose of the RSL and Scottish Average comparisons, it is 28 results that are being compared. Indicator 11 the number of times a gas safety check hasn't been met has been excluded. This is because the figures shown for the RSL and Scottish averages are not averages but rather the total number of gas checks not carried out on time. Indicator C1.3.3 is also excluded as there are no Scottish or RSL averages available.

2.5.20 The key for the results is as follows:

Our performance is better than both averages
Our performance is better than one of the averages but not the other
Our Performance is the lowest compared to both averages

2.5.21 In summary the results of the comparison against both averages shows that we have:

18 results in green (19)
3 results in amber (2)
7 results in red (7)

2.5.22 The numbers in brackets are last year's results.

2.5.23 In terms of the three results in amber these relate to the following:

Indicator 7: Percentage of tenants satisfied with quality of home. Our result of 84.5% is slightly better than the Scottish Average of 84.01% but slightly below the RSL average of 85.1%. This result forms part of the 3 yearly tenant satisfaction survey. As referred to under the analysis for local and similar sized comparisons, our latest satisfaction survey was completed in September 2022 and as reported to Committee at the time, our results overall had fallen since the 2019 survey. Knowledge Partnership, the company who conducted the survey on our behalf, reported that there was a downward trend in satisfaction across all its clients. A main cause in this decline related to Covid-19 which had a negative impact on people's outlook on various matters. We are due to carry out the next survey late next year.

Indicator 18 - Percentage of rent due lost through empty properties of 1.16%. This is just over double our result from last year of 0.54%. Our result is better than the Scottish Average of 1.39% but slightly worse than the RSL average of 1.1%. Please see previous comments about reasons for rent loss.

Indicator 26 – Percentage collected of rent due. Our result of 99.43% is equivalent of the Scottish Average but is slightly worse than the RSL Average of 99.6%. Staff shortages meant that the same level of arrears prevention work was unable to be carried out resulting in arrears increasing. Another contributing factor was the migration from Housing Benefit to Universal Credit which resulted in tenants receiving the first Housing Element payment direct to themselves but subsequently failed to pay this to their account.

2.5.24 In terms of the seven results in red these relate to the following:

Indicator 1: Percentage of tenants satisfied with the overall service provided by landlord. Our result of 86.24% is just 0.25% lower than the Scottish Average. As referred to under the analysis for local and similar sized comparisons, our latest satisfaction survey was completed in September 2022 and as reported to Committee at the time, our results overall had fallen since the 2019 survey. Knowledge Partnership, the company who conducted the survey on our behalf, reported that there was a downward trend in satisfaction across all its clients. A main cause in this decline related to Covid-19 which had a negative impact on people's outlook on various matters. We are due to carry out the next survey late next year.

Indicator 2: Percentage of tenants who feel landlord is good at keeping them informed about services and decisions. Our result was 88.76%. Please see comments under Indicator 1 above, about downward trend in satisfaction results.

Indicator 3&4: Percentage of all Stage 2 Complaints responded to in full. Our result of 90% was slightly below the Scottish Average of 90.6% Please see comments at 2.5.16 for Indicator 3&4 for Stage 2 complaints.

Indicator 13: Percentage of tenants satisfied with their landlord's contribution to the management of the neighbourhood. Our result of 79.5% is much lower than both the Scottish and RSL averages. Please see previous comments about downward trend in satisfaction results.

Indicator 21: Average time to complete medical adaptations. Our result of 66.44 days is higher than the Scottish and RSL averages. Please see comments for Indicator 21 at para 2.5.16.

Indicator 29: Percentage of factored owners satisfied with factoring service. Our result of 50% is much lower than both the Scottish and RSL averages, which are both low results in themselves. When the survey was last carried out, only two owners returned the survey – one was satisfied and one wasn't. I intend to discuss with the Technical Services Manager and Factoring Co-ordinator whether we would wish to carry out a satisfaction survey in the foreseeable future. If the decision is not to survey in the near future, we will arrange a survey to tie in with the timeline for our tenant satisfaction survey which is due to be carried out late next year.

Indicator 30: Average calendar days to re-let vacant properties was 58.95 days. This is not much higher than the Scottish Average of 56.73 but is much higher than the RSL Average of 39.2 days. Please see comments for Indicator 30 under para 2.5.16.

2.5.25 Table 2 at para 2.5.9 compares our average weekly rents against the RSL Average, LA Average and the combined Scottish Average. This demonstrates our rents for 1 apts, 2 apts, 4 apts and 5 apts are lower than the 3 averages. Our 3 apt rents are lower than the RSL and Scottish Average and slightly higher than the LA average being only £3.06 higher.

Comparison with previous 3 years' results

2.5.26 Appendix 4 compares our results for ARC 2023/24 with the previous 3 years' ARC results. The key for the results is as follows:

Our current performance is better or being maintained compared to the previous 3 years
Our current performance is better or being maintained compared to last year's result only
Our current performance has seen a slight decline
Our current performance has seen a significant decline

2.5.27 Under this comparison group, 30 results are compared. Indicator 28 average management fee per factored owner has been excluded, as it is anticipated that the fee will increase each year in line with costs. Therefore, it is not a meaningful comparison in terms of a measure of our performance over the last 3 years. Indicator C4.1- Properties abandoned has been included.

2.5.28 In summary 8 of the 30 indicators are coded green and 7 are light green, signifying that as a minimum our results have improved or been maintained compared to the last year.

2.5.29 Of the 7 results coded in amber, these signify a slight decline in performance, information has been provided for some of these results, earlier in the report.

2.5.30 Of the 8 results coded red, 5 relate to tenant satisfaction indicators which as explained earlier in the report are the results from the last tenant satisfaction survey carried out in 2022. Knowledge Partnership, who conducted the survey, reported that they had seen a downward trend in satisfaction across the results of its clients which in the main had been negatively impacted by the pandemic. We will be conducting our next survey in late 2025.

Results in Red by Benchmark Group

2.5.31 Across the 4 benchmarking groups (Local, Similar Size, RSL/Scottish Average, Previous 3 years' performance) there are a total of 12 results in red. Out of these results, 11 are shared by 2 or more benchmarking groups and 5 are shared by 3 benchmarking groups. See chart attached at Appendix 5.

2.5.32 As can be seen from Appendix 5, the 5 results shared by 3 benchmarking groups are as follows:

- Indicator 2: Percentage of tenants who feel landlord is good at keeping them informed about services and decisions.
- Indicator 13: Percentage of tenants satisfied with their landlord's contribution to the management of the neighbourhood.
- Indicator 18 - Percentage of rent due lost through empty properties.
- Indicator 21: Average time to complete medical adaptations.
- Indicator 30: Average calendar days to re-let vacant properties.

3. Further Analysis/Potential Improvements

3.1 As Committee is aware I had presented the overview of the results from the 2022/23 ARC in January of this year. The Corporate Services and HR Manager has been doing further analysis of the results and produced an improvement plan, in conjunction with Managers, which is reported to Committee on a quarterly basis.

3.2 Whilst this work is ongoing, it is important to present the results from each ARC return as soon as possible after the results are published by SHR, which is why I have prepared the overview and initial analysis of the 2023/24 ARC in time for the October Management Committee meeting. It is my intention that this new timeline (within 2 months of the ARC results being published) will be maintained going forward.

3.3 The next stage is for our Corporate Services and HR Manager to do further analysis of these results. She will co-ordinate and oversee the development and implementation of any required improvement/action plans with Managers. She will cross reference the latest results and areas for improvement with the data she is currently working on and reporting to Committee from the 2022/23 results.

3.4 The Corporate Services and HR Manager will provide an initial report on the outcome of the cross over between the 2022/23 results and identified improvements with the 2023/24 results for the November meeting. Thereafter, she will provide quarterly updates.

4. Risk

4.1 When considering effective performance management and monitoring, we have identified the main risks under the following risk categories and the measures we have taken to mitigate the risks.

Risk Category	Mitigating Measure
Performance Management: • Poor performance;	Carrying out a range of benchmarking exercises to consider our results in a wider context to establish where we fit in

• Inadequate performance management and monitoring systems	the bigger picture. Benchmarking also helps us understand the level of our performance and assists with driving improvements where needed. Benchmarking ensures we remain alert to what needs to change and improve, ensuring that we provide the best service possible to our tenants and other service users.
Customer: • Tenant dissatisfaction; • Lose confidence of tenants	As above
Reputation: Same risks as listed under Customer and… • Loss of confidence by stakeholders and partners	As above

5. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Benchmarking of performance as part of our overall performance management and monitoring framework.	7) Achieve the highest standards in all that we do 6) Use resources efficiently and effectively

6. Application of our Core Values

Area	Related Core Value(s)
Benchmarking of performance as part of our overall performance management and monitoring framework.	Accountable and Compliant; Efficient and Responsible; Excellent and Committed

7. Compliance and Assurance

7.1 The benchmarking of our results and identifying and implementing improvements, ensures we continue to deliver on meeting The Scottish Social Housing Charter Outcomes and Standards and meet Regulatory Requirements.

7.2 The benchmarking mechanism contributes to providing assurance to the Management Committee on how we are performing and how we compare with others. This approach means we are compliant with regulatory requirements as follows:

Compliance Source	Details
The Standards of Governance and Financial Management for RSLs	Standard 1 – The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Guidance 1.1 – The governing body sets the RSL's strategic direction. It agrees and oversees the organisation's business plan to achieve its purpose and intended outcomes for its tenants and other service users. Standard 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. Guidance 4.1 - The governing body ensures it receives good quality information and advice from staff and, where necessary, expert independent advisers, that is timely and appropriate to its strategic role and decisions. The governing body is able to evidence any of its decisions.

7.3 Evidence Bank

Evidence	Assurance Exercise Location
• Benchmarking Report and Appendices for 30/10/24	• Regulatory Standard 1 – Guidance 1.1 • Regulatory Standard 4 – Guidance 4.1

7.3.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

8. Summary and Conclusions

8.1 Each year we are required to submit a Return to The Regulator (known as the ARC) which is based on the standards and outcomes of The Scottish Social Housing Charter. The Regulator publishes the data provided by all Landlords (Local Authorities and Housing Associations) in the following months.

8.2 We use the data published by The Regulator to carry out various benchmarking exercises, which are attached. Our results have been benchmarked against the following groups:

- Local RSLs
- Similar Size RSLs
- RSL and Scottish Average
- Our performance over the previous 3 years' results (ARC 2020/21, ARC 2021/22 and ARC 2022/23)

8.3 The benchmarking has highlighted that whilst there are areas where we have a strong performance, there are also areas that there is room for improvement. Across the 4 benchmarking groups there are a total of 12 results that are coded red, meaning that our results are the poorest or have significantly declined compared to previous years.

8.4 As in previous years' benchmarking, our performance is stronger compared to the local benchmarking group but less so when comparing against the similar size group. Our performance is relatively strong when comparing against the RSL/Scottish Average benchmarking group. The picture is a bit more mixed when we compare this year's results with our performance over the last 3 years. There are 8 areas where our performance has improved or being maintained over the last 3 years, with a further 7 where our performance has improved or being maintained since last year. There are 7 areas where there has been a slight decline in performance (coded amber) and a further 8 where there has been a significant decline (coded red). It is worth noting that 5 of the 8 red results relate to tenant satisfaction. The last survey was carried out in 2022, when we seen a decline in satisfaction across all areas. The next survey is due to be carried out in late 2025.

8.5 The Corporate Services and HR Manager will carry out further analysis of the results across the benchmarking exercises. She will co-ordinate and oversee the development and implementation of any required improvement/actions Plans with Managers. However, as the Corporate Services and HR Manager is currently providing reports to Committee based on the ARC 2022/23 results, she will cross reference the latest results and areas for improvement with the data for the 2022/23 results. She will provide Committee with an initial report at the November meeting and thereafter will provide quarterly reports on progress with the implementation of the improvement plan.

8.6 Risk has been considered at Section 4.

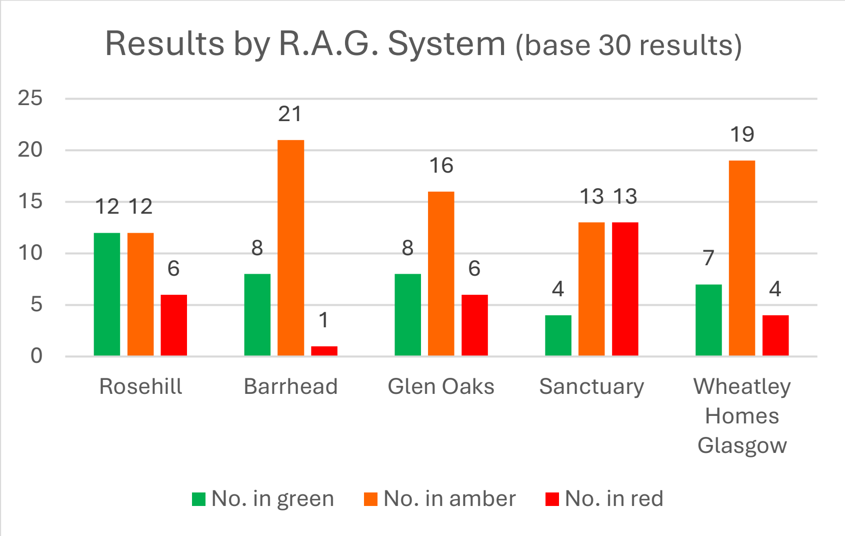
8.7 Section 5 shows how carrying out benchmarking as part of our performance management framework links to the delivery of our strategic objectives.

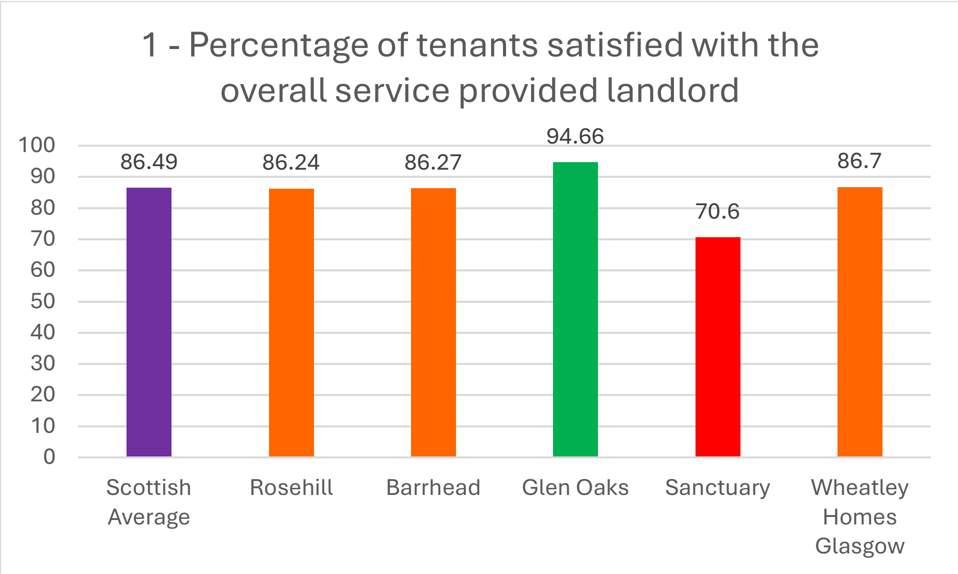
8.8 Section 6 how carrying out benchmarking as part of our performance management framework links to the application of our Core Values.

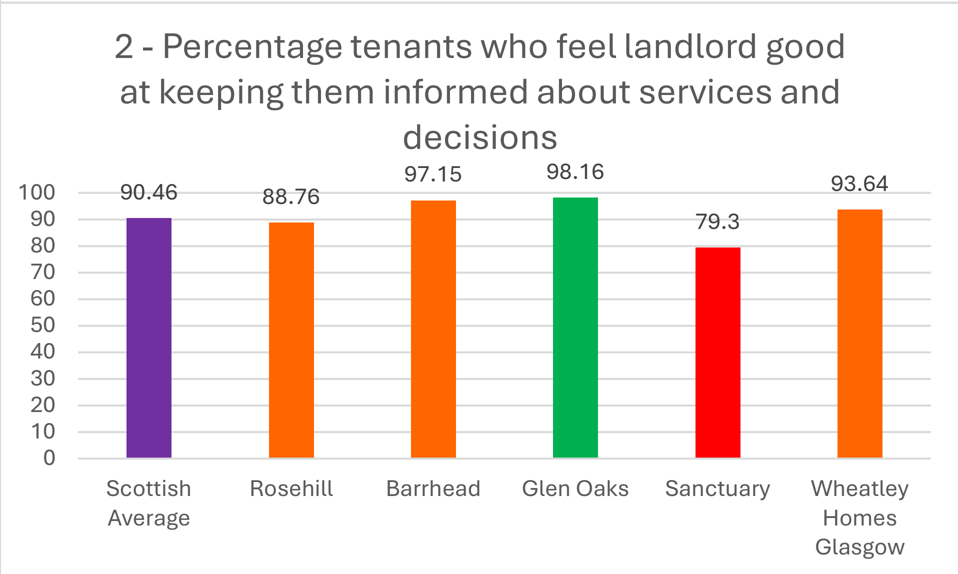
8.9 Section 7 sets out how we comply with Regulatory requirements.

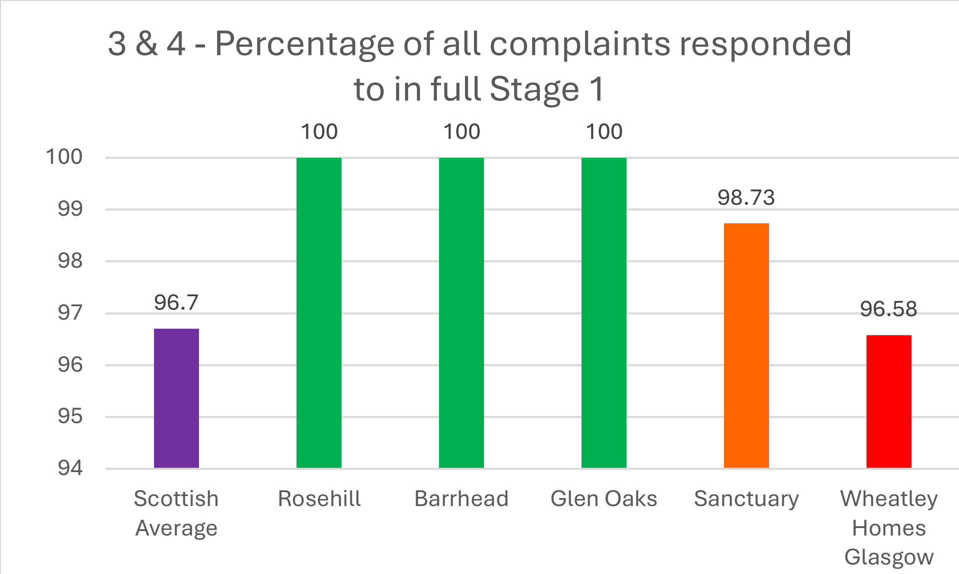
8.10 Committee is asked to consider this report and the attached performance/benchmarking information and is invited to discuss this further at the meeting.

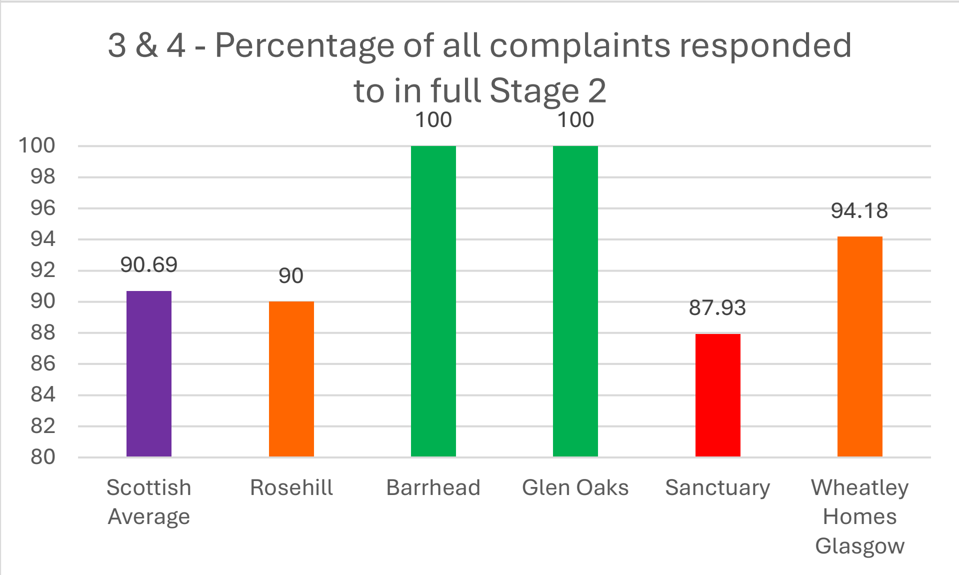
Appendix 1 – “Local” RSLs Benchmarking Group

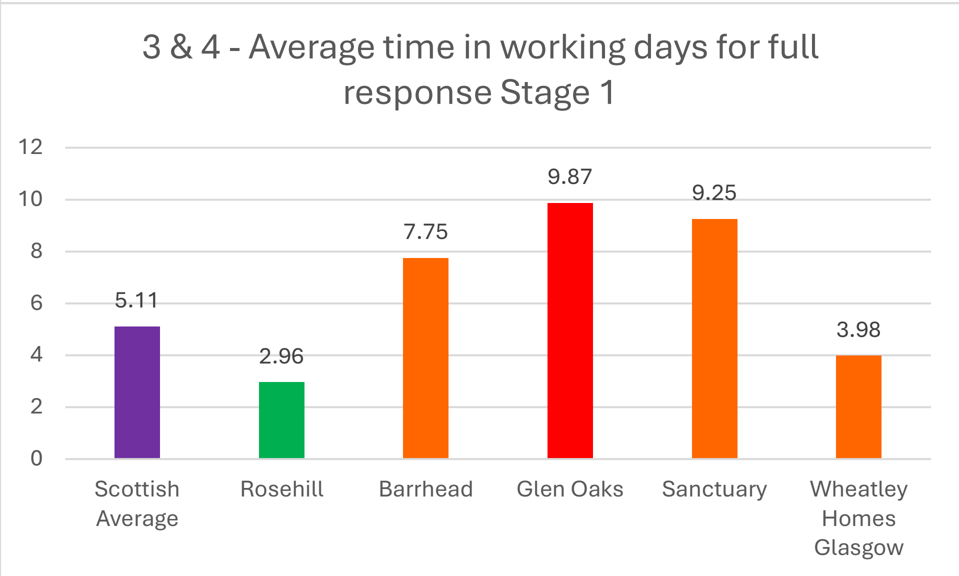


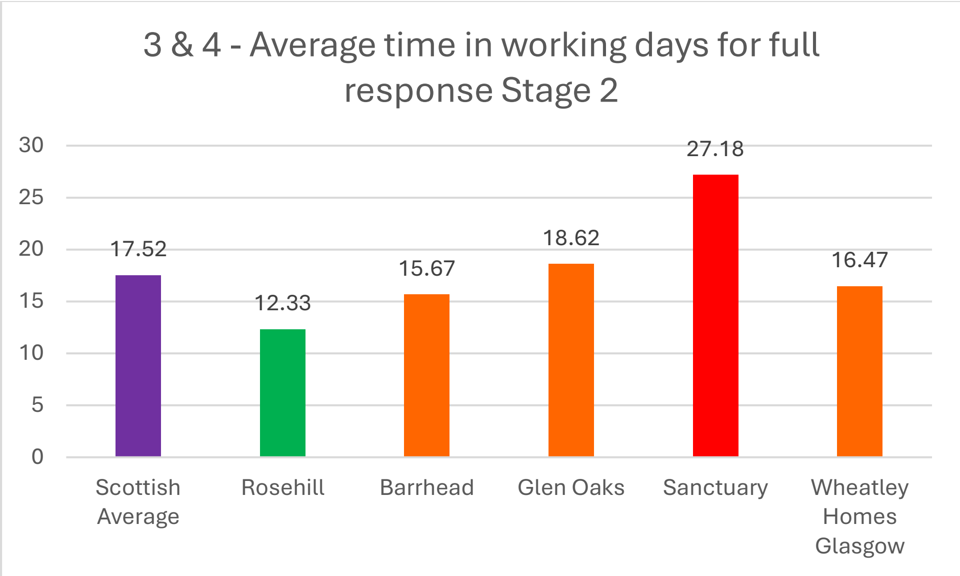


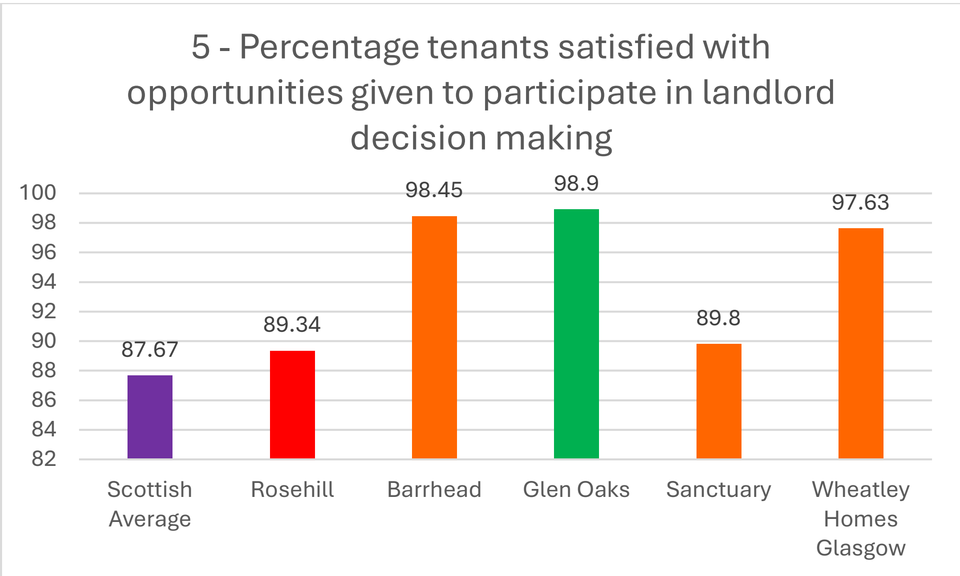


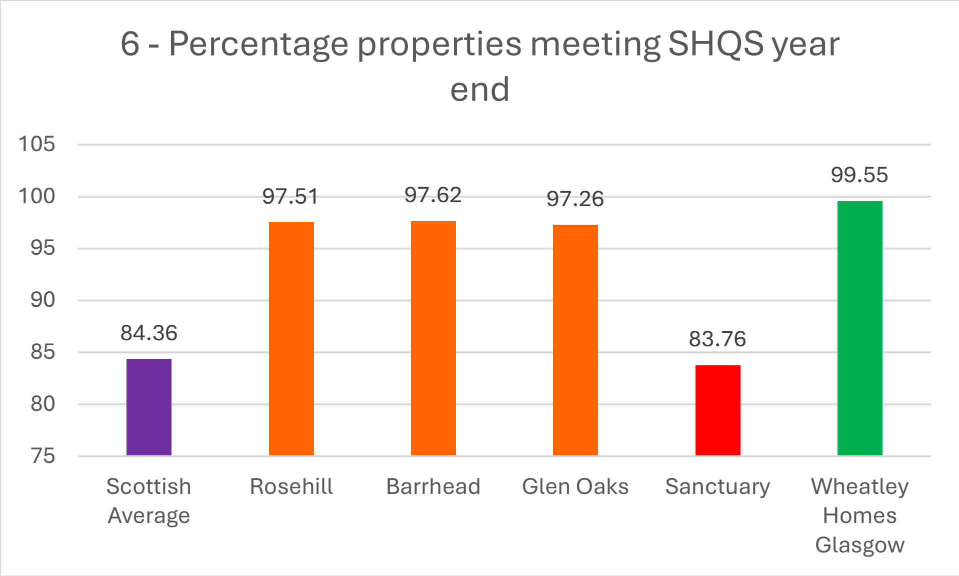

3 & 4 - Percentage of all complaints responded to in full Stage 1
100
99
98
97
96
95
94
96.7
100
100
100
98.73
96.58
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

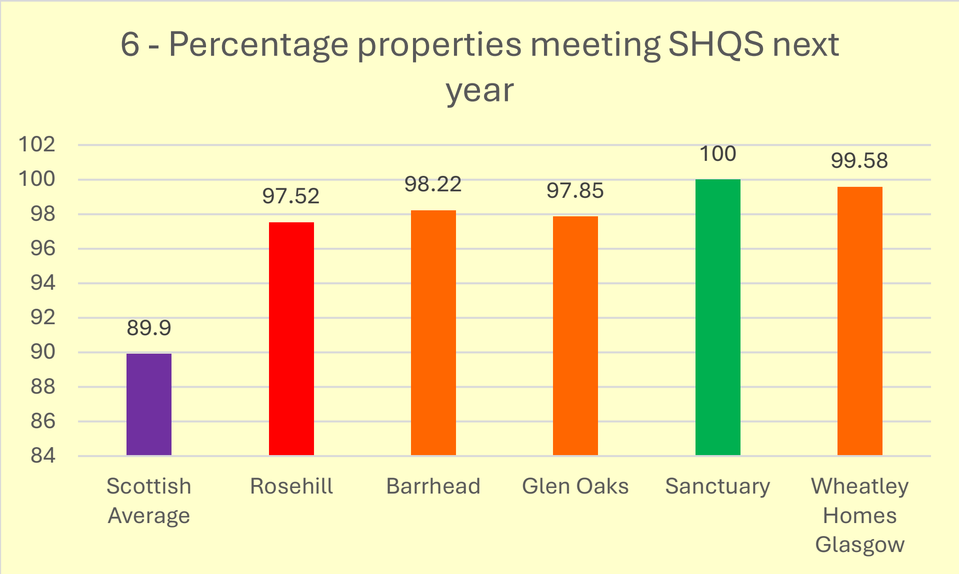

3 & 4 - Percentage of all complaints responded to in full Stage 2
100
98
96
94
92
90
88
86
84
82
80
90.69
90
100
100
87.93
94.18
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

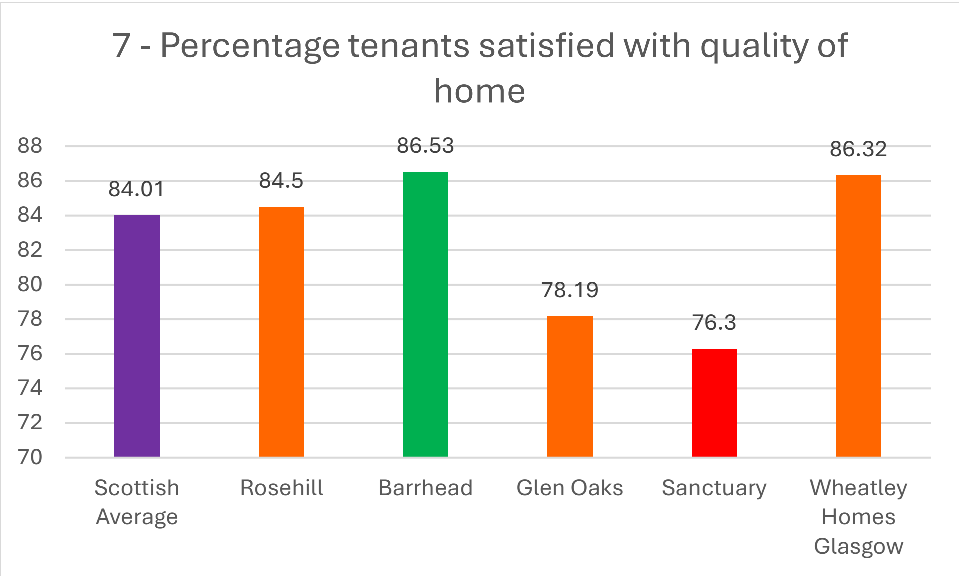

3 & 4 - Average time in working days for full response Stage 1
12
10
8
6
4
2
0
5.11
2.96
7.75
9.87
9.25
3.98
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

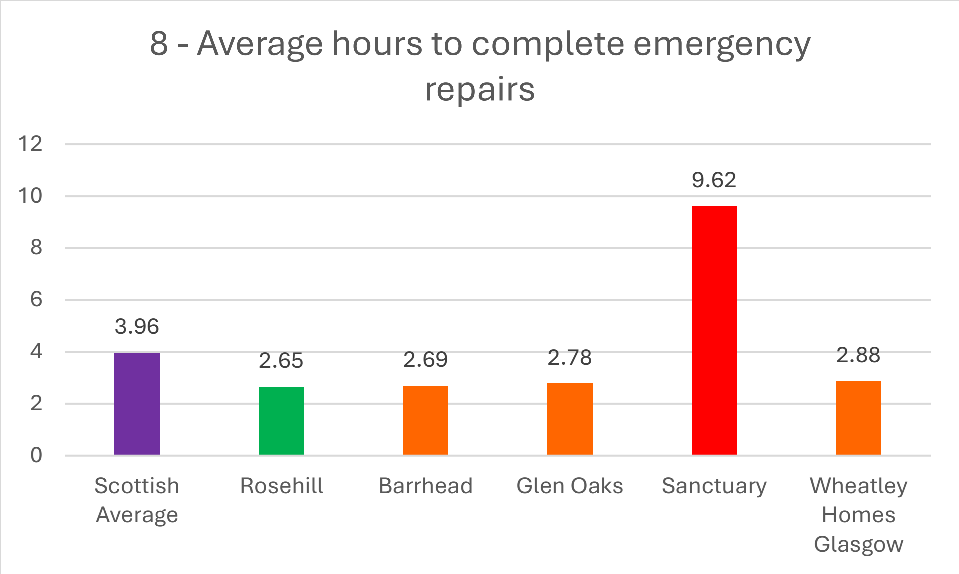

3 & 4 - Average time in working days for full response Stage 2
30
25
20
15
10
5
0
17.52
12.33
15.67
18.62
27.18
16.47
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

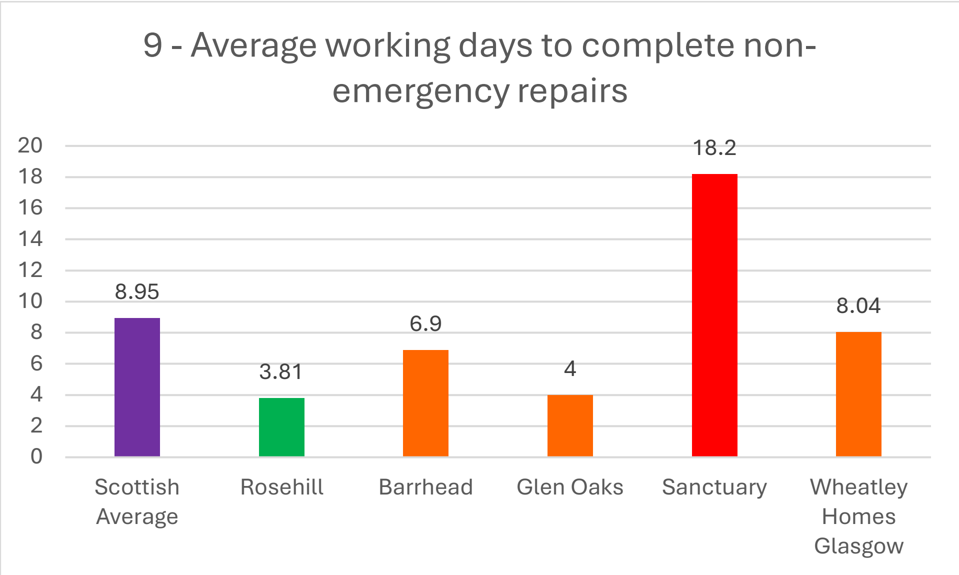

5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making
100
98
96
94
92
90
88
86
84
82
87.67
89.34
98.45
98.9
89.8
97.63
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

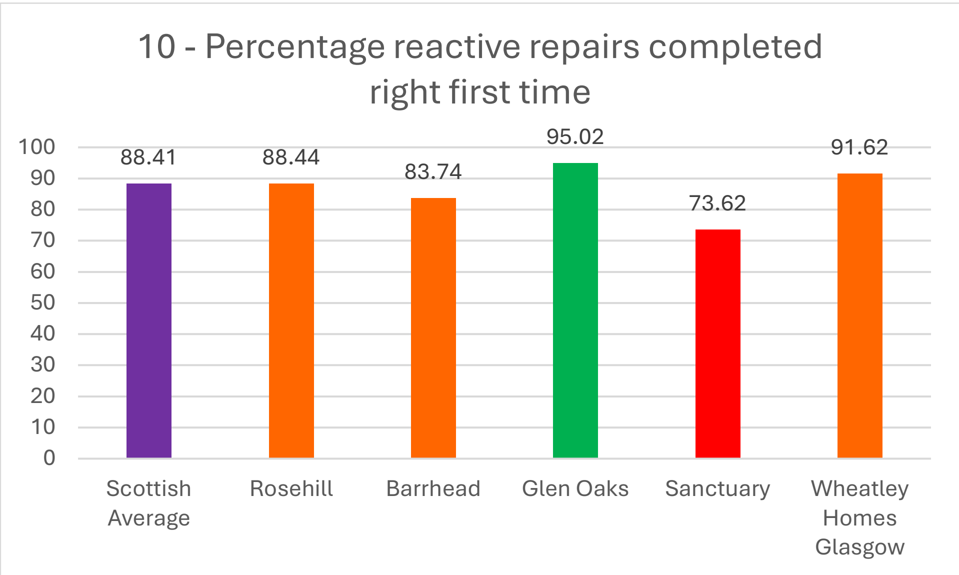

6 - Percentage properties meeting SHQS year end
105
100
95
90
85
80
75
84.36
97.51
97.62
97.26
83.76
99.55
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

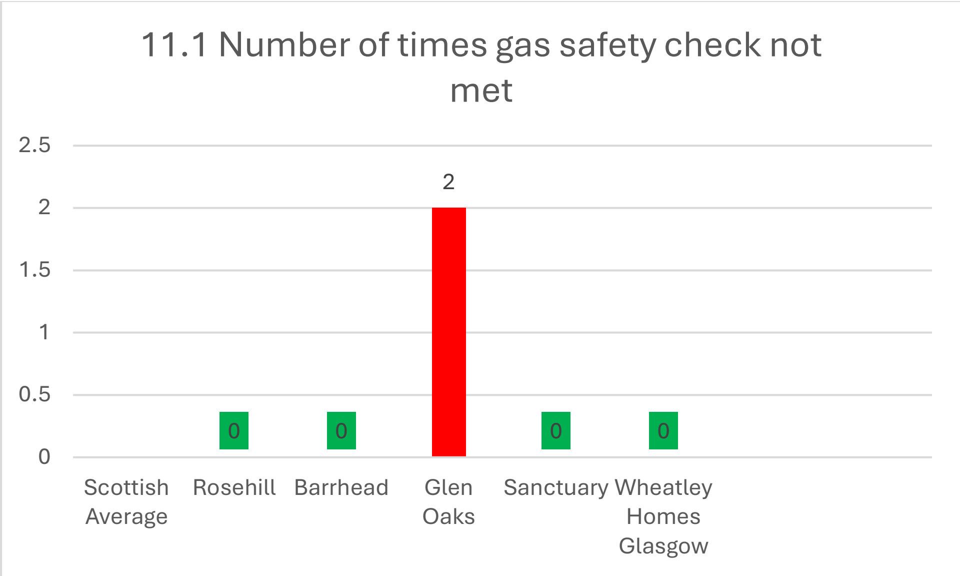

6 - Percentage properties meeting SHQS next year
102
100
98
96
94
92
90
88
86
84
89.9
97.52
98.22
97.85
100
99.58
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

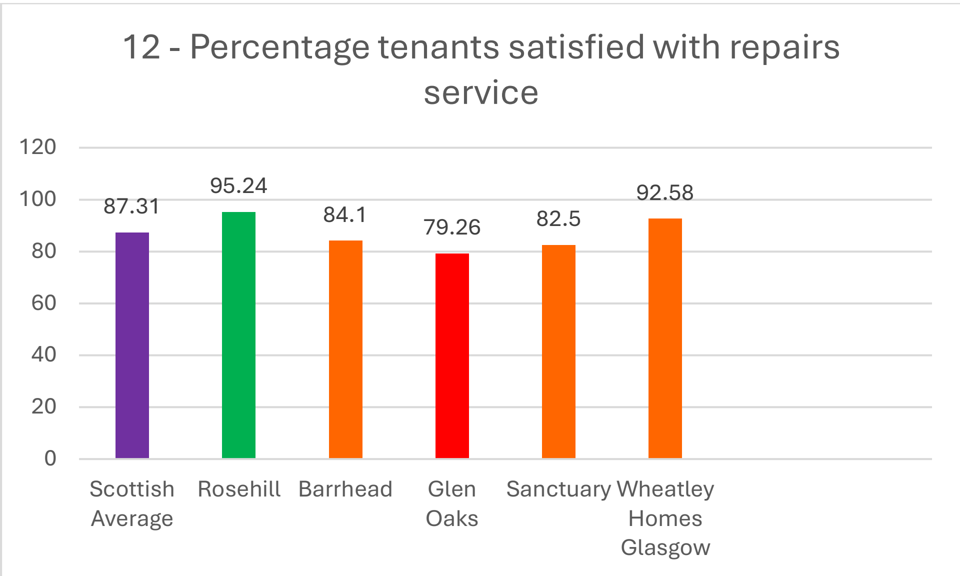

7 - Percentage tenants satisfied with quality of home
88
86
84
82
80
78
76
74
72
70
84.01
84.5
86.53
78.19
76.3
86.32
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

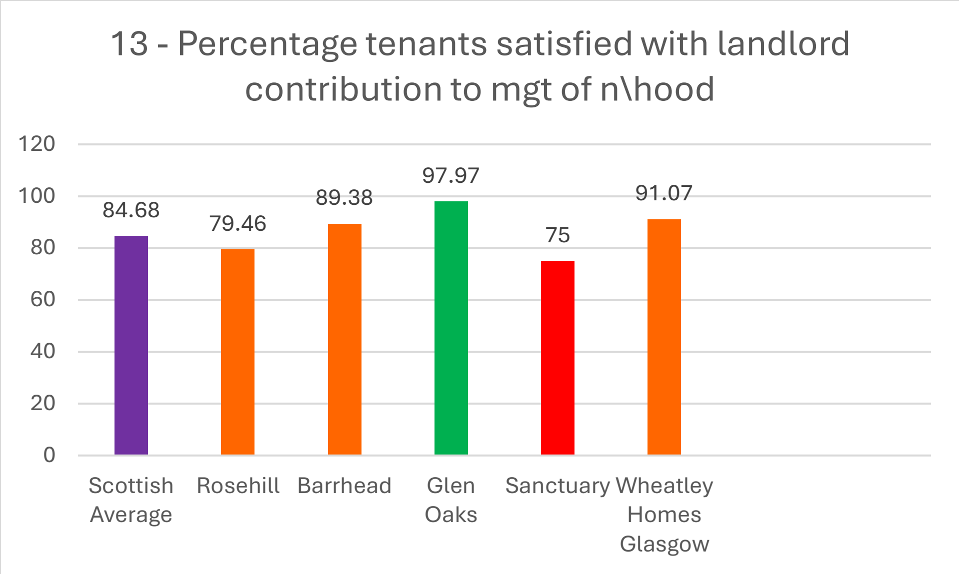

8 - Average hours to complete emergency repairs
12
10
8
6
4
2
0
3.96
2.65
2.69
2.78
9.62
2.88
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

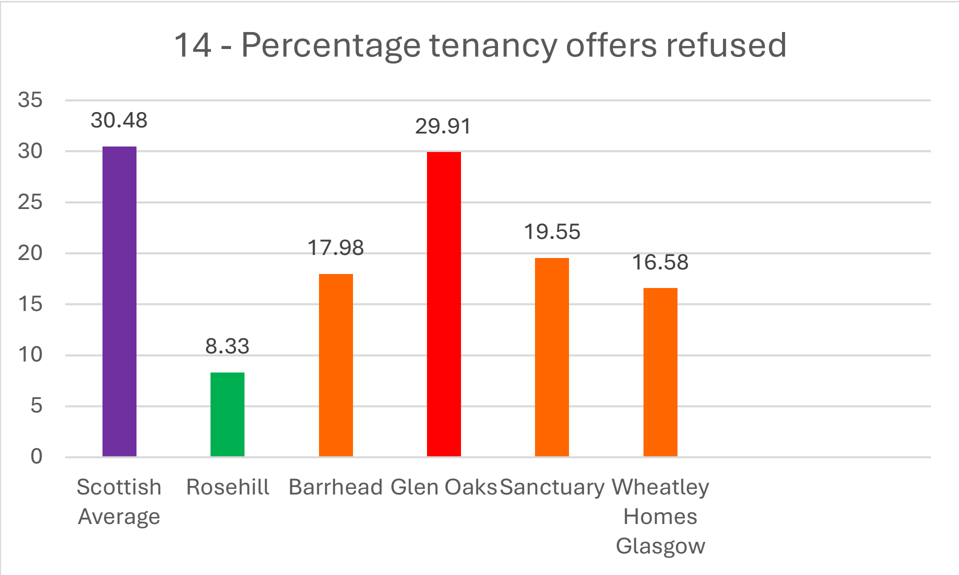

9 - Average working days to complete non-emergency repairs
20
18
16
14
12
10
8
6
4
2
0
8.95
3.81
6.9
4
18.2
8.04
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

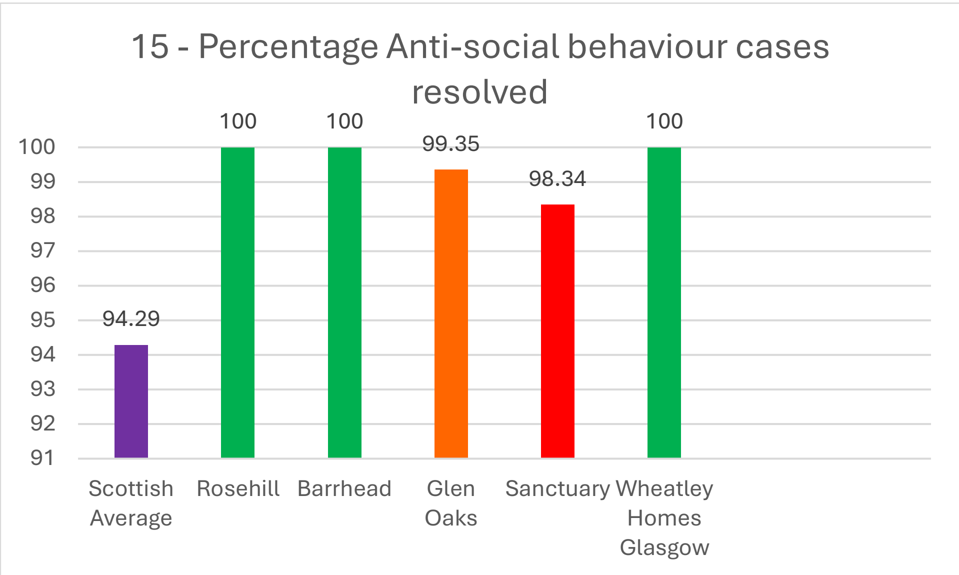

10 - Percentage reactive repairs completed right first time
100
90
80
70
60
50
40
30
20
10
0
88.41
88.44
83.74
95.02
73.62
91.62
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

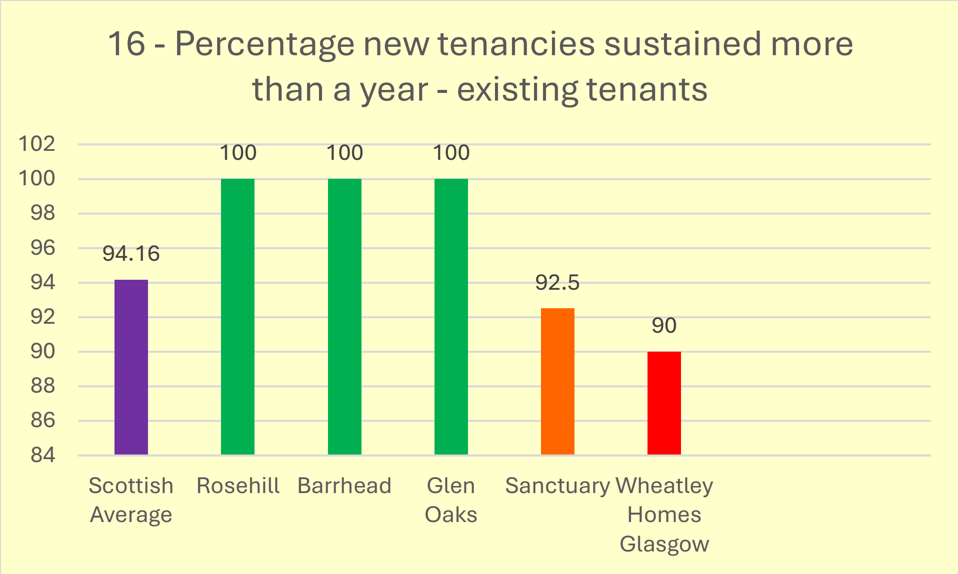

11.1 Number of times gas safety check not met
2.5
2
1.5
1
0.5
0
2
0
0
0
0
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

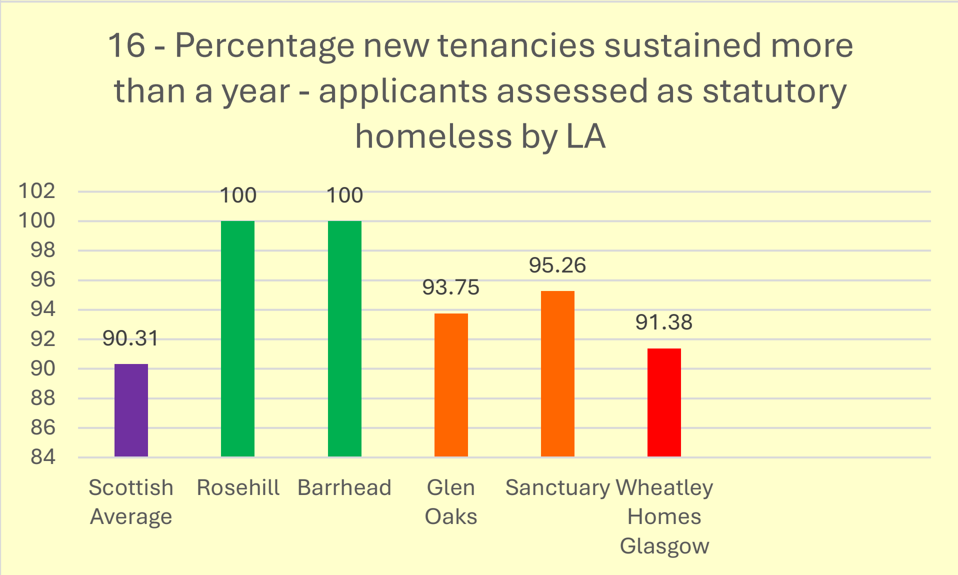

12 - Percentage tenants satisfied with repairs service
120
100
80
60
40
20
0
87.31
95.24
84.1
79.26
82.5
92.58
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

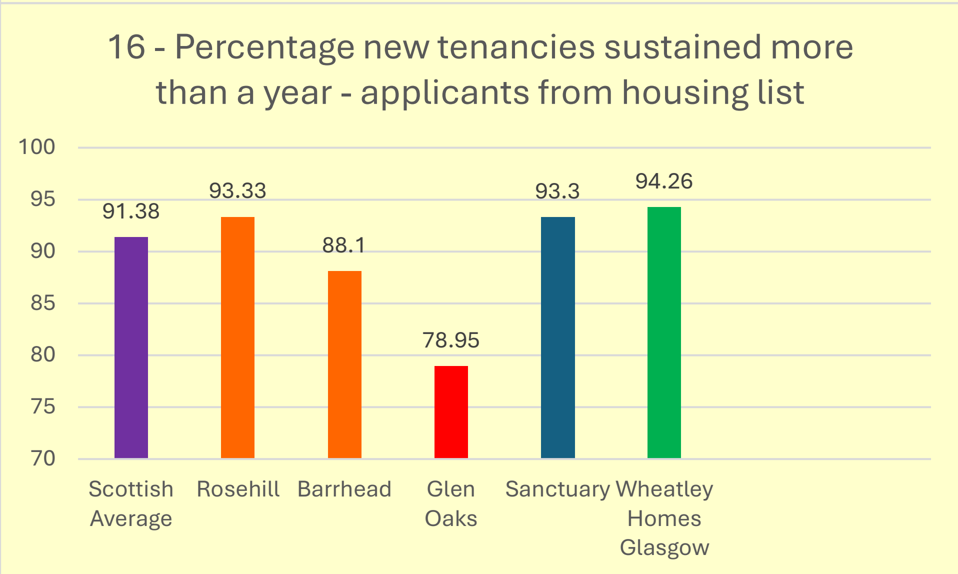

13 - Percentage tenants satisfied with landlord contribution to mgt of n\hood
120
100
80
60
40
20
0
84.68
79.46
89.38
97.97
75
91.07
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

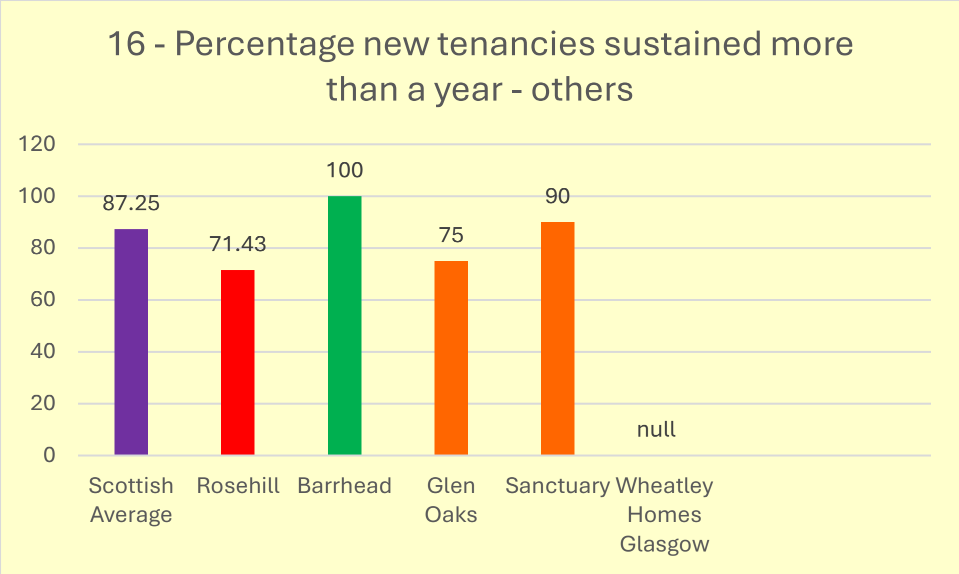

14 - Percentage tenancy offers refused
35
30
25
20
15
10
5
0
30.48
8.33
17.98
29.91
19.55
16.58
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

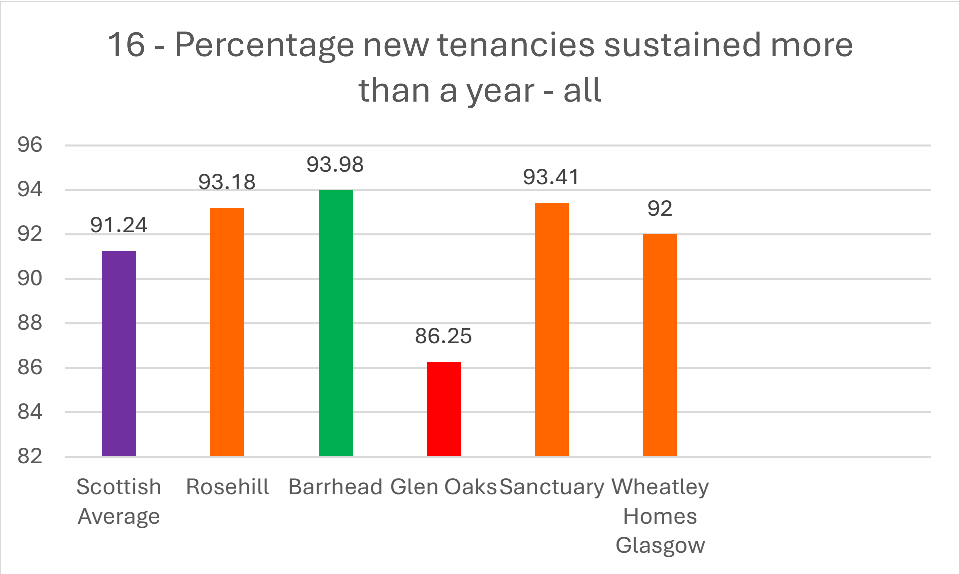

15 - Percentage Anti-social behaviour cases resolved
100
99
98
97
96
95
94
93
92
91
94.29
100
100
99.35
98.34
100
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

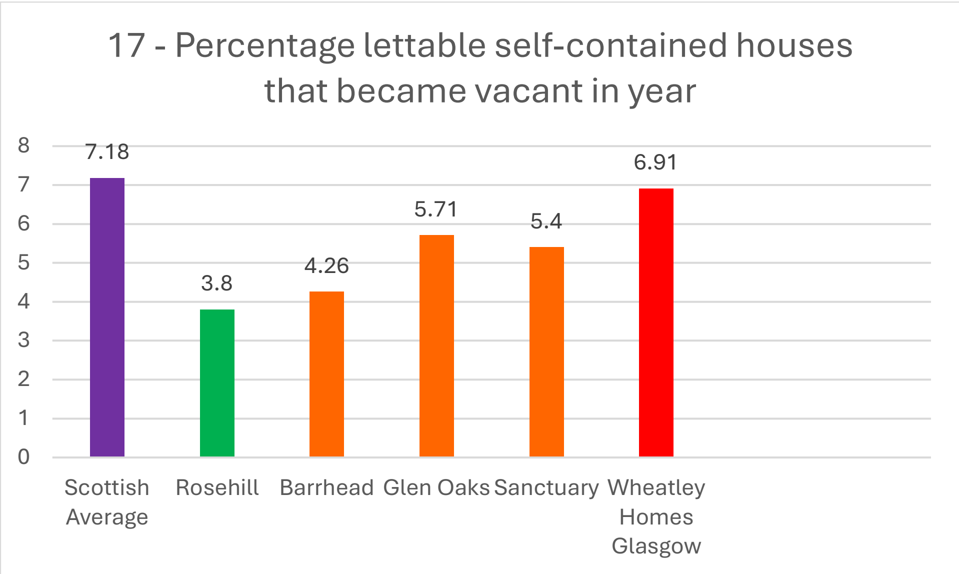

16 - Percentage new tenancies sustained more than a year - existing tenants
102
100
98
96
94
92
90
88
86
84
94.16
100
100
100
92.5
90
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

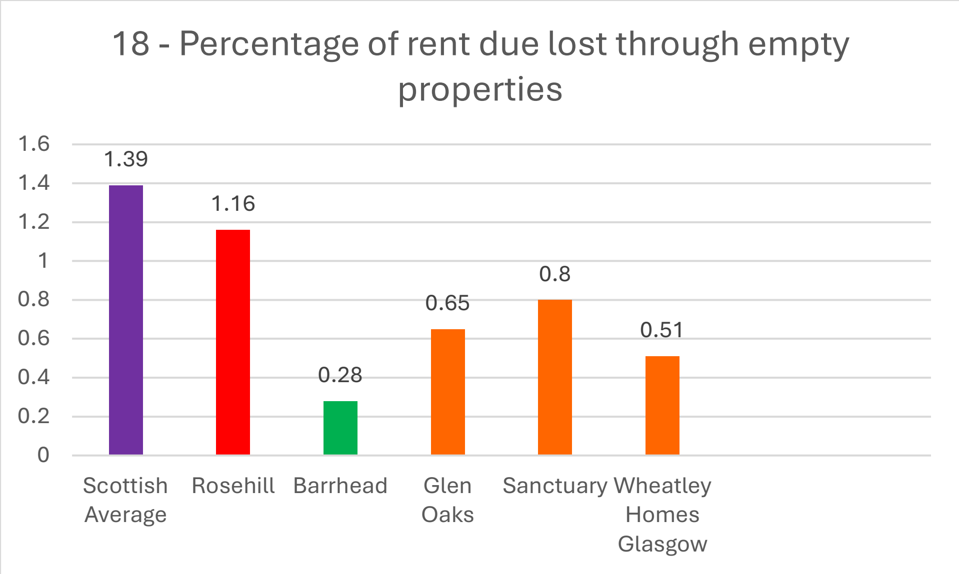

16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA
102
100
98
96
94
92
90
88
86
84
90.31
100
100
93.75
95.26
91.38
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

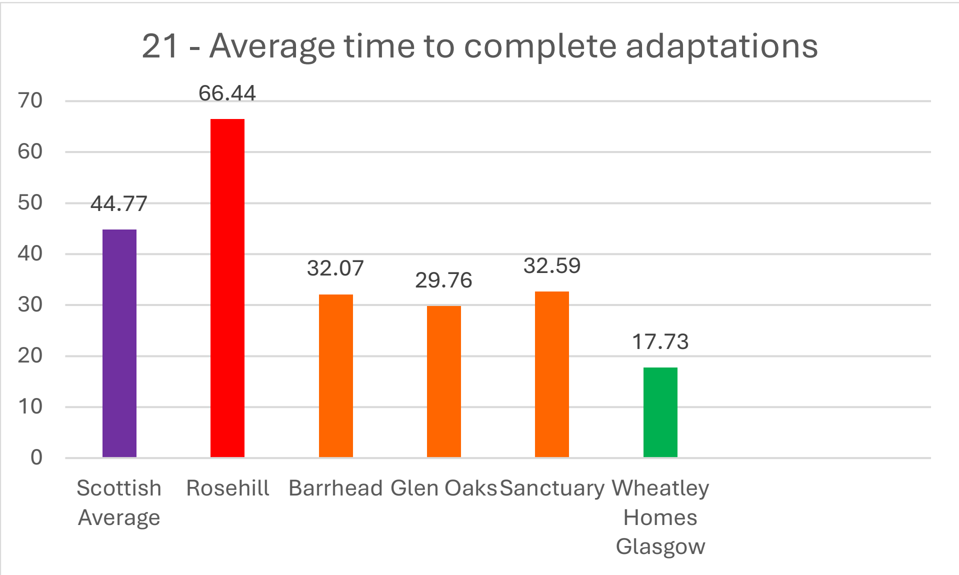

16 - Percentage new tenancies sustained more than a year - applicants from housing list
100
95
90
85
80
75
70
91.38
93.33
88.1
78.95
93.3
94.26
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

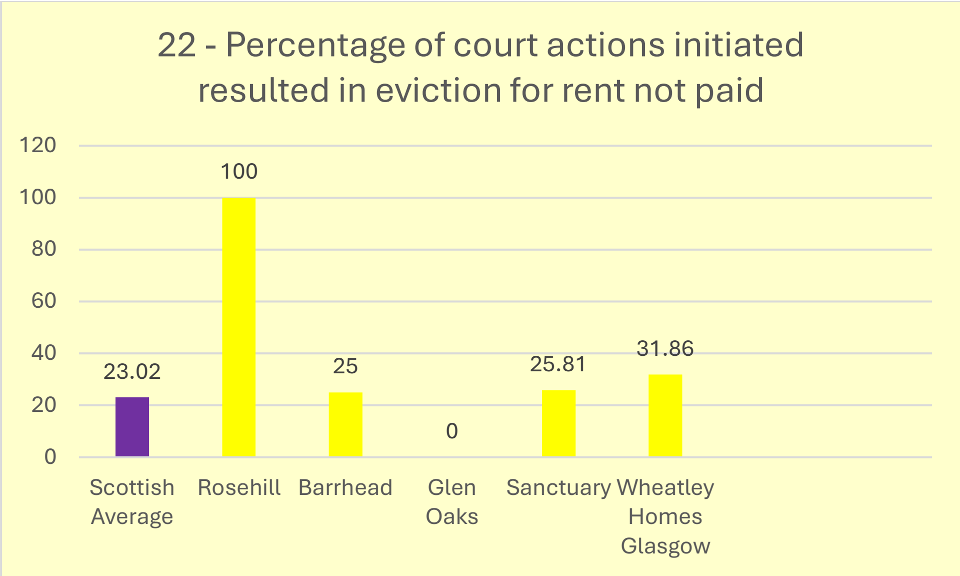

16 - Percentage new tenancies sustained more than a year - others
120
100
80
60
40
20
0
87.25
71.43
100
75
90
null
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

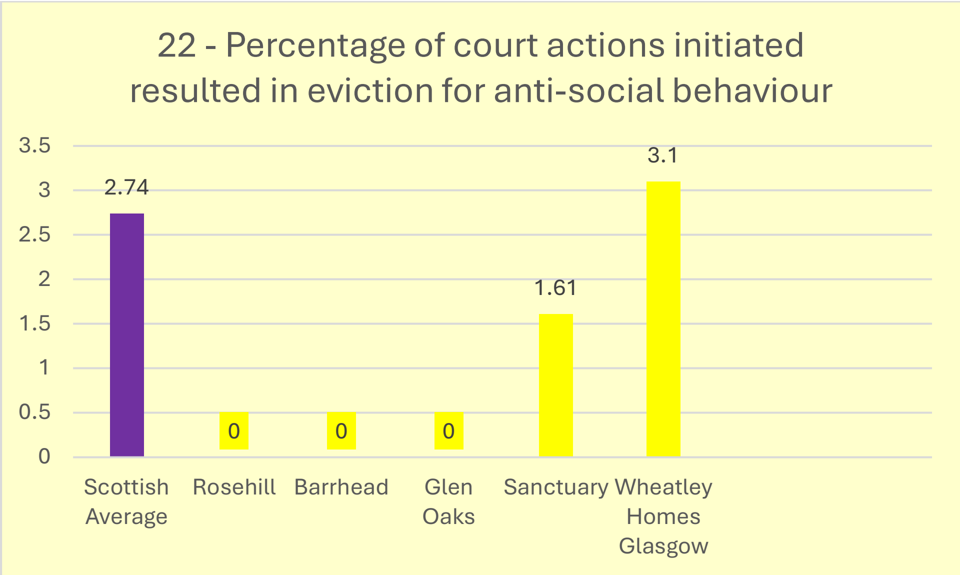

16 - Percentage new tenancies sustained more than a year - all
96
94
92
90
88
86
84
82
91.24
93.18
93.98
86.25
93.41
92
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

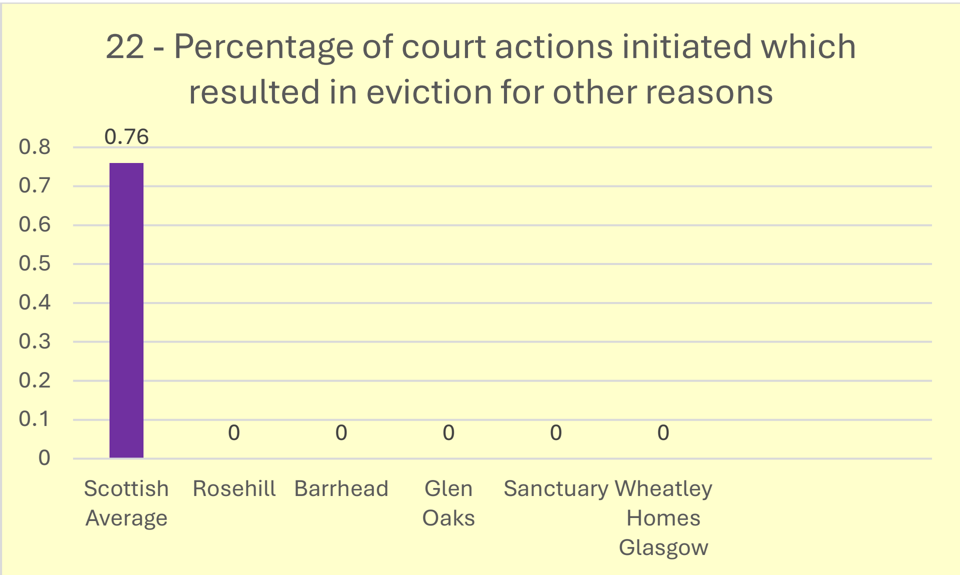

17 - Percentage lettable self-contained houses that became vacant in year
8
7
6
5
4
3
2
1
0
7.18
3.8
4.26
5.71
5.4
6.91
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

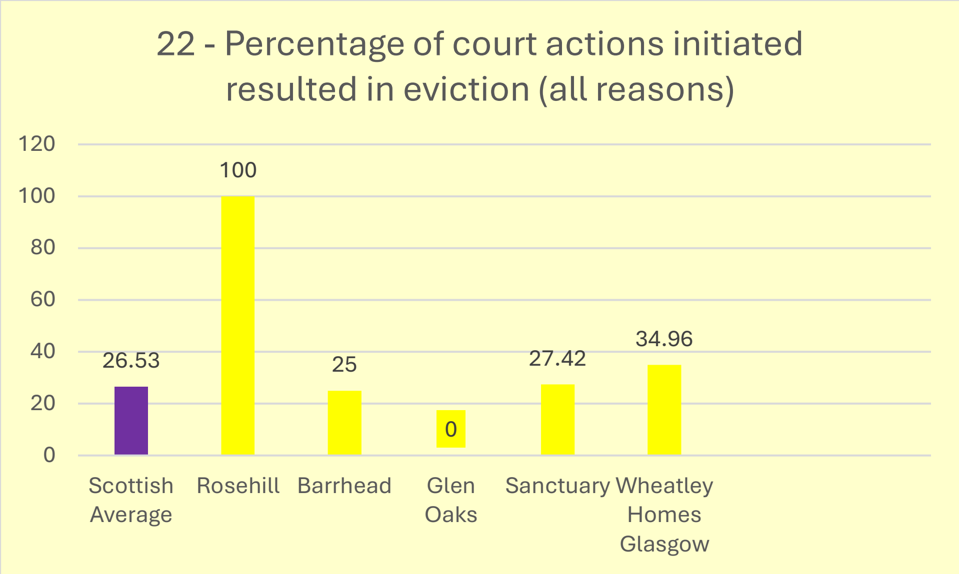

18 - Percentage of rent due lost through empty properties
1.6
1.4
1.2
1
0.8
0.6
0.4
0.2
0
1.39
1.16
0.28
0.65
0.8
0.51
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

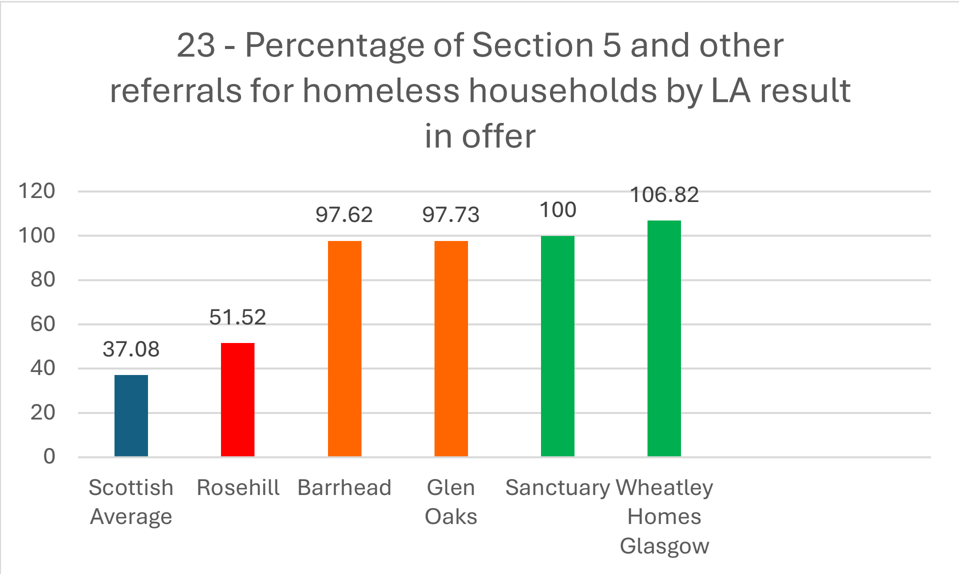

21 - Average time to complete adaptations
70
60
50
40
30
20
10
0
44.77
66.44
32.07
29.76
32.59
17.73
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

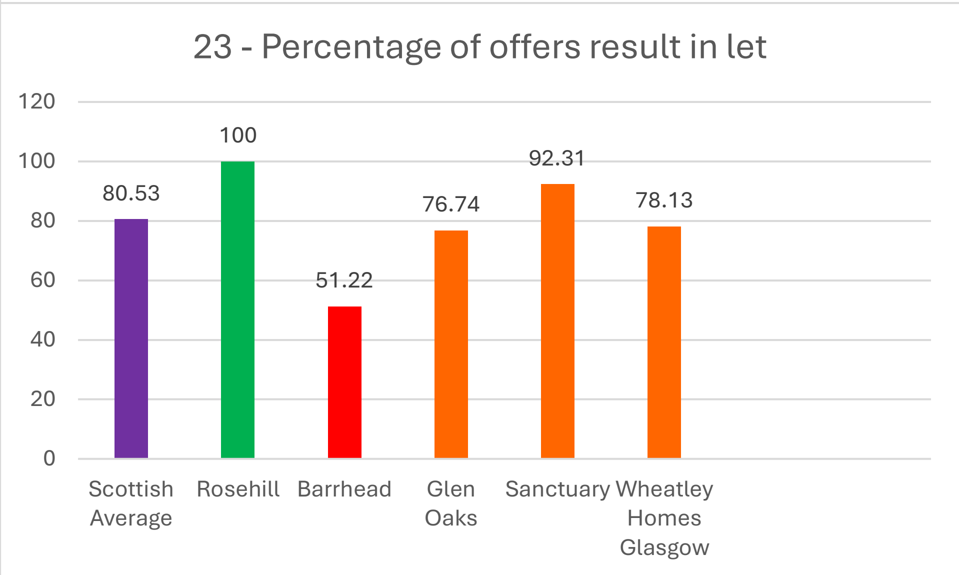

22 - Percentage of court actions initiated resulted in eviction for rent not paid
120
100
80
60
40
20
0
23.02
100
25
0
25.81
31.86
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

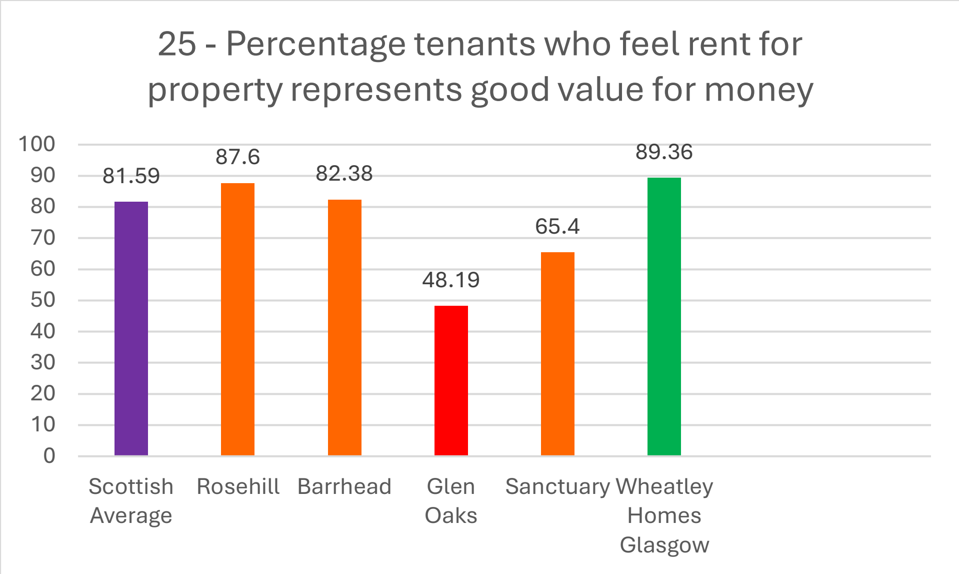

22 - Percentage of court actions initiated resulted in eviction for anti-social behaviour
3.5
3
2.5
2
1.5
1
0.5
0
2.74
0
0
0
1.61
3.1
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

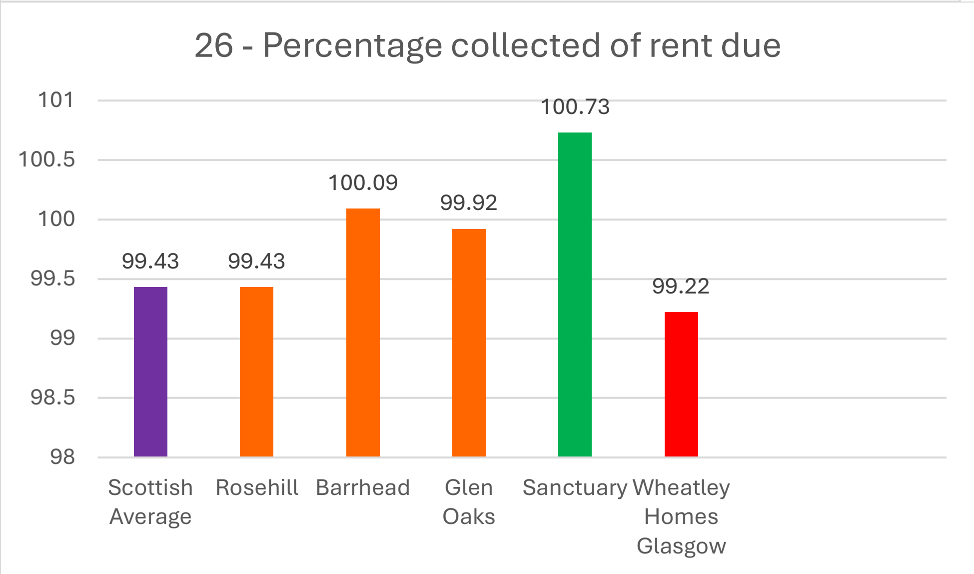

22 - Percentage of court actions initiated which resulted in eviction for other reasons
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
0.76
0
0
0
0
0
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

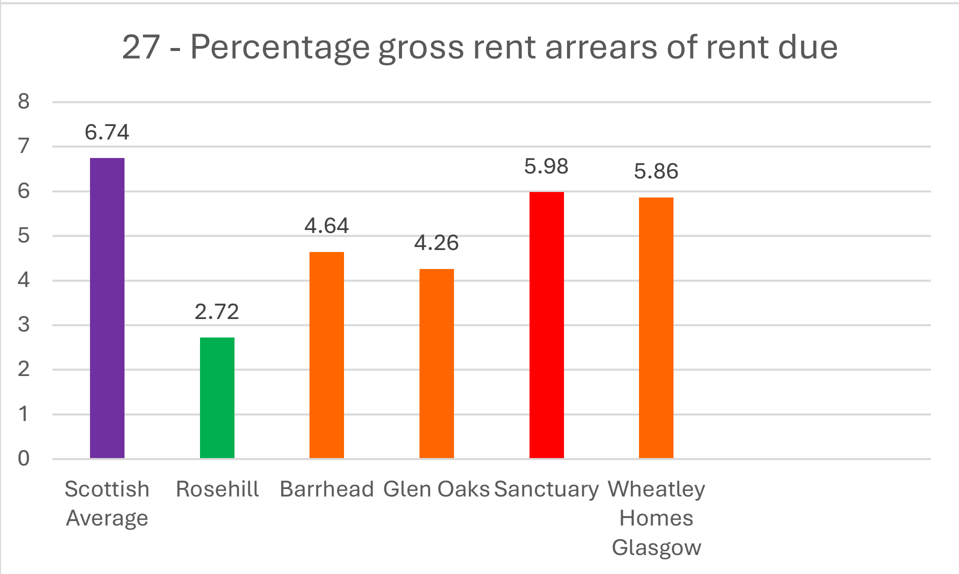

22 - Percentage of court actions initiated resulted in eviction (all reasons)
120
100
80
60
40
20
0
26.53
100
25
0
27.42
34.96
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

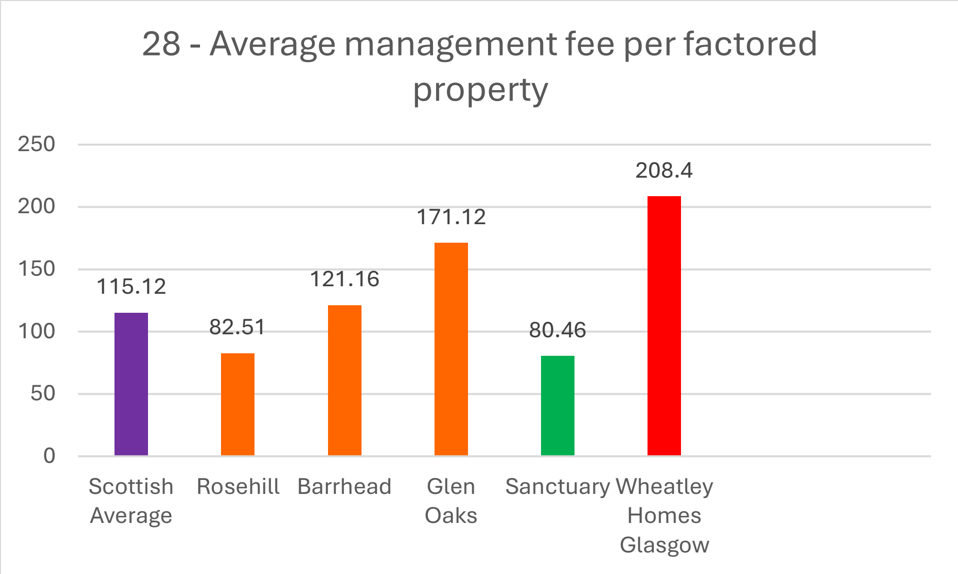

23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer
120
100
80
60
40
20
0
37.08
51.52
97.62
97.73
100
106.82
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

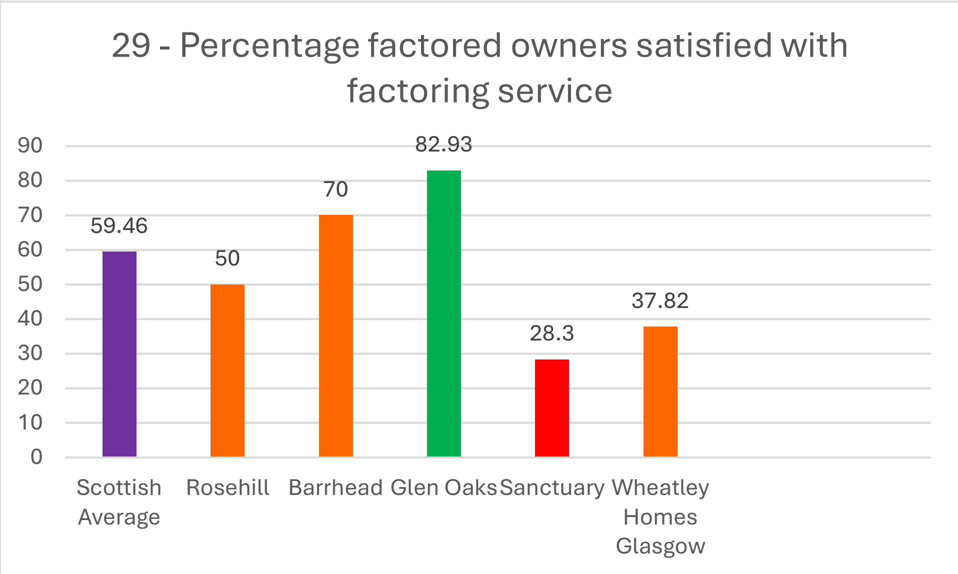

23 - Percentage of offers result in let
120
100
80
60
40
20
0
80.53
100
51.22
76.74
92.31
78.13
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

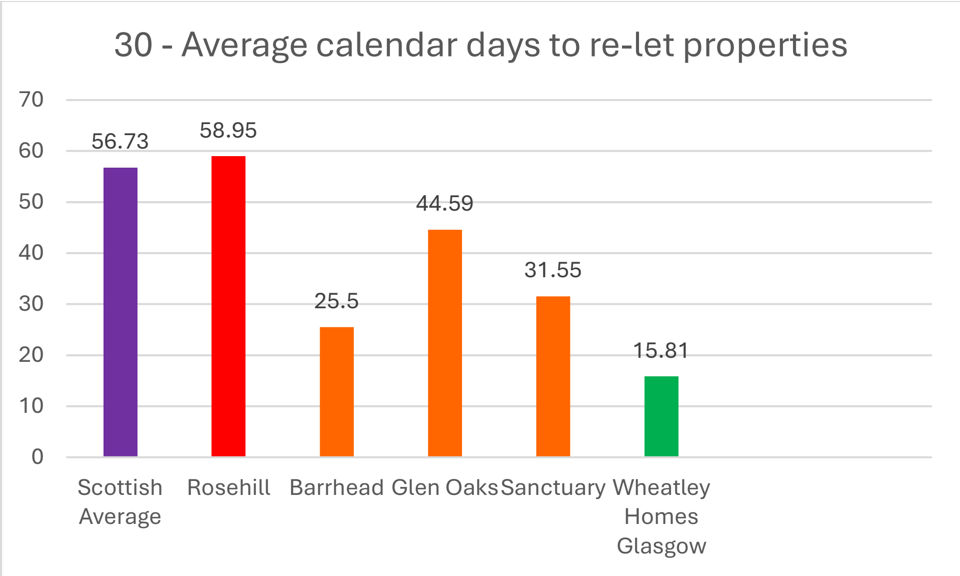

25 - Percentage tenants who feel rent for property represents good value for money
100
90
80
70
60
50
40
30
20
10
0
81.59
87.6
82.38
48.19
65.4
89.36
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

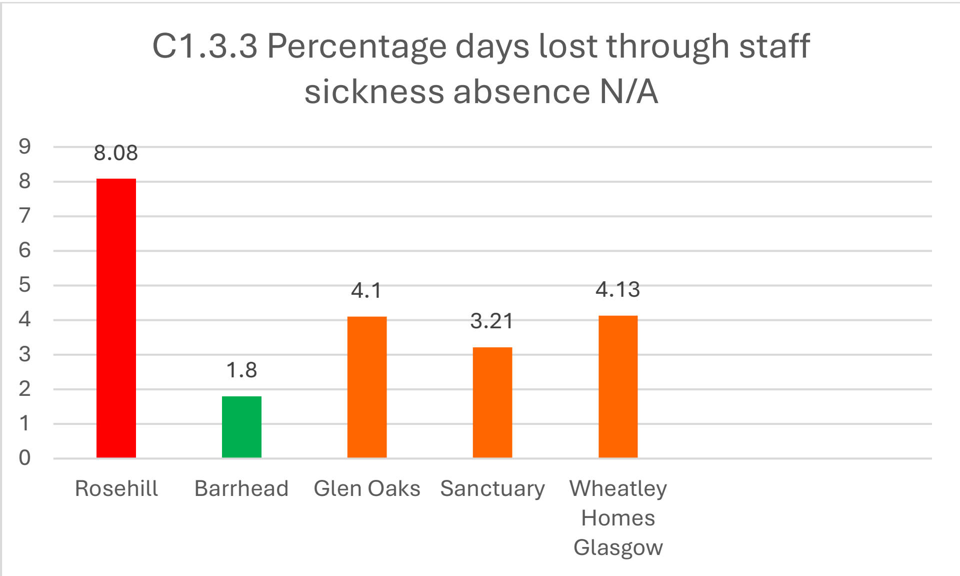

26 - Percentage collected of rent due
101
100.5
100
99.5
99
98.5
98
99.43
99.43
100.09
99.92
100.73
99.22
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

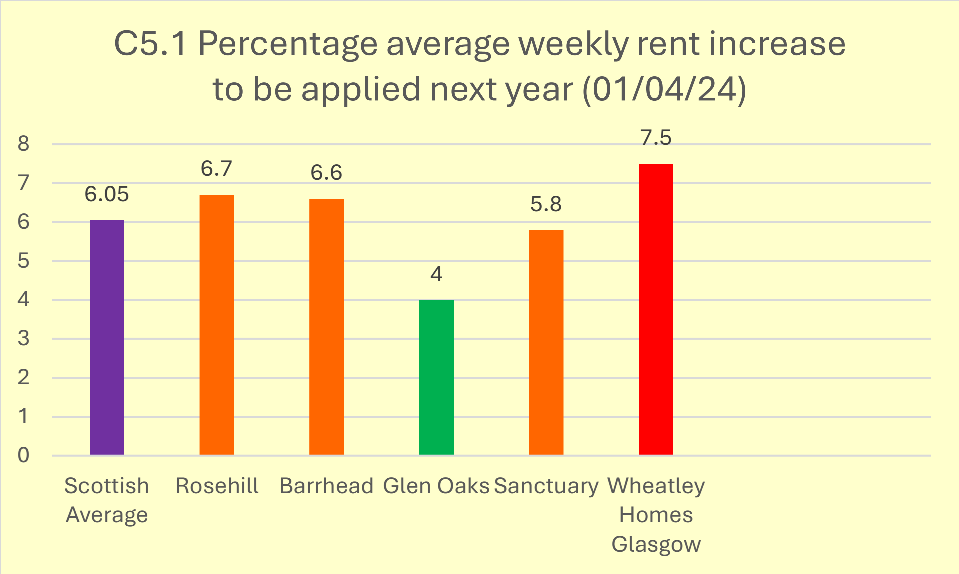

27 - Percentage gross rent arrears of rent due
8
7
6
5
4
3
2
1
0
6.74
2.72
4.64
4.26
5.98
5.86
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

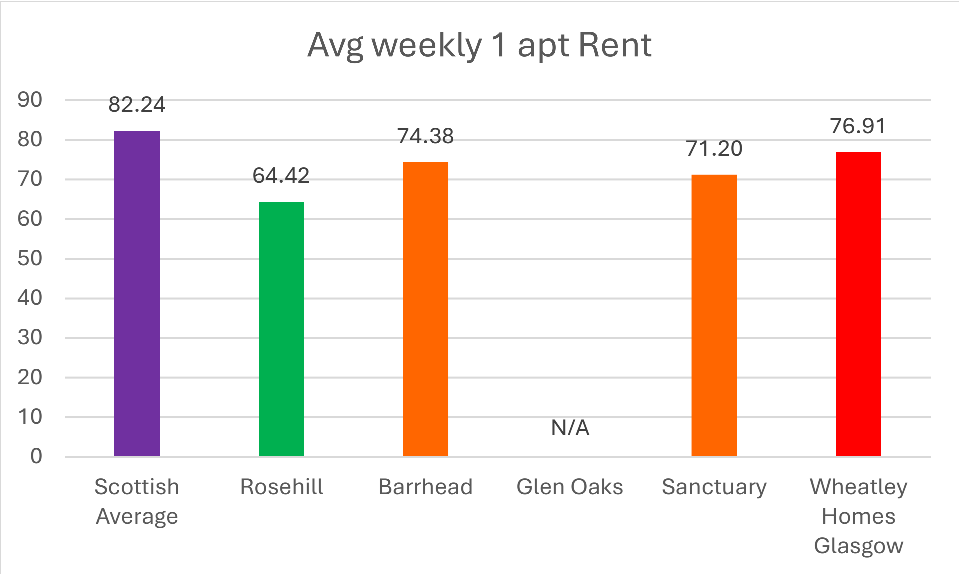

28 - Average management fee per factored property
250
200
150
100
50
0
115.12
82.51
121.16
171.12
80.46
208.4
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

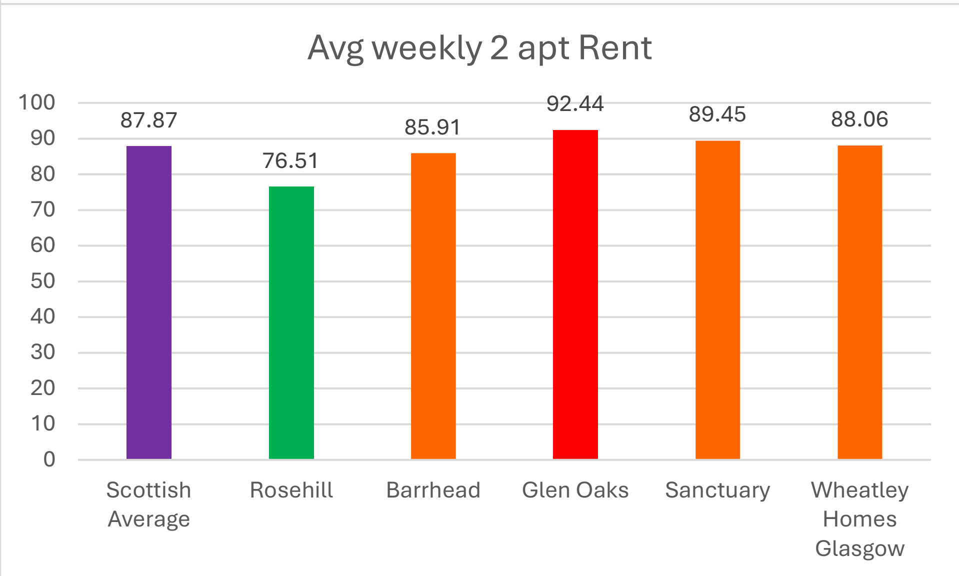

29 - Percentage factored owners satisfied with factoring service
90
80
70
60
50
40
30
20
10
0
59.46
50
70
82.93
28.3
37.82
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

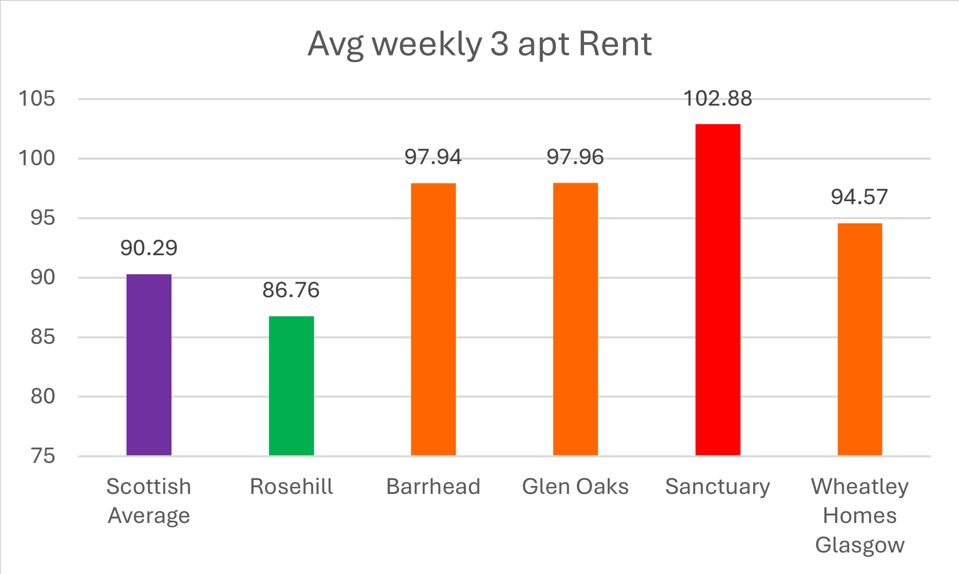

30 - Average calendar days to re-let properties
70
60
50
40
30
20
10
0
56.73
58.95
25.5
44.59
31.55
15.81
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

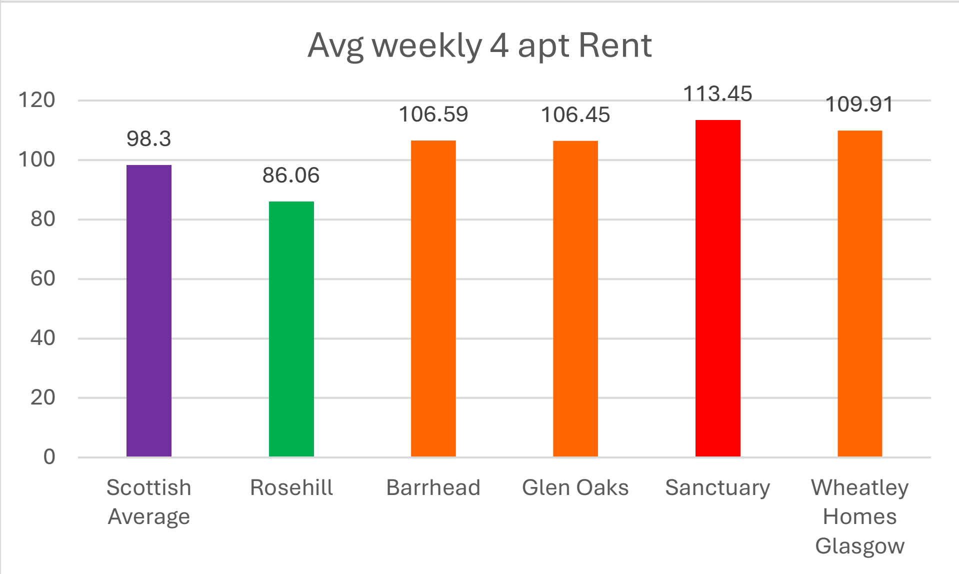

C1.3.3 Percentage days lost through staff sickness absence N/A
9
8
7
6
5
4
3
2
1
0
8.08
1.8
4.1
3.21
4.13
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

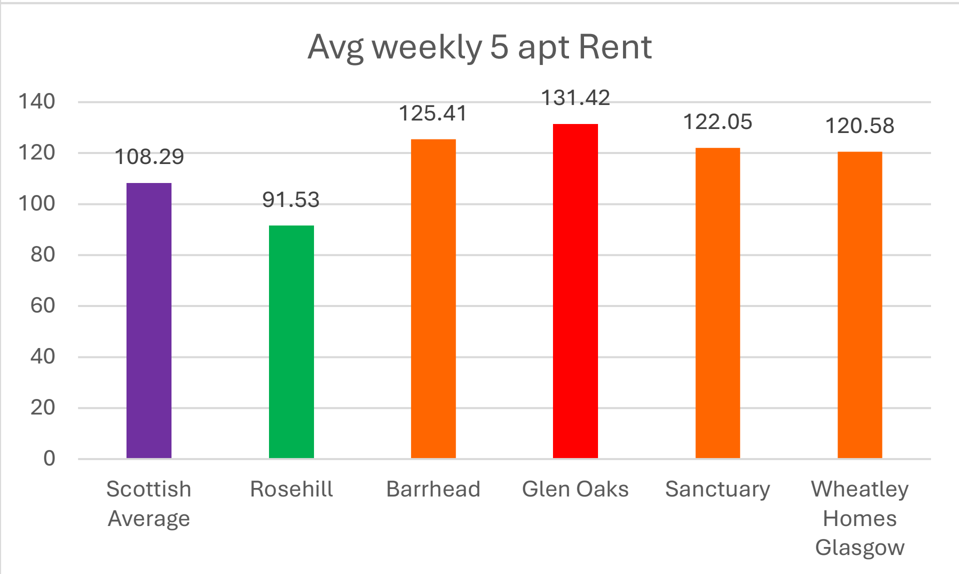

C5.1 Percentage average weekly rent increase to be applied next year (01/04/24)
8
7
6
5
4
3
2
1
0
6.05
6.7
6.6
4
5.8
7.5
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow


Avg weekly 1 apt Rent
90
80
70
60
50
40
30
20
10
0
82.24
64.42
74.38
N/A
71.20
76.91
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

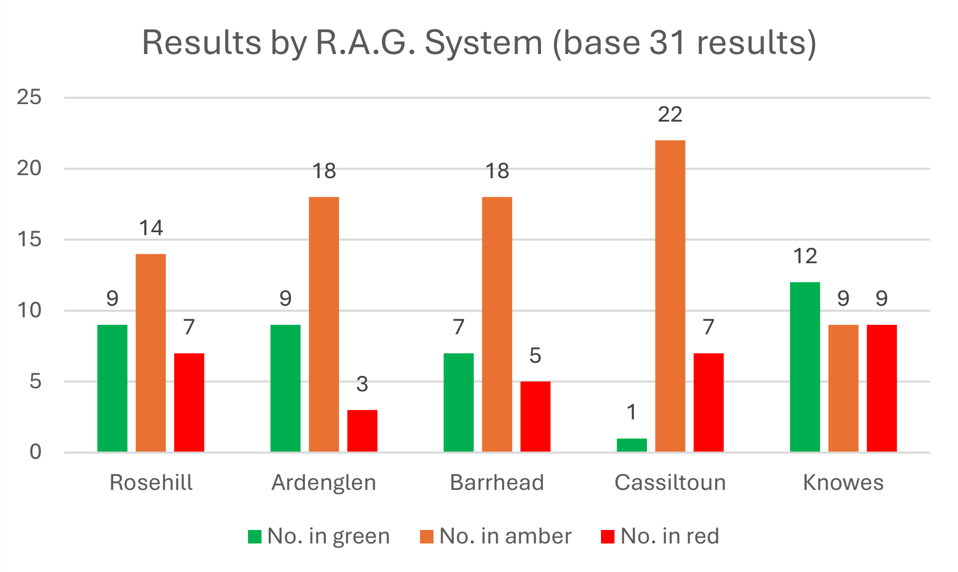

Avg weekly 2 apt Rent
100
90
80
70
60
50
40
30
20
10
0
87.87
76.51
85.91
92.44
89.45
88.06
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

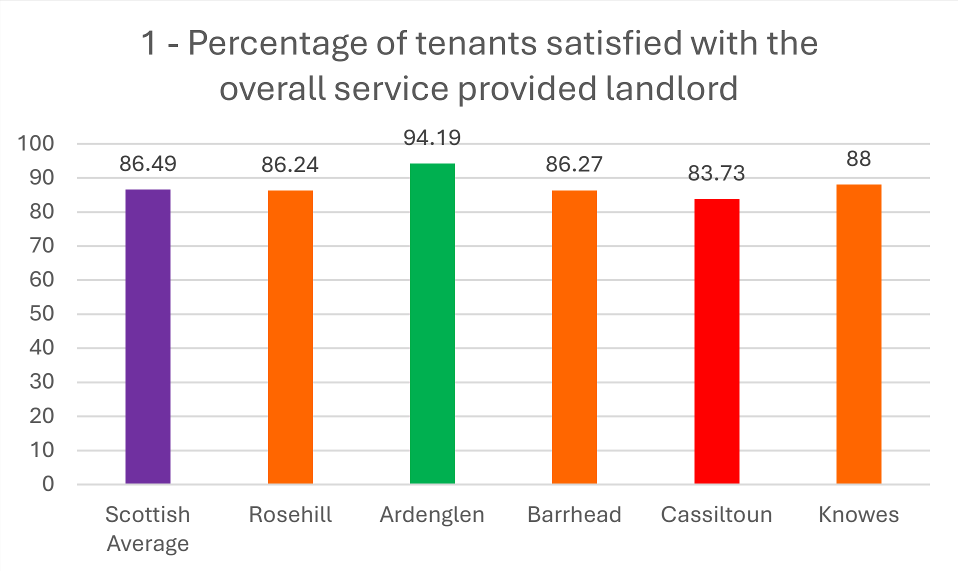

Avg weekly 3 apt Rent
105
100
95
90
85
80
75
90.29
86.76
97.94
97.96
102.88
94.57
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

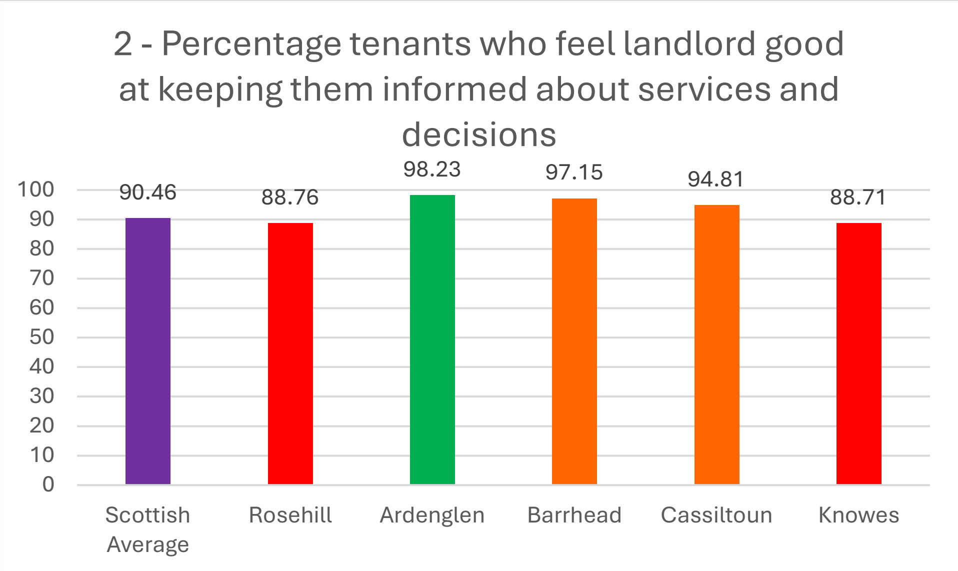

Avg weekly 4 apt Rent
120
100
80
60
40
20
0
98.3
86.06
106.59
106.45
113.45
109.91
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

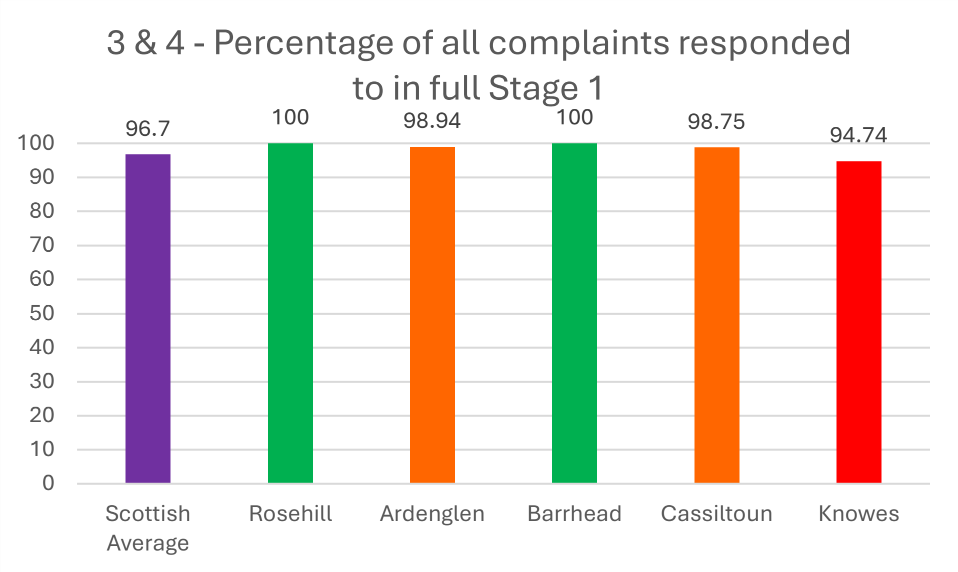

Avg weekly 5 apt Rent
140
120
100
80
60
40
20
0
108.29
91.53
125.41
131.42
122.05
120.58
Scottish Average
Rosehill
Barrhead
Glen Oaks
Sanctuary
Wheatley Homes Glasgow

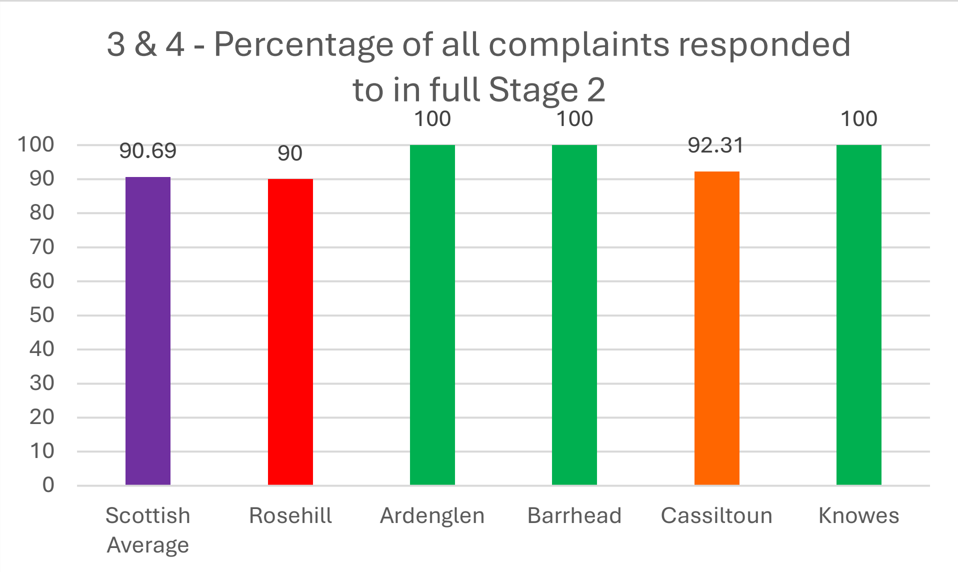
Appendix 2 – Similar Size RSLs Benchmarking Group

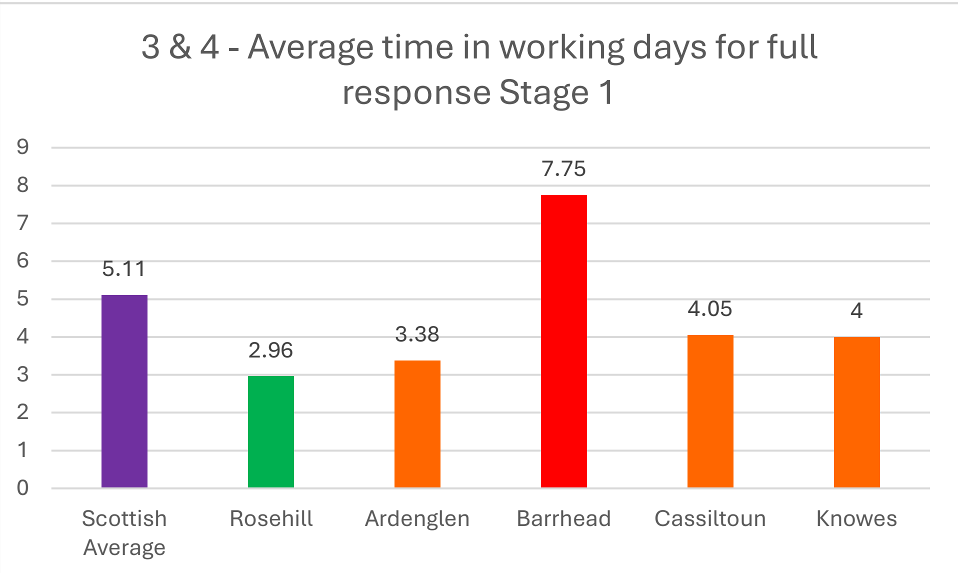


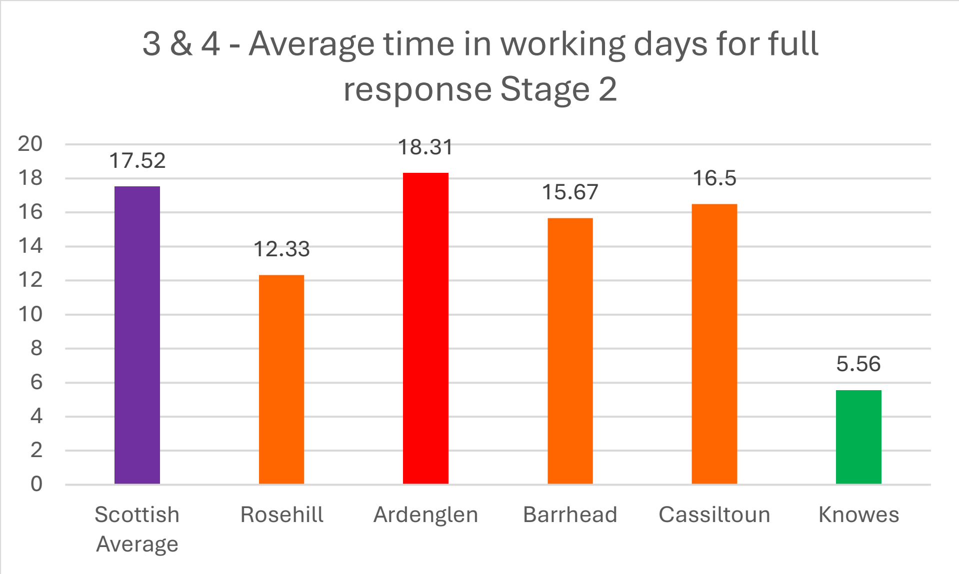


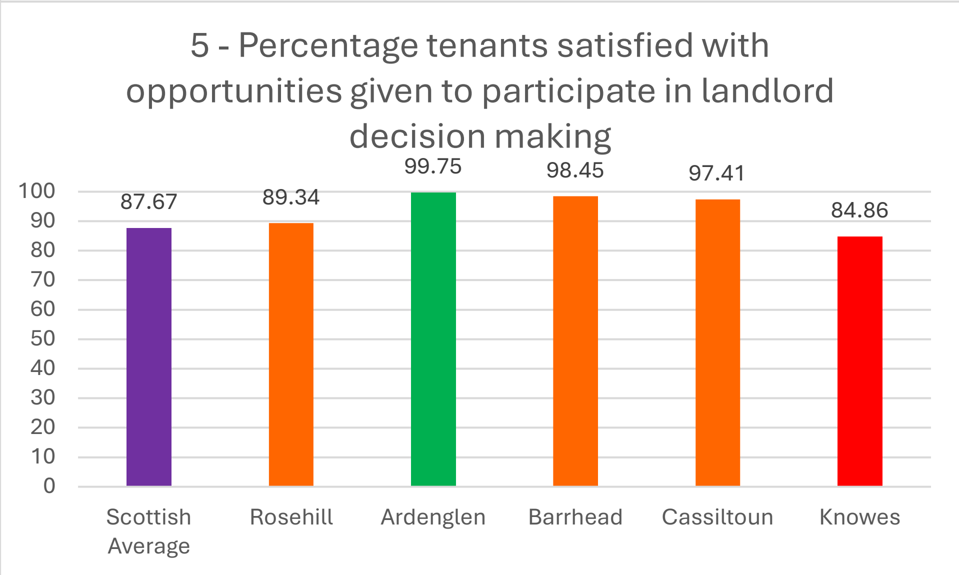


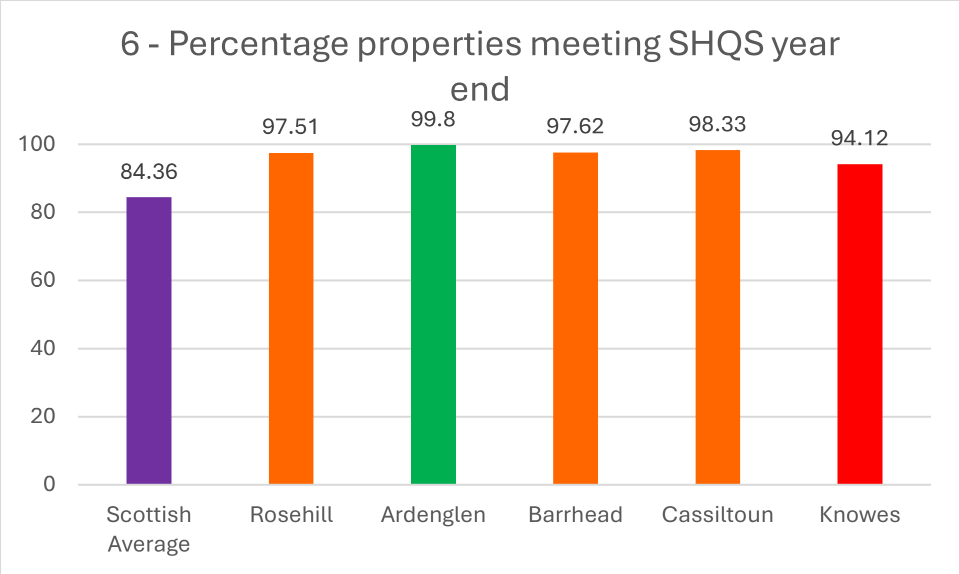

3 & 4 - Percentage of all complaints responded to in full Stage 1
96.7
100
98.94
100
98.75
94.74
100
90
80
70
60
50
40
30
20
10
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes


3 & 4 - Percentage of all complaints responded to in full Stage 2
90.69
90
100
100
92.31
100
100
90
80
70
60
50
40
30
20
10
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

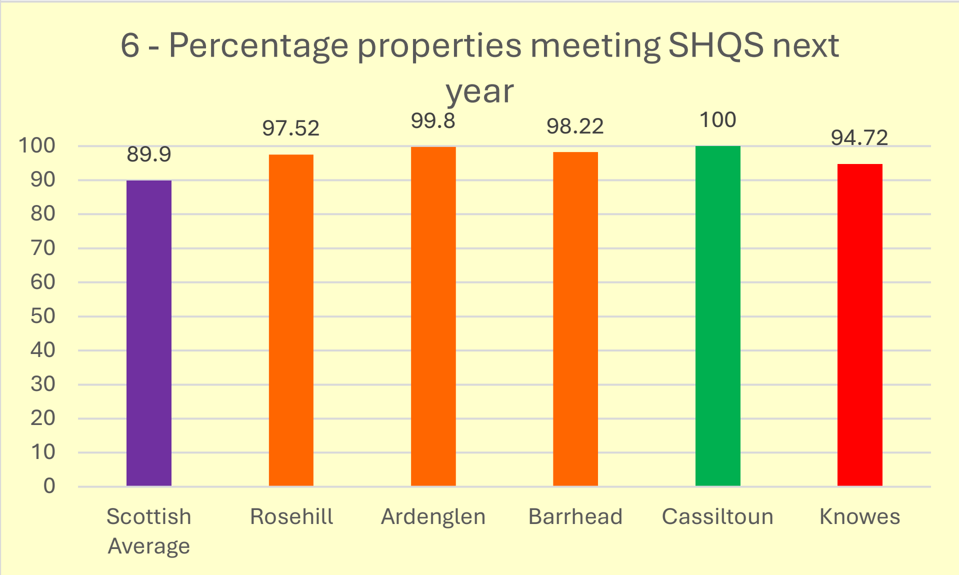

3 & 4 - Average time in working days for full response Stage 1
5.11
2.96
3.38
7.75
4.05
4
9
8
7
6
5
4
3
2
1
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes


3 & 4 - Average time in working days for full response Stage 2
20
18
16
14
12
10
8
6
4
2
0
17.52
12.33
18.31
15.67
16.5
5.56
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

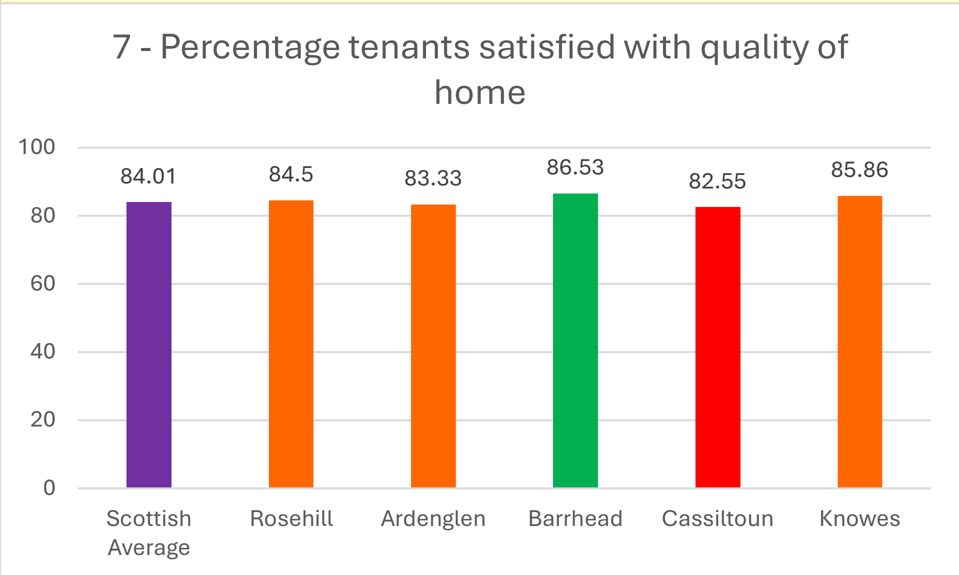

5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making
100
90
80
70
60
50
40
30
20
10
0
87.67
89.34
99.75
98.45
97.41
84.86
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes



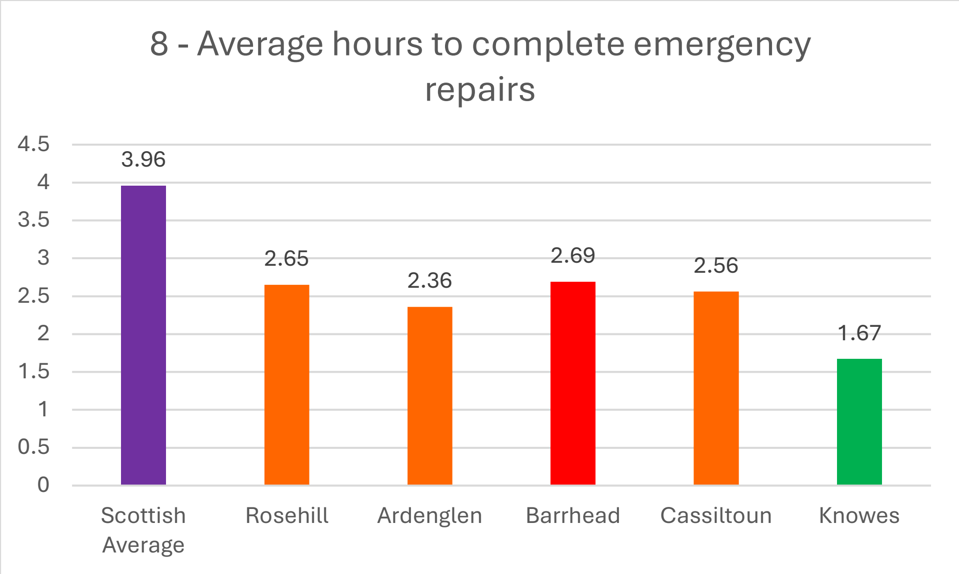
6 - Percentage properties meeting SHQS year end
100
80
60
40
20
0
84.36
97.51
99.8
97.62
98.33
94.12
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

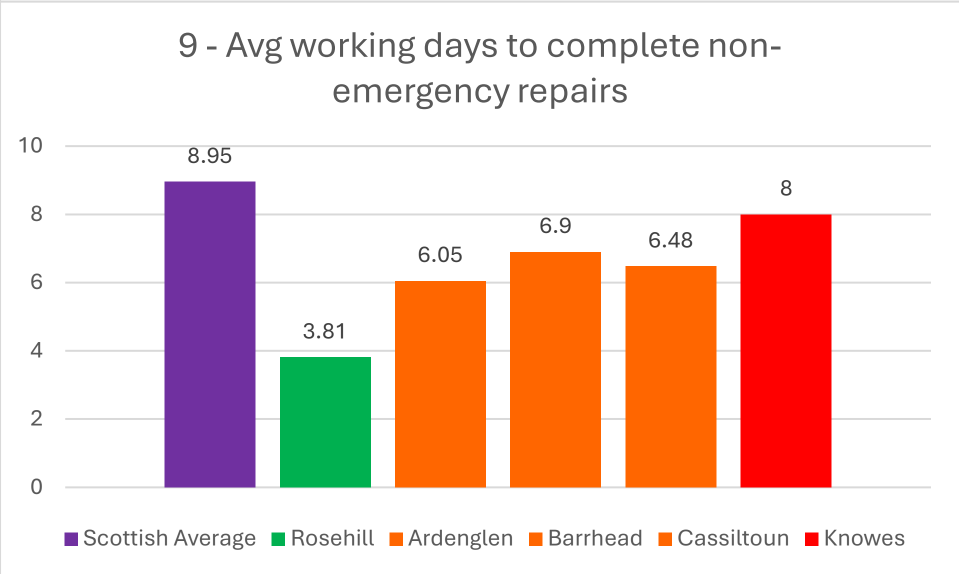


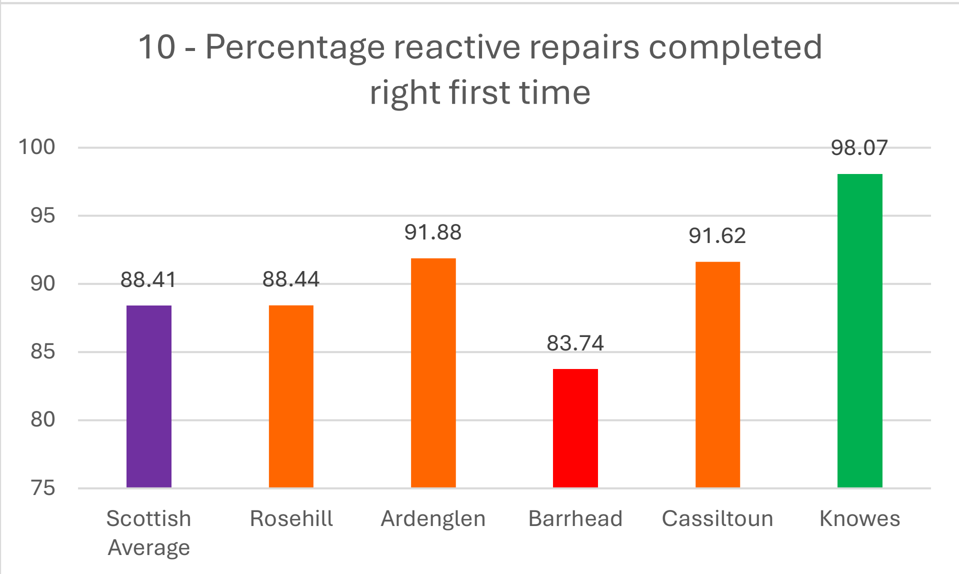
6 - Percentage properties meeting SHQS next year
100
90
80
70
60
50
40
30
20
10
0
89.9
97.52
99.8
98.22
100
94.72
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

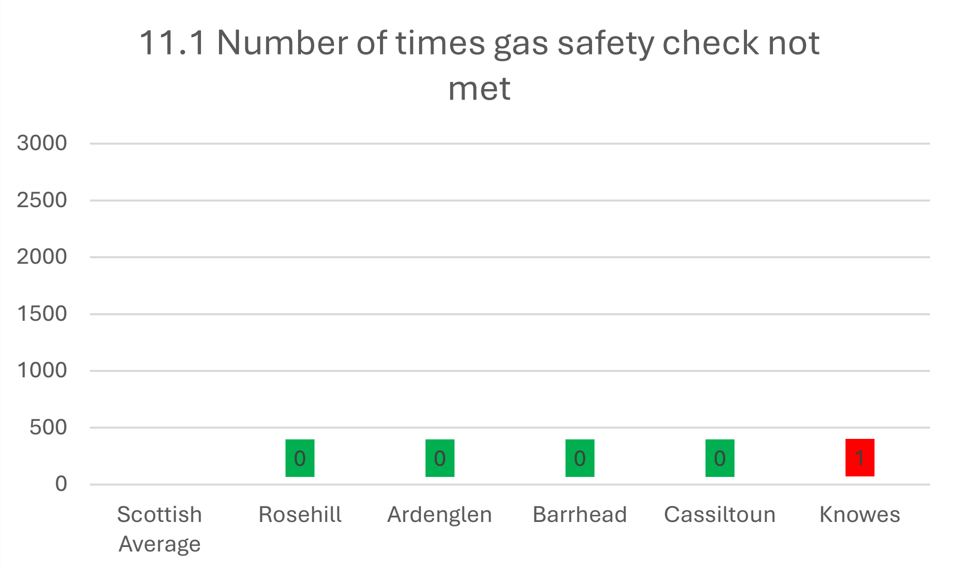


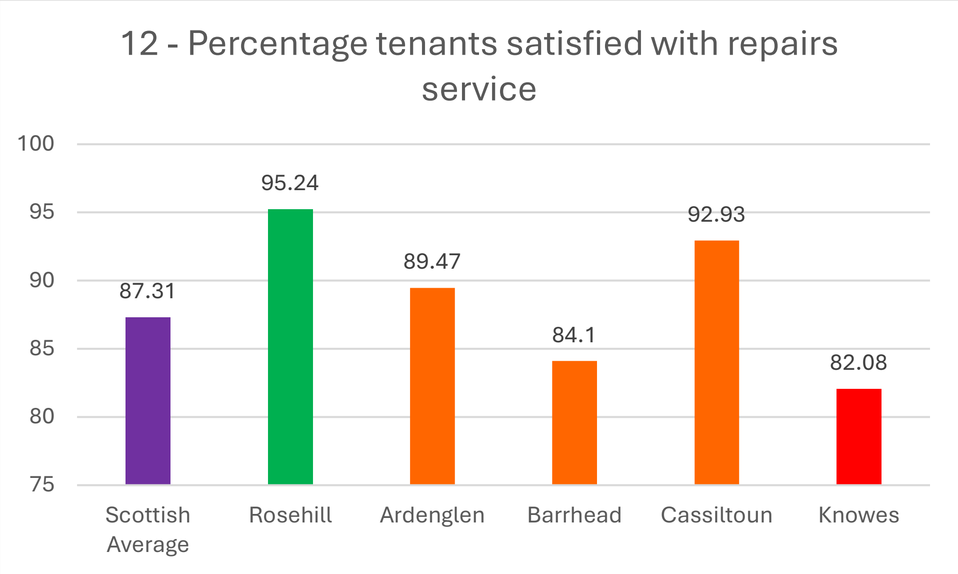
7 - Percentage tenants satisfied with quality of home
100
80
60
40
20
0
84.01
84.5
83.33
86.53
82.55
85.86
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

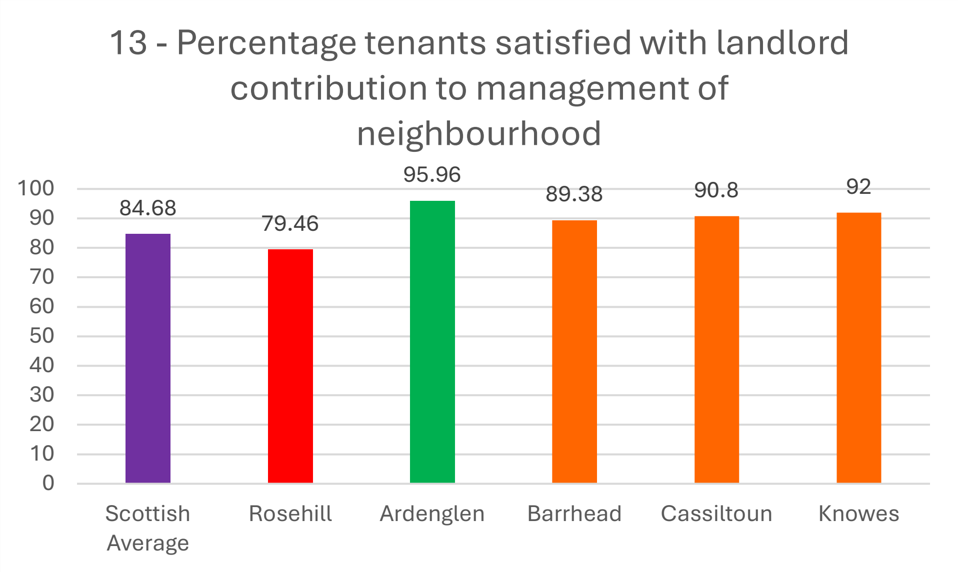

8 - Average hours to complete emergency repairs
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
3.96
2.65
2.36
2.69
2.56
1.67
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

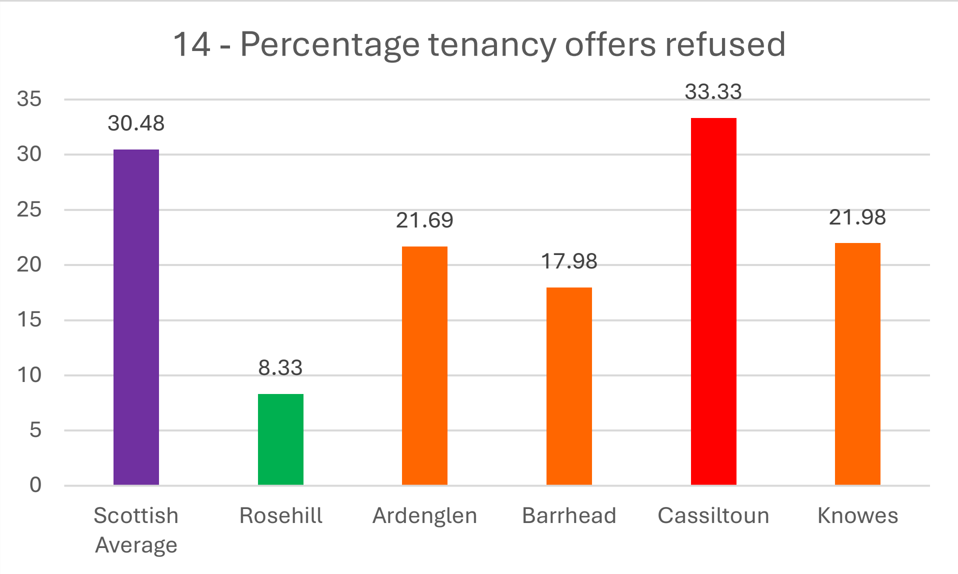

9 - Avg working days to complete non-emergency repairs
10
8
6
4
2
0
8.95
3.81
6.05
6.9
6.48
8
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

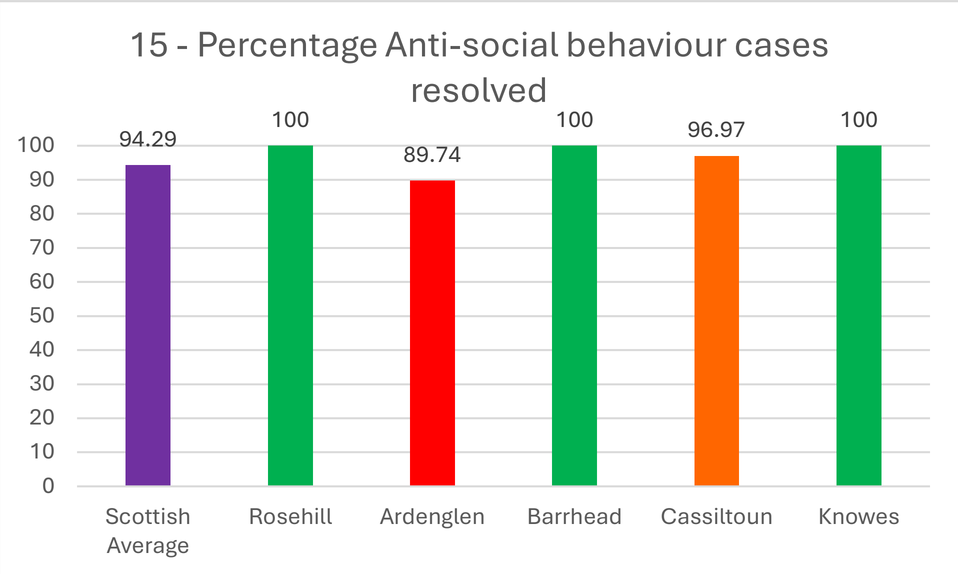

10 - Percentage reactive repairs completed right first time
100
95
90
85
80
75
88.41
88.44
91.88
83.74
91.62
98.07
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

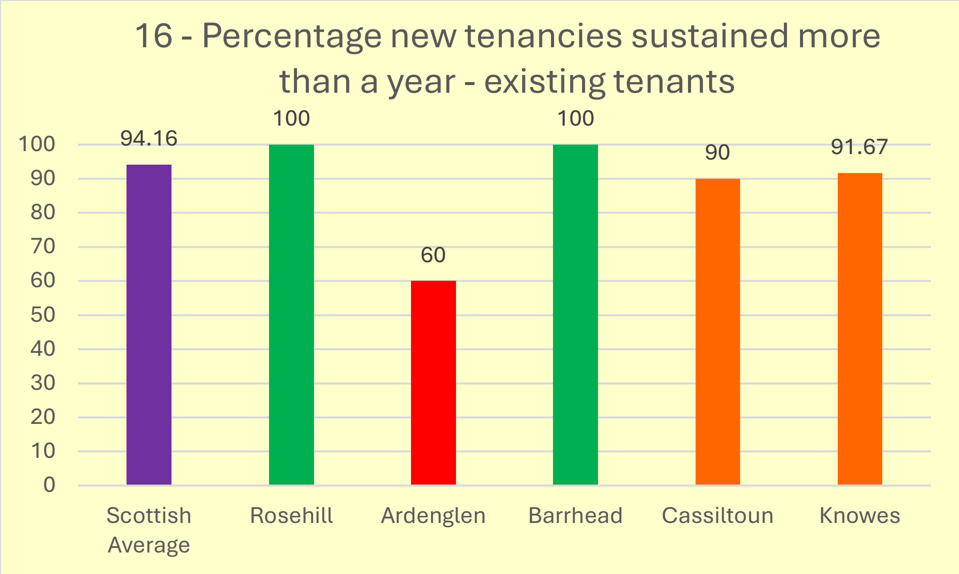

11.1 Number of times gas safety check not met
3000
2500
2000
1500
1000
500
0
0
0
0
0
1
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

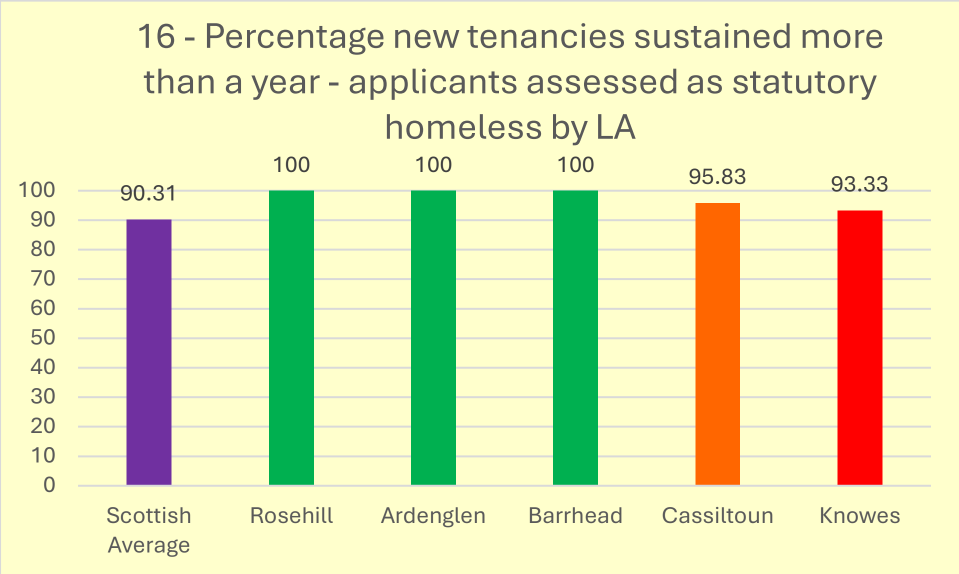

12 - Percentage tenants satisfied with repairs service
100
95
90
85
80
75
87.31
95.24
89.47
84.1
92.93
82.08
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

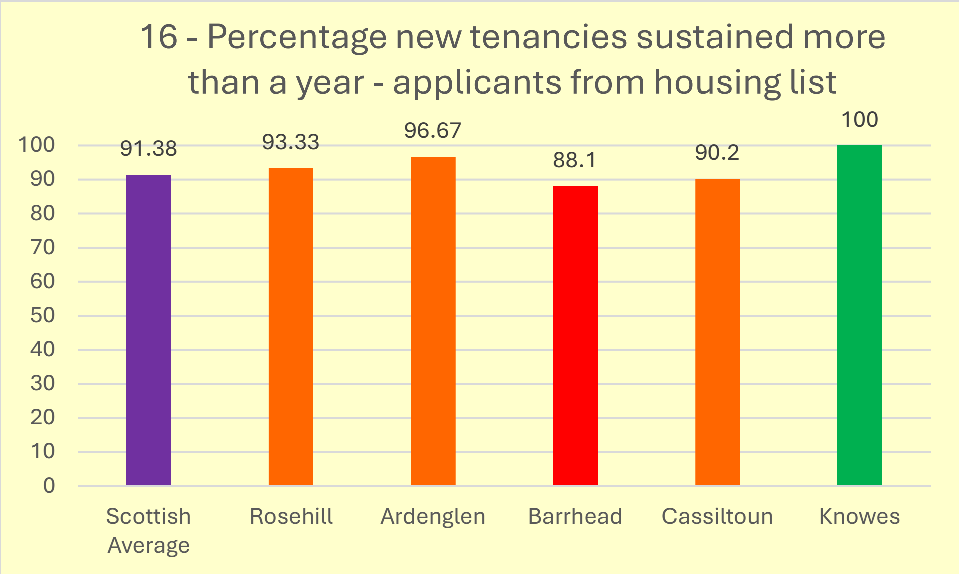

13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood
100
90
80
70
60
50
40
30
20
10
0
84.68
79.46
95.96
89.38
90.8
92
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

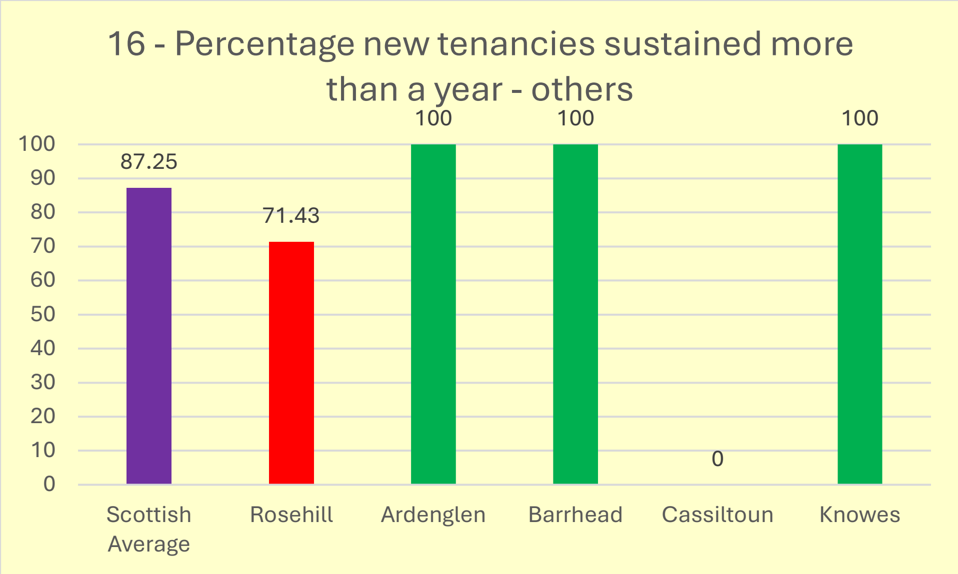

14 - Percentage tenancy offers refused
35
30
25
20
15
10
5
0
30.48
8.33
21.69
17.98
33.33
21.98
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

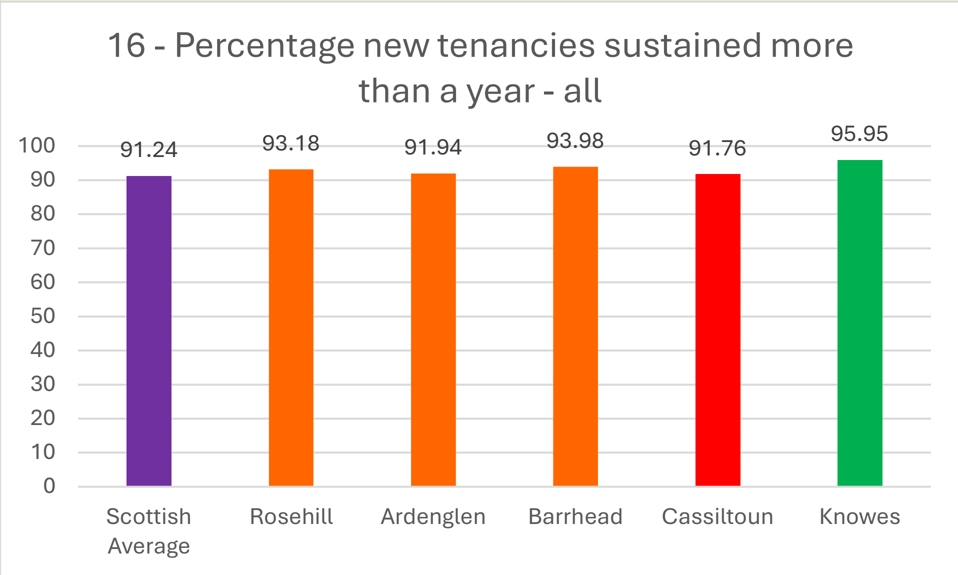

15 - Percentage Anti-social behaviour cases resolved
100
90
80
70
60
50
40
30
20
10
0
94.29
100
89.74
100
96.97
100
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

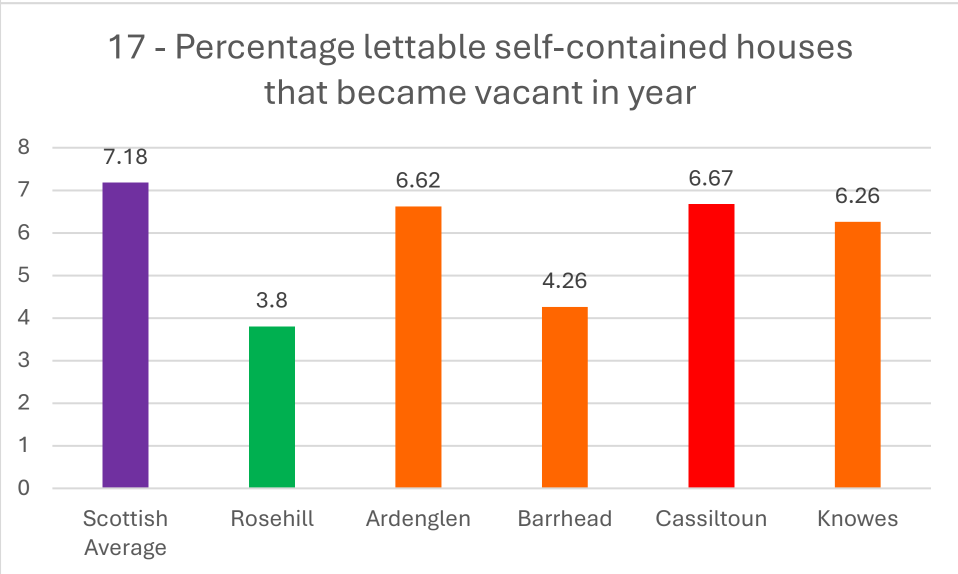

16 - Percentage new tenancies sustained more than a year - existing tenants
100
90
80
70
60
50
40
30
20
10
0
94.16
100
60
100
90
91.67
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

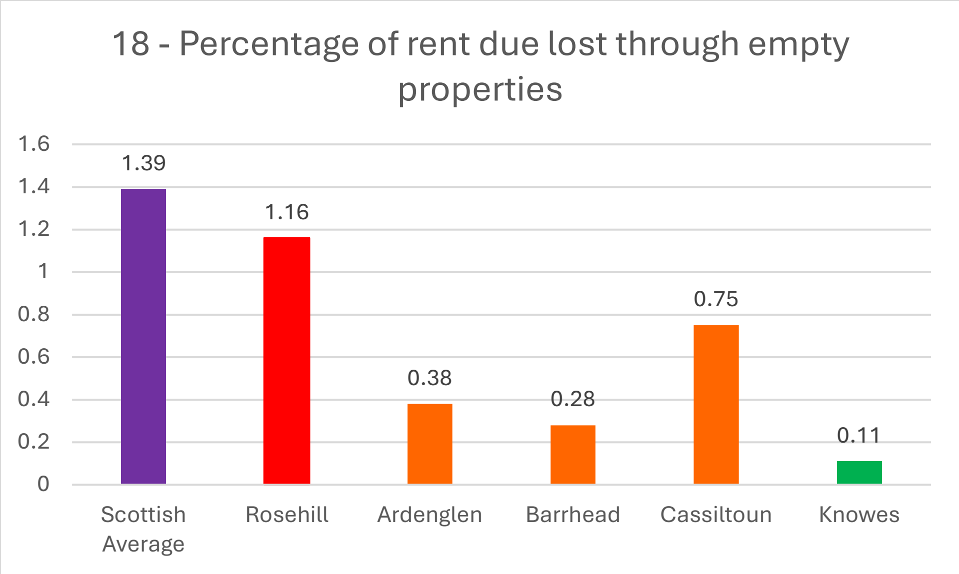

16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA
100
90
80
70
60
50
40
30
20
10
0
90.31
100
100
100
95.83
93.33
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

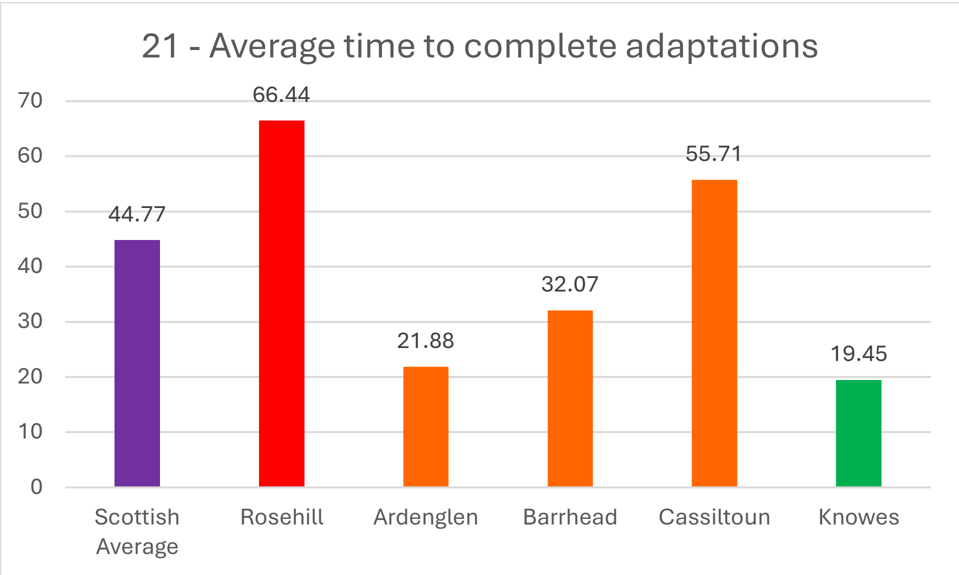

16 - Percentage new tenancies sustained more than a year - applicants from housing list
100
90
80
70
60
50
40
30
20
10
0
91.38
93.33
96.67
88.1
90.2
100
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

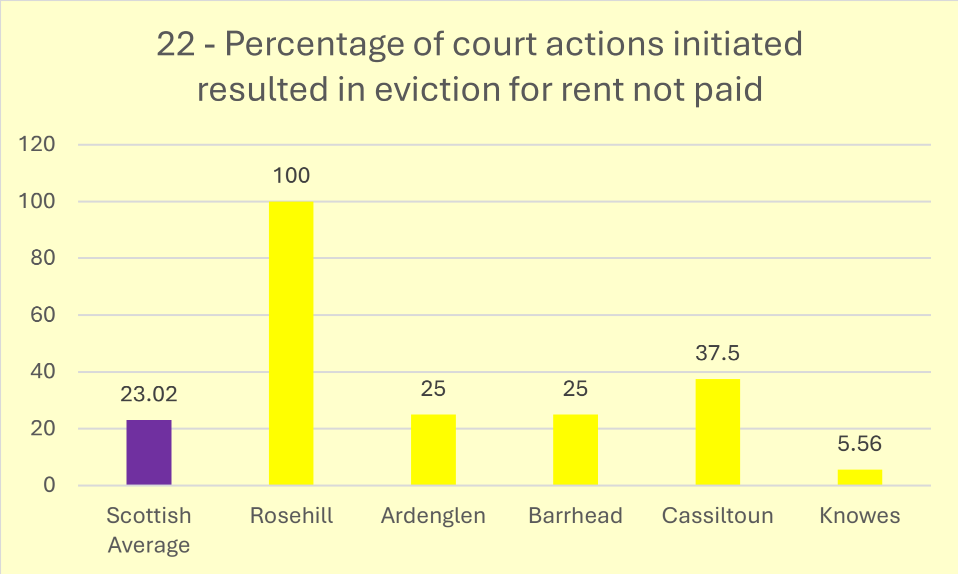

16 - Percentage new tenancies sustained more than a year - others
100
90
80
70
60
50
40
30
20
10
0
87.25
71.43
100
100
0
100
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

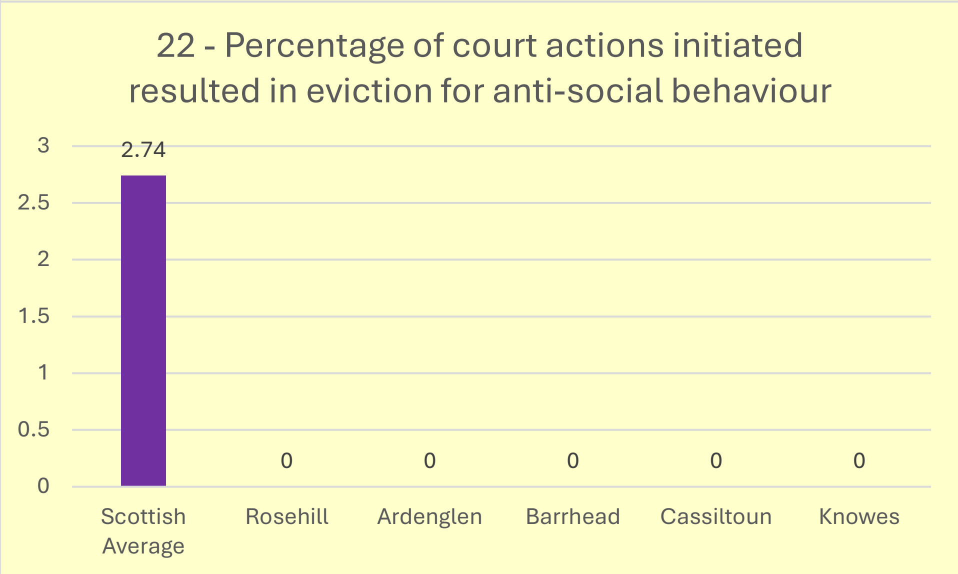

16 - Percentage new tenancies sustained more than a year - all
100
90
80
70
60
50
40
30
20
10
0
91.24
93.18
91.94
93.98
91.76
95.95
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

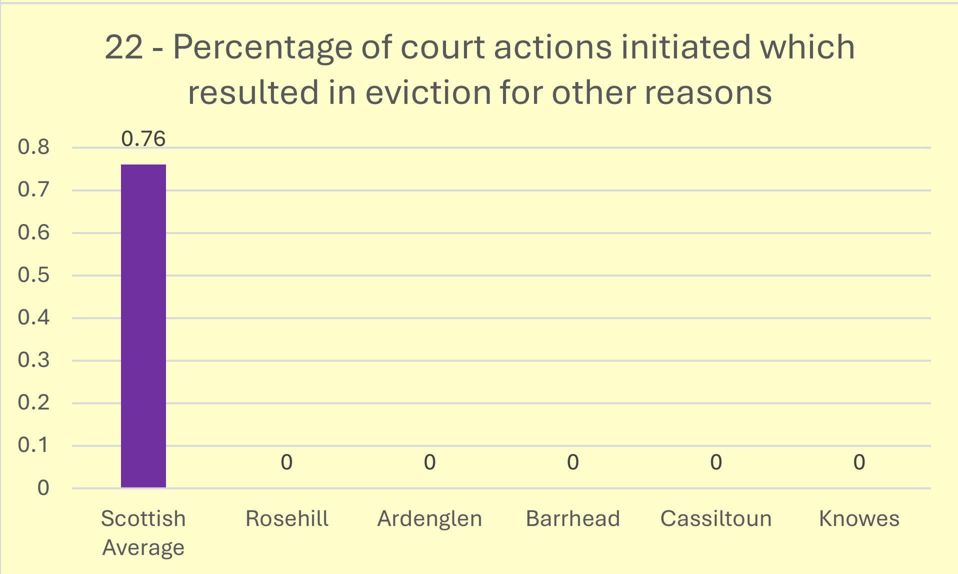

17 - Percentage lettable self-contained houses that became vacant in year
8
7
6
5
4
3
2
1
0
7.18
3.8
6.62
4.26
6.67
6.26
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

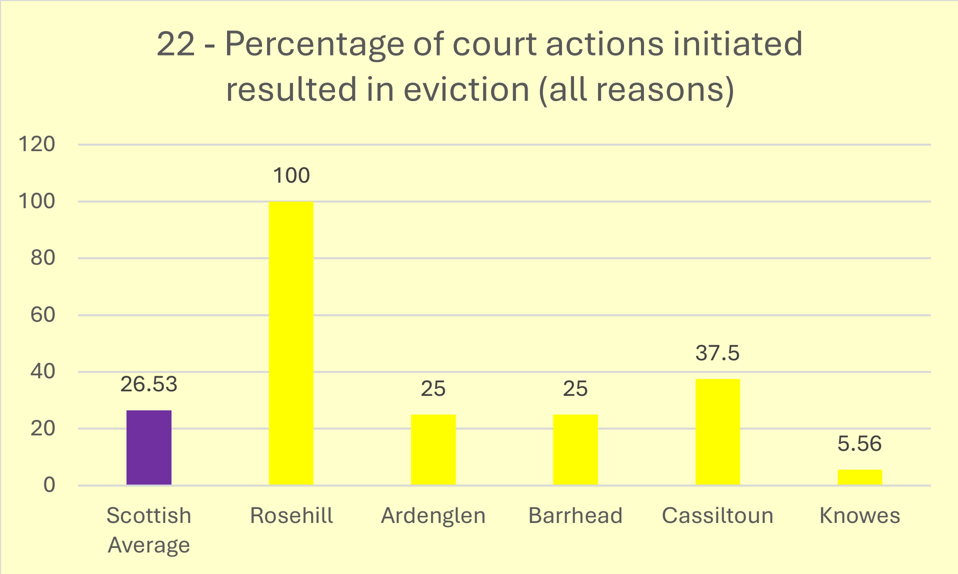

18 - Percentage of rent due lost through empty properties
1.6
1.4
1.2
1
0.8
0.6
0.4
0.2
0
1.39
1.16
0.38
0.28
0.75
0.11
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

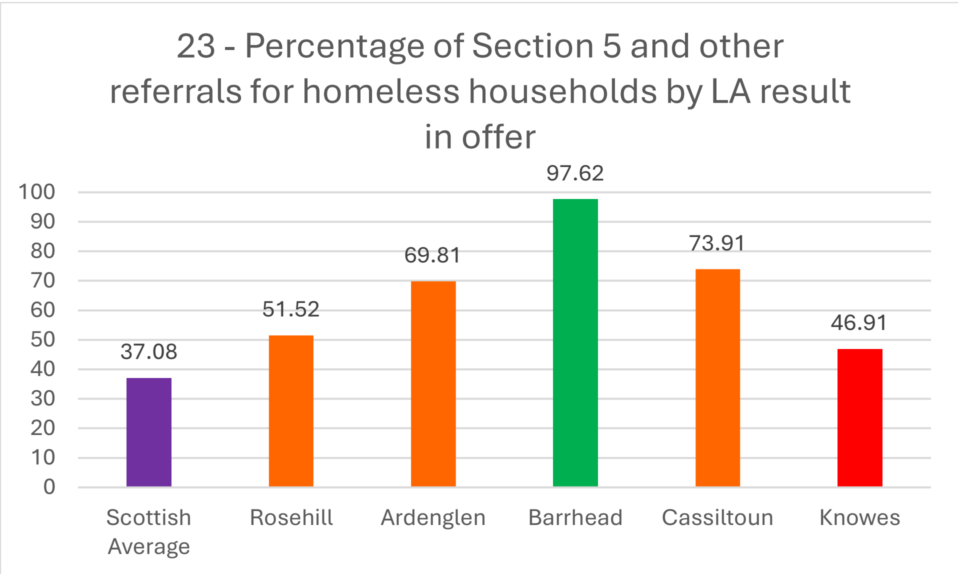

21 - Average time to complete adaptations
70
60
50
40
30
20
10
0
44.77
66.44
21.88
32.07
55.71
19.45
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

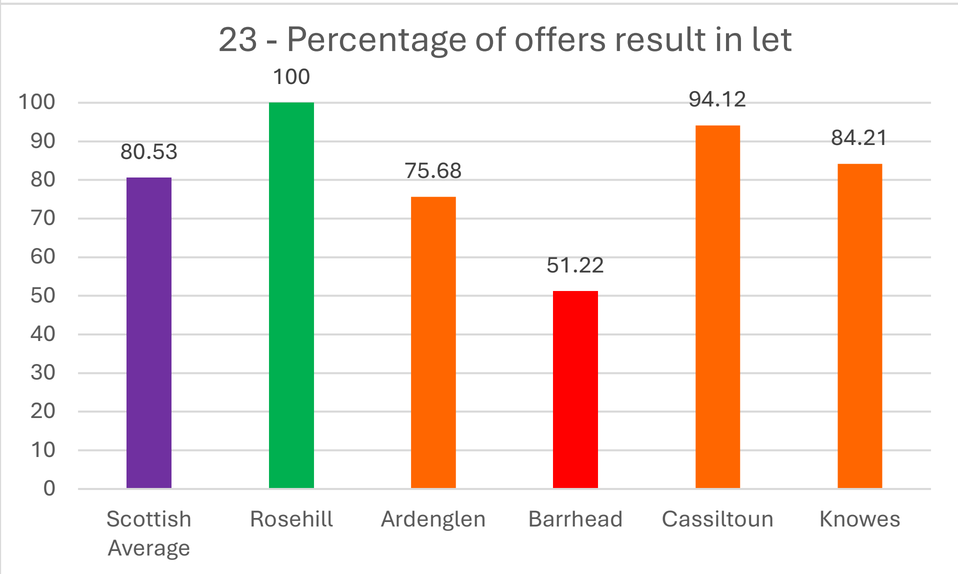

22 - Percentage of court actions initiated resulted in eviction for rent not paid
120
100
80
60
40
20
0
23.02
100
25
25
37.5
5.56
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

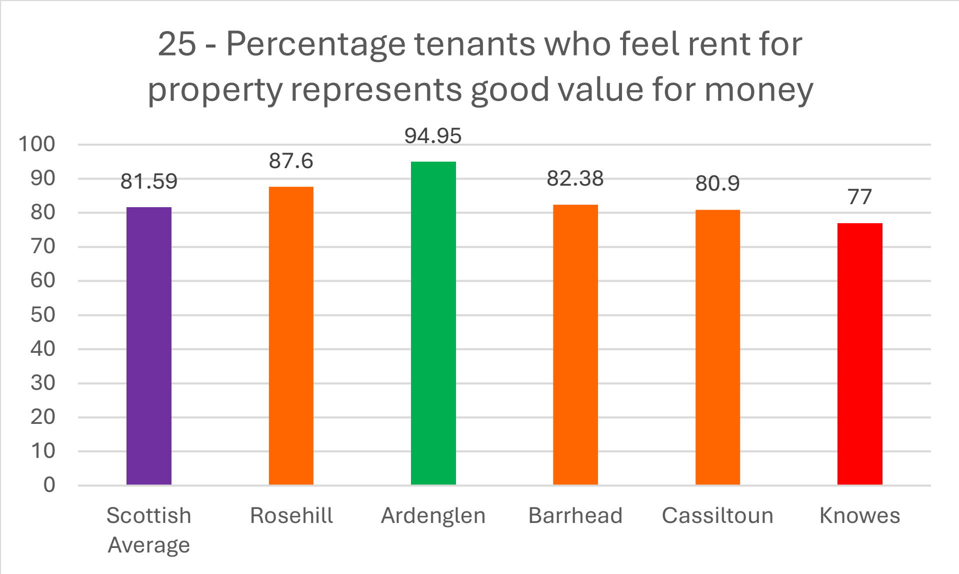

22 - Percentage of court actions initiated resulted in eviction for anti-social behaviour
3
2.5
2
1.5
1
0.5
0
2.74
0
0
0
0
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

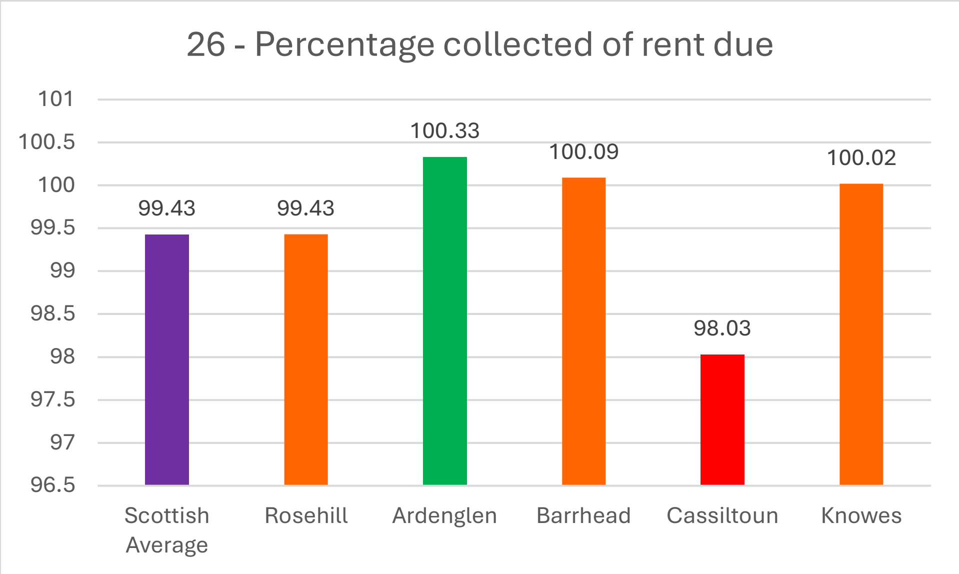

22 - Percentage of court actions initiated which resulted in eviction for other reasons
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
0.76
0
0
0
0
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

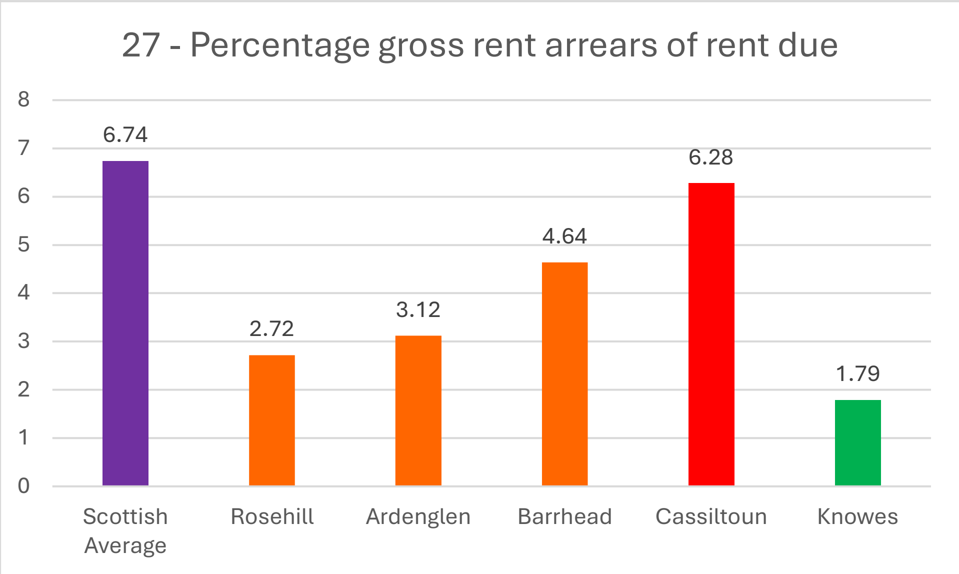

22 - Percentage of court actions initiated resulted in eviction (all reasons)
120
100
80
60
40
20
0
26.53
100
25
25
37.5
5.56
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

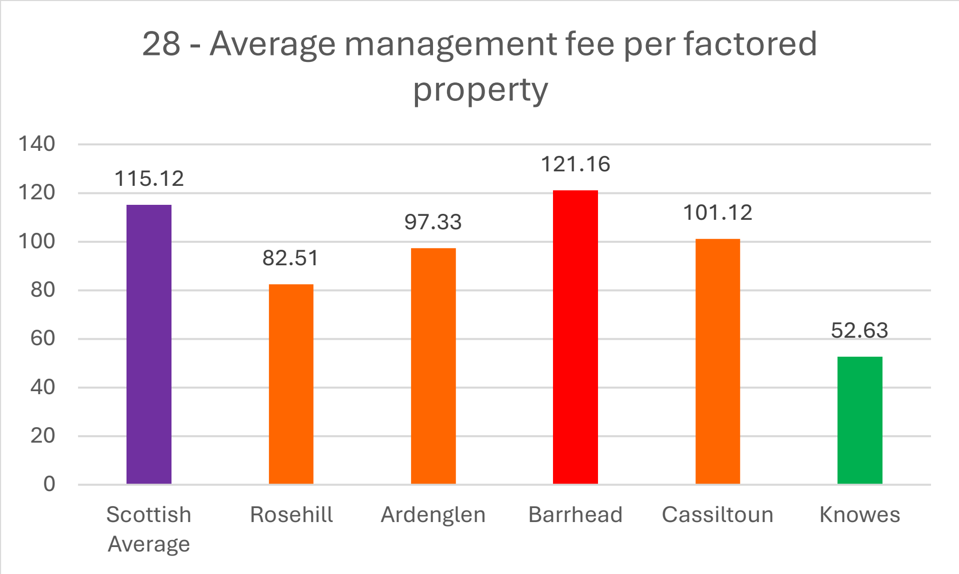

23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer
100
90
80
70
60
50
40
30
20
10
0
37.08
51.52
69.81
97.62
73.91
46.91
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

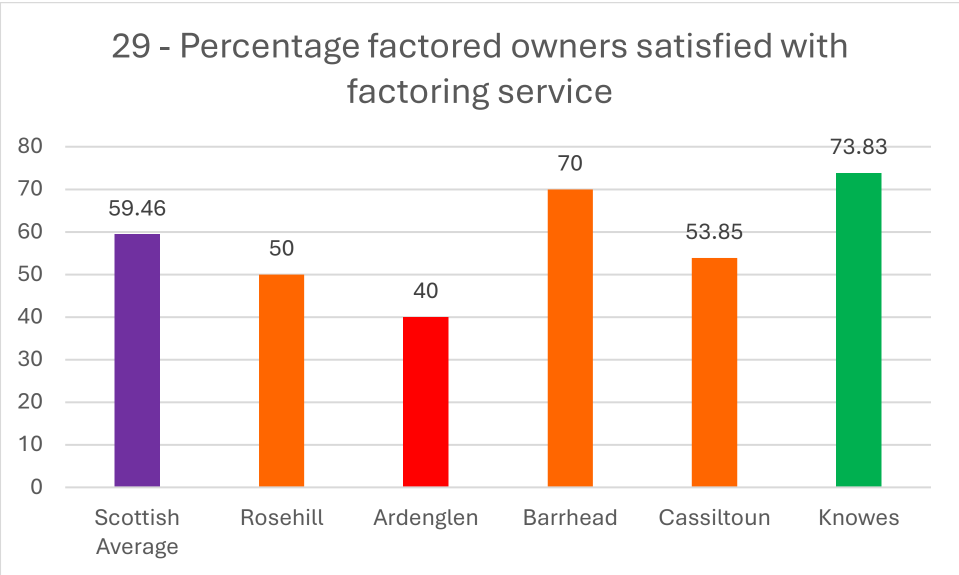

23 - Percentage of offers result in let
100
90
80
70
60
50
40
30
20
10
0
80.53
100
75.68
51.22
94.12
84.21
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

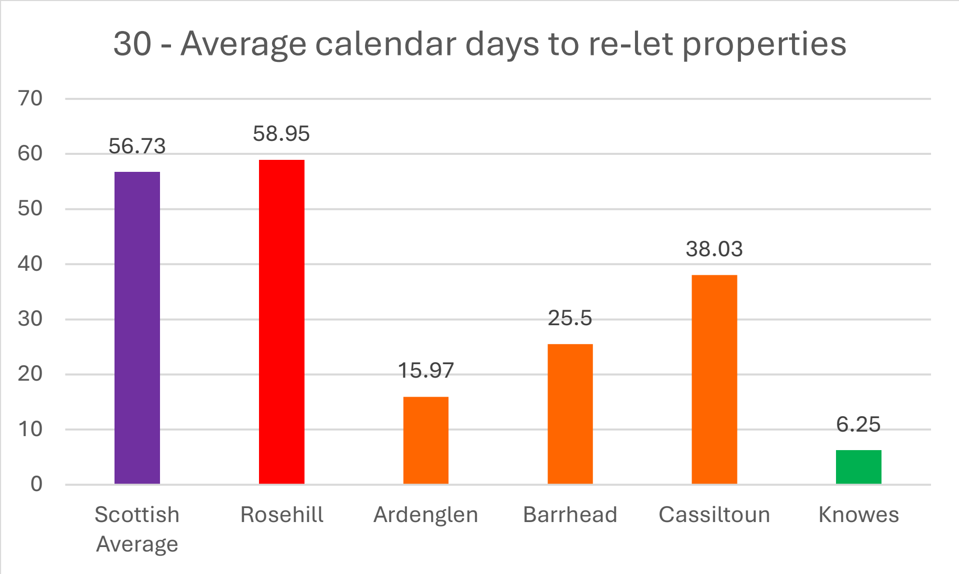

25 - Percentage tenants who feel rent for property represents good value for money
100
90
80
70
60
50
40
30
20
10
0
81.59
87.6
94.95
82.38
80.9
77
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

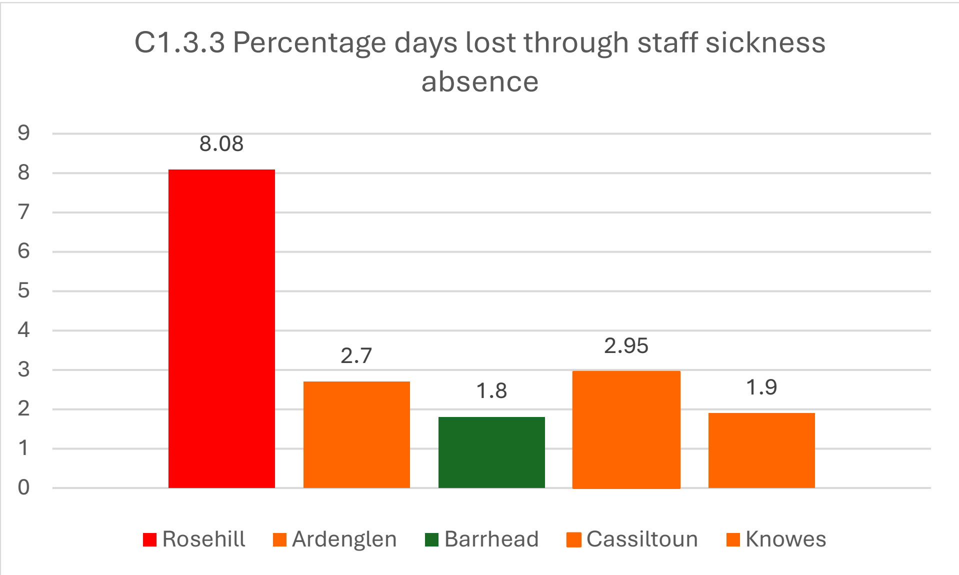

26 - Percentage collected of rent due
101
100.5
100
99.5
99
98.5
98
97.5
97
96.5
99.43
99.43
100.33
100.09
98.03
100.02
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

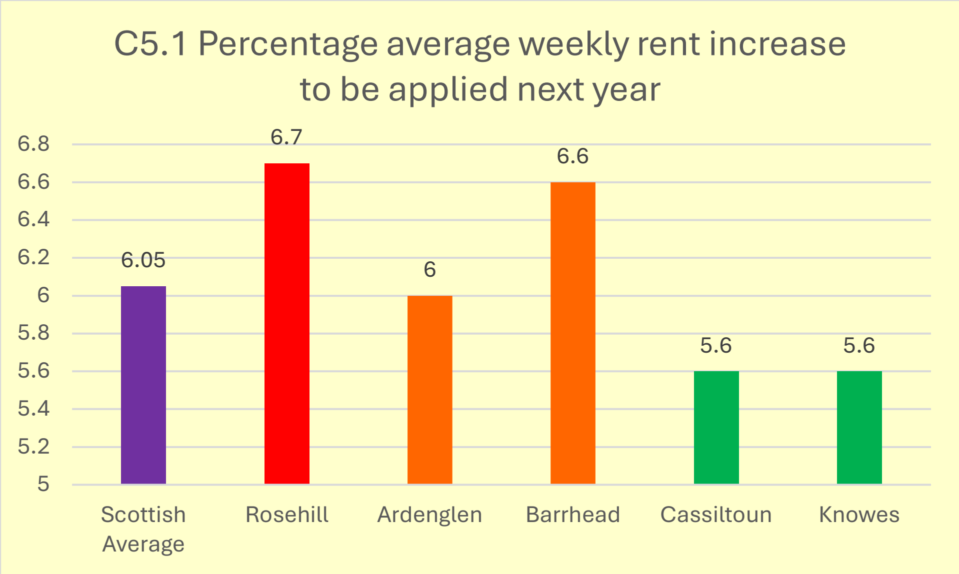

27 - Percentage gross rent arrears of rent due
8
7
6
5
4
3
2
1
0
6.74
2.72
3.12
4.64
6.28
1.79
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

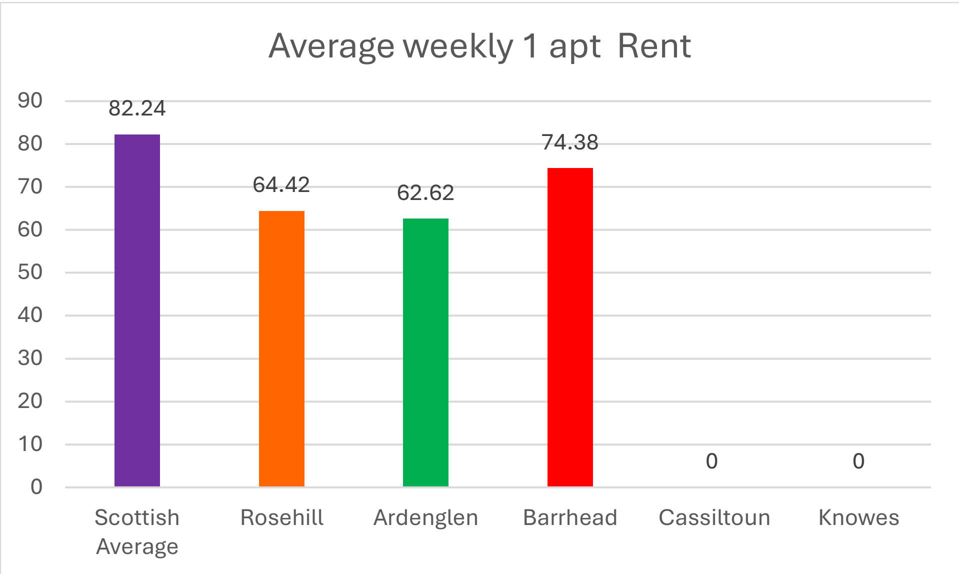

28 - Average management fee per factored property
140
120
100
80
60
40
20
0
115.12
82.51
97.33
121.16
101.12
52.63
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

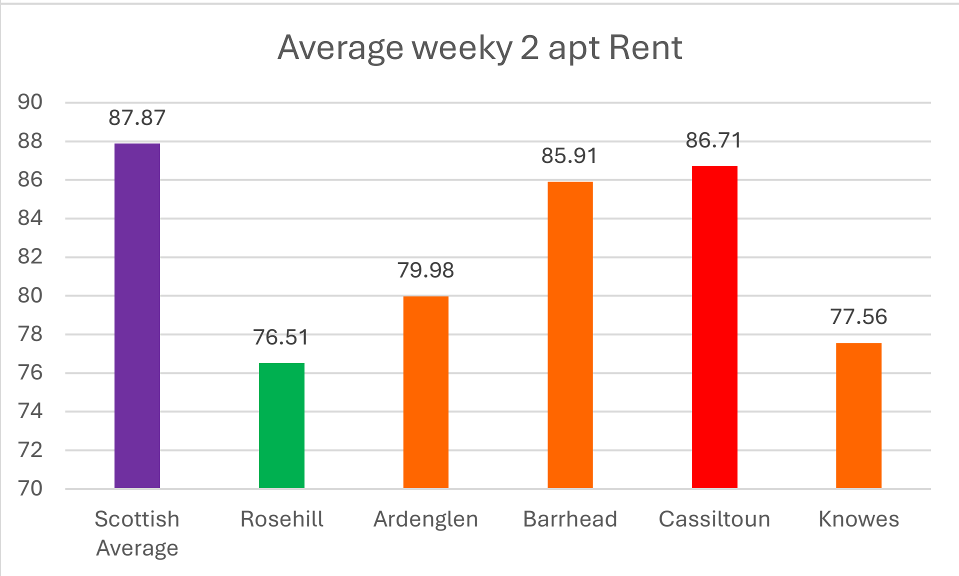

29 - Percentage factored owners satisfied with factoring service
80
70
60
50
40
30
20
10
0
59.46
50
40
70
53.85
73.83
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

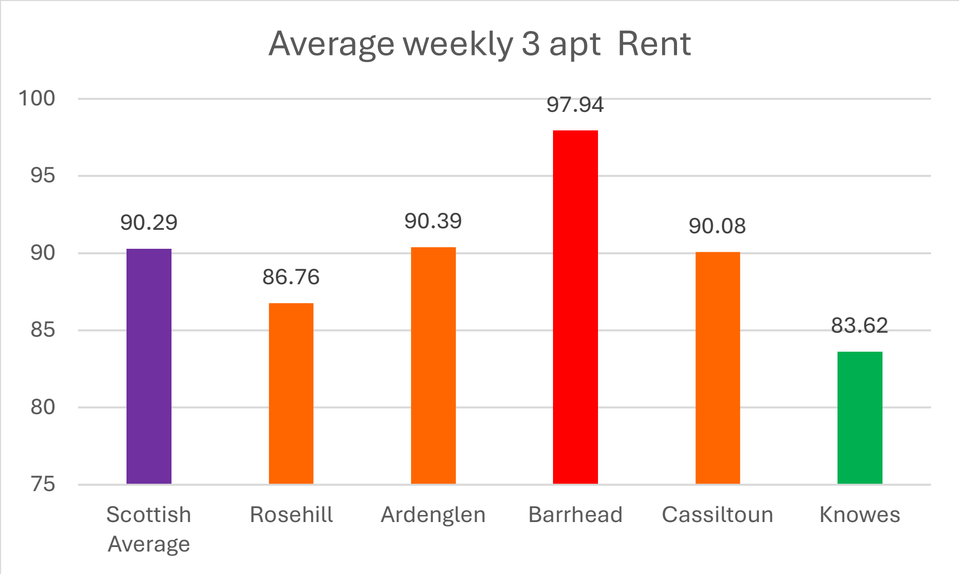

30 - Average calendar days to re-let properties
70
60
50
40
30
20
10
0
56.73
58.95
15.97
25.5
38.03
6.25
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

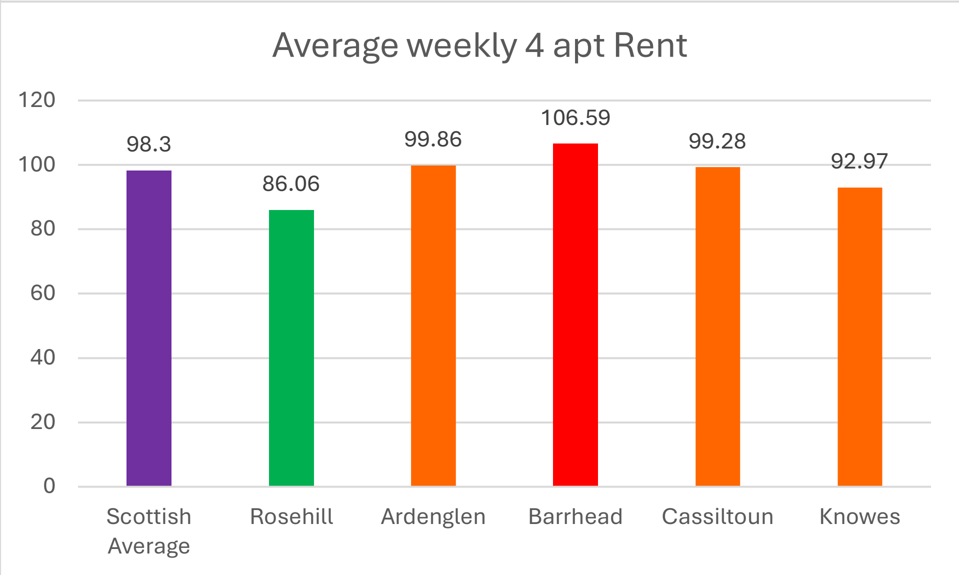

C1.3.3 Percentage days lost through staff sickness absence
9
8
7
6
5
4
3
2
1
0
8.08
2.7
1.8
2.95
1.9
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

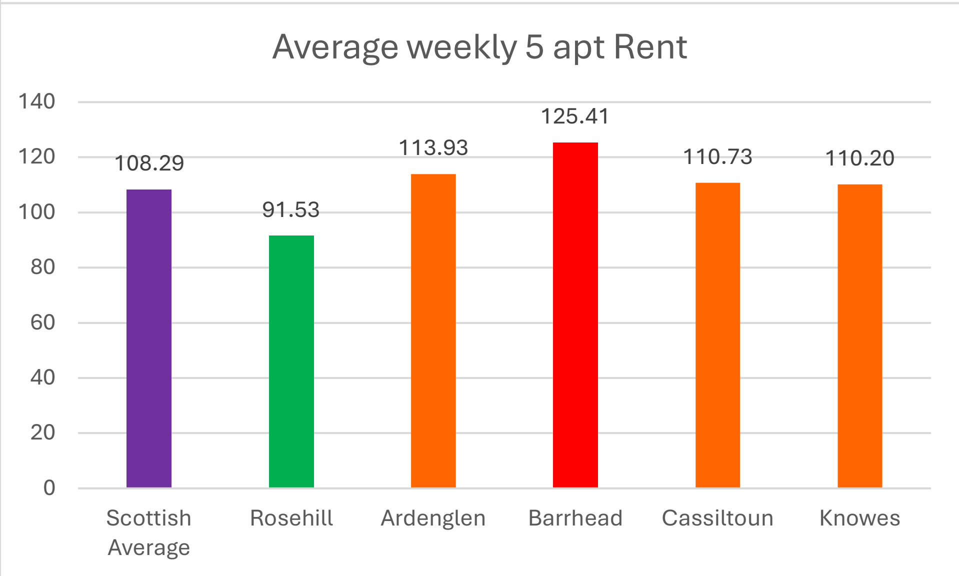

C5.1 Percentage average weekly rent increase to be applied next year
6.8
6.6
6.4
6.2
6
5.8
5.6
5.4
5.2
5
6.05
6.7
6
6.6
5.6
5.6
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes


Average weekly 1 apt Rent
90
80
70
60
50
40
30
20
10
0
82.24
64.42
62.62
74.38
0
0
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

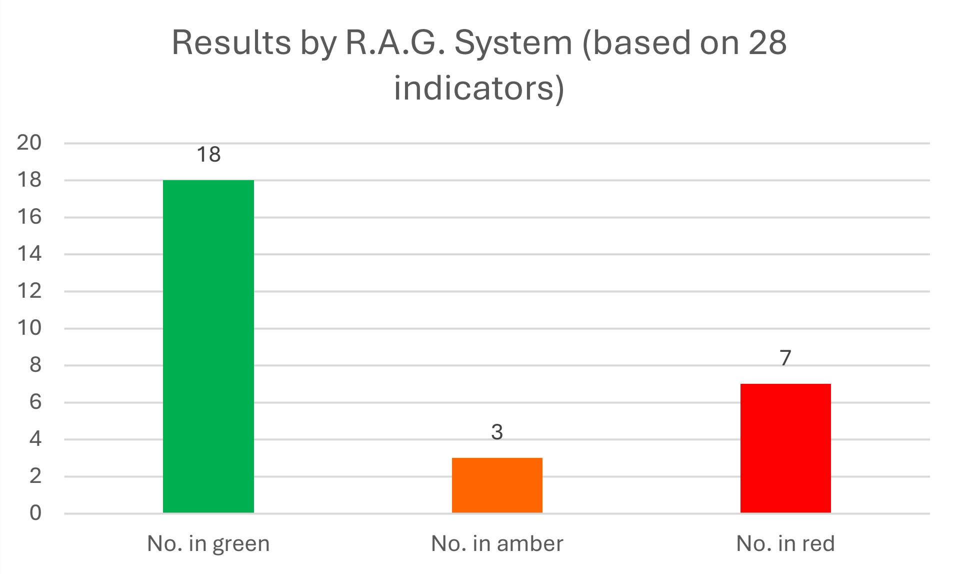

Average weeky 2 apt Rent
90
88
86
84
82
80
78
76
74
72
70
87.87
76.51
79.98
85.91
86.71
77.56
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

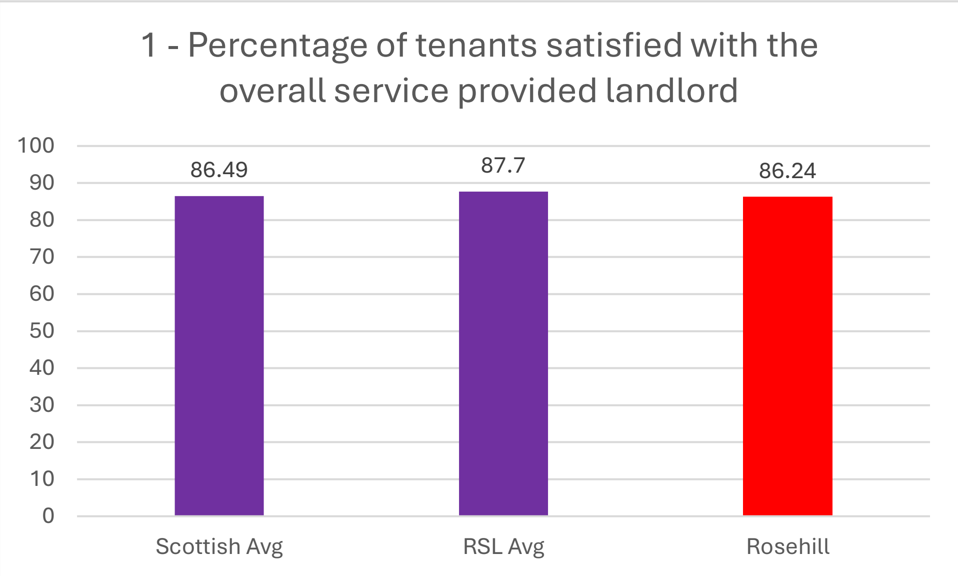

Average weekly 3 apt Rent
100
95
90
85
80
75
90.29
86.76
90.39
97.94
90.08
83.62
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

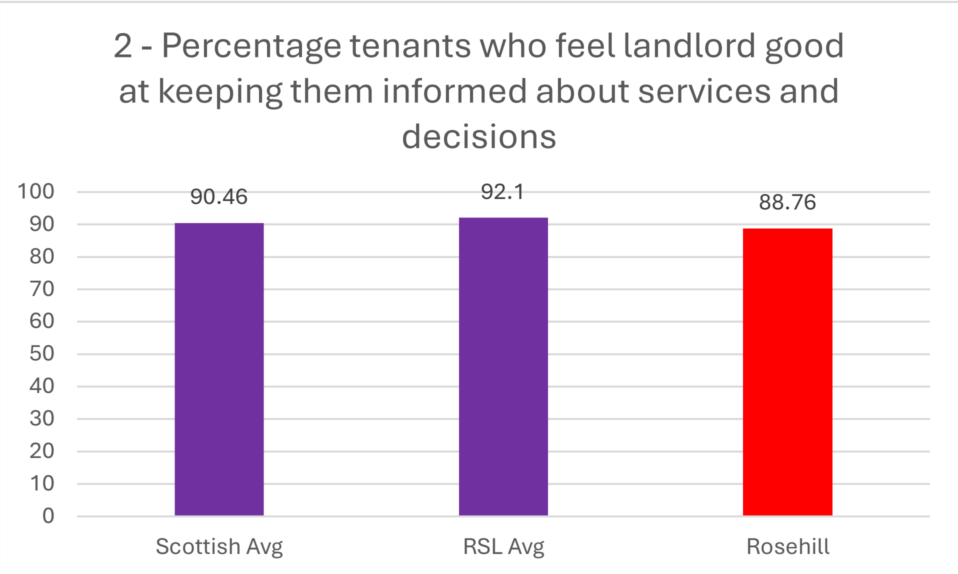

Average weekly 4 apt Rent
120
100
80
60
40
20
0
98.3
86.06
99.86
106.59
99.28
92.97
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

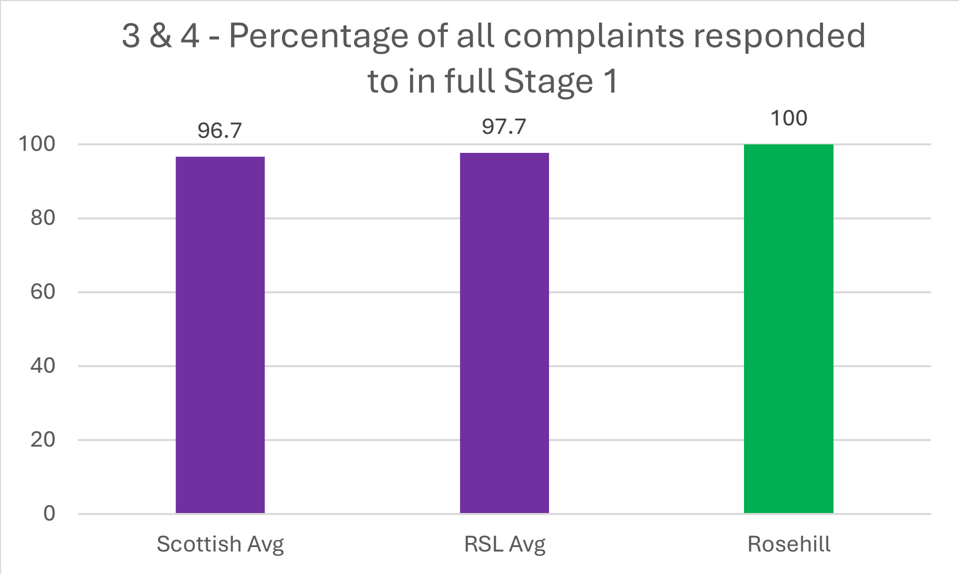

Average weekly 5 apt Rent
140
120
100
80
60
40
20
0
108.29
91.53
113.93
125.41
110.73
110.20
Scottish Average
Rosehill
Ardenglen
Barrhead
Cassiltoun
Knowes

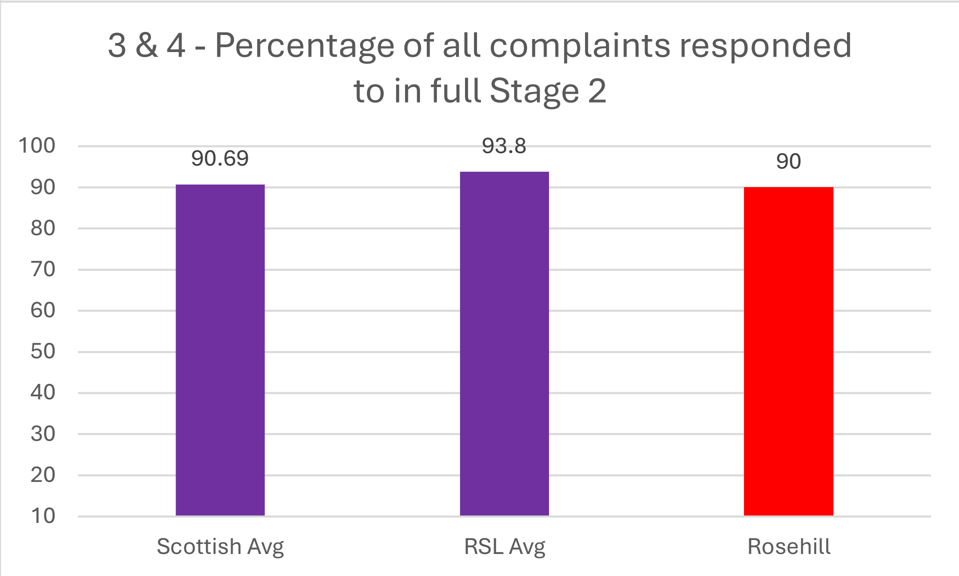
Appendix 3 – RSL/Scottish Average Benchmarking Group

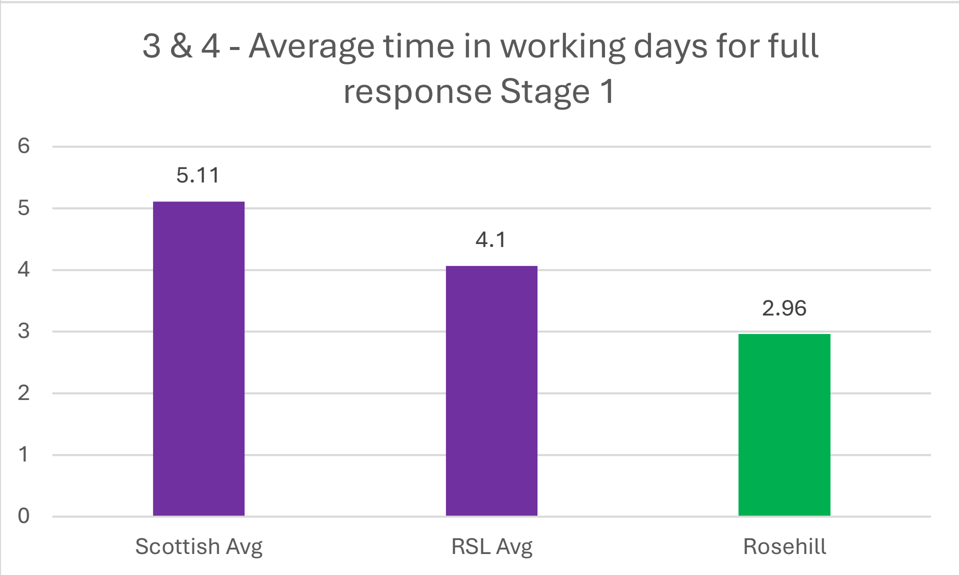


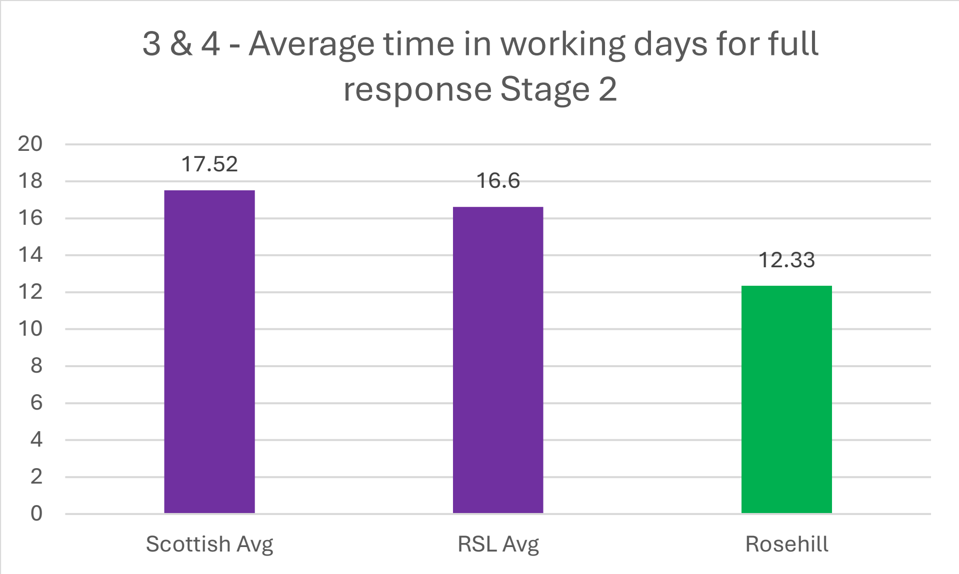




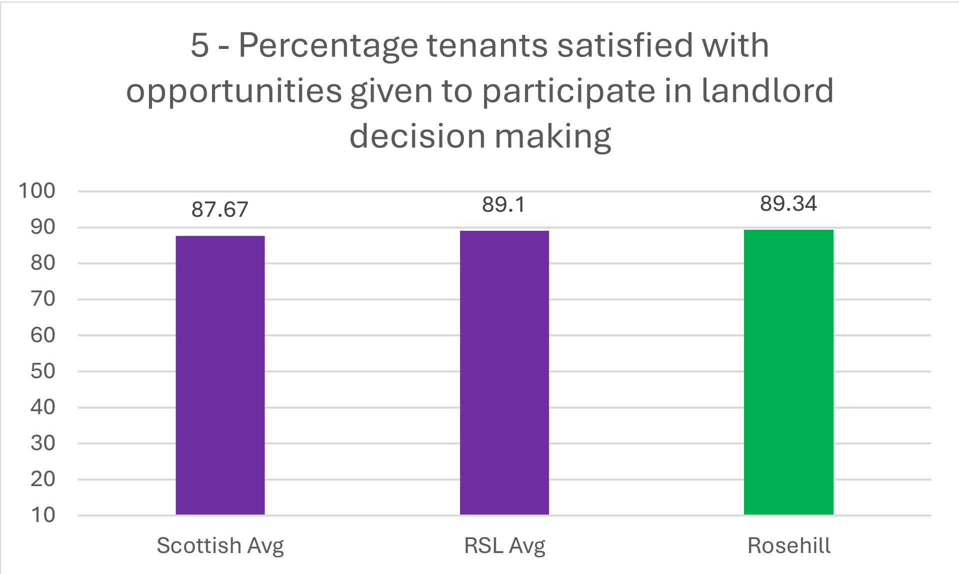

3 & 4 - Percentage of all complaints responded to in full Stage 1
96.7
97.7
100
100
80
60
40
20
0
Scottish Avg
RSL Avg
Rosehill


3 & 4 - Percentage of all complaints responded to in full Stage 2
90.69
93.8
90
100
90
80
70
60
50
40
30
20
10
Scottish Avg
RSL Avg
Rosehill

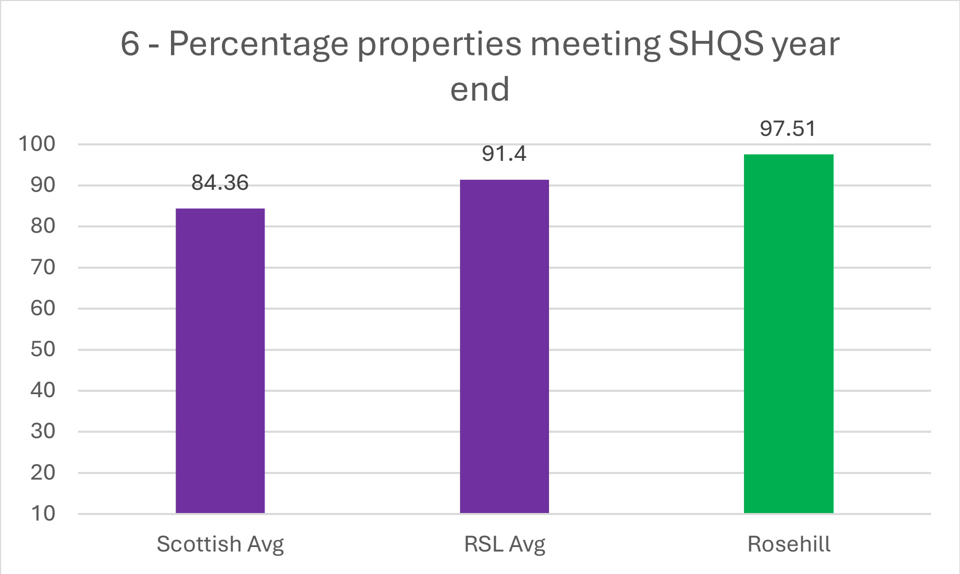

3 & 4 - Average time in working days for full response Stage 1
5.11
4.1
2.96
6
5
4
3
2
1
0
Scottish Avg
RSL Avg
Rosehill

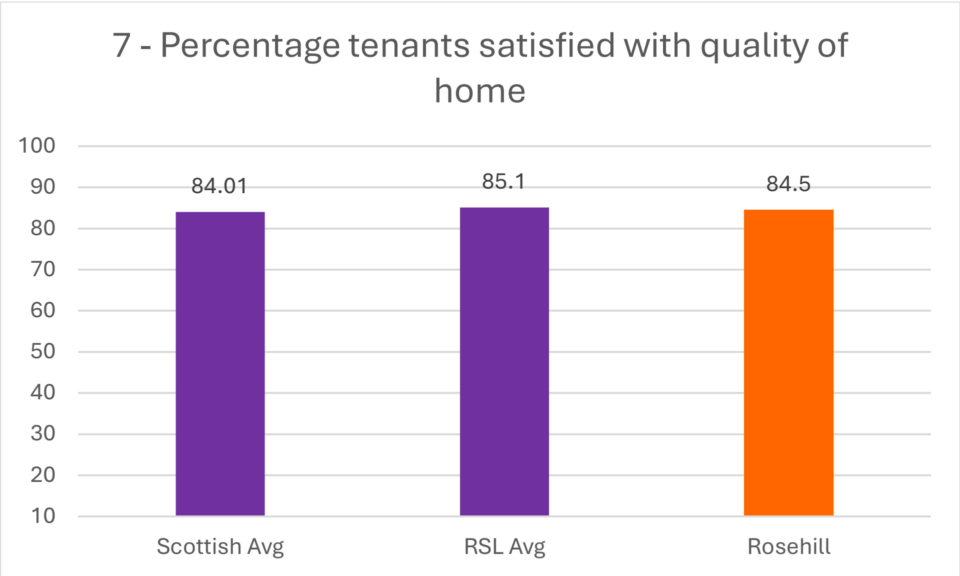


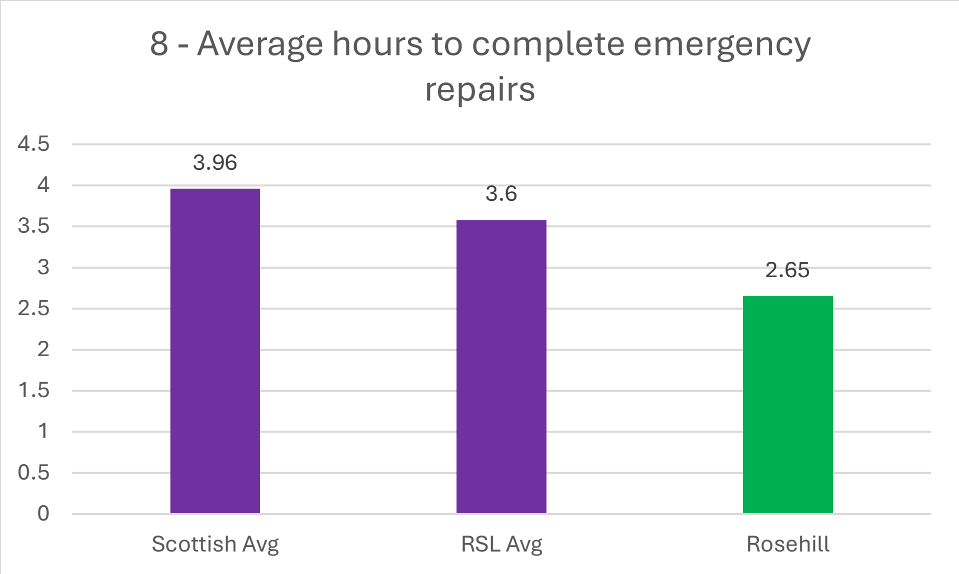
3 & 4 - Average time in working days for full response Stage 2
20
18
16
14
12
10
8
6
4
2
0
17.52
16.6
12.33
Scottish Avg
RSL Avg
Rosehill

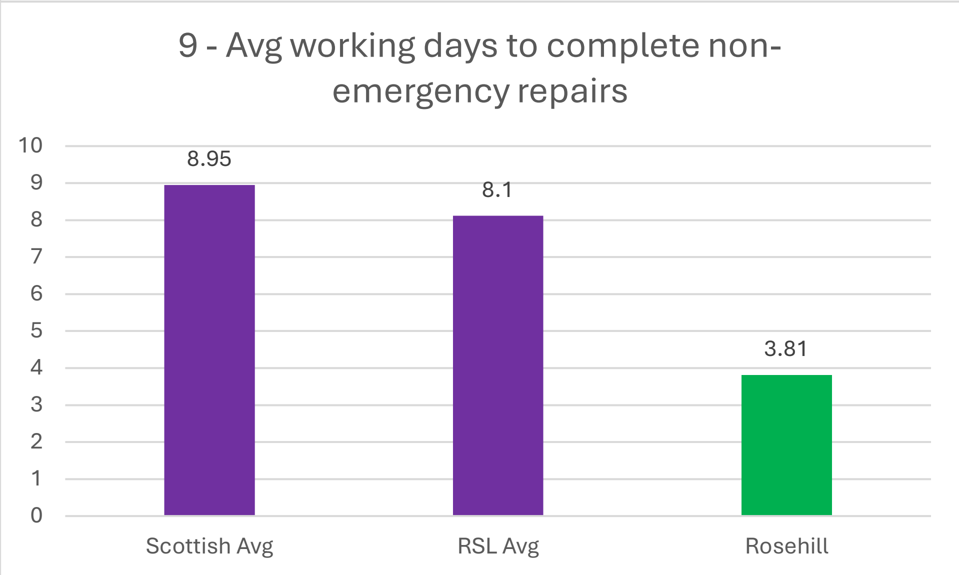


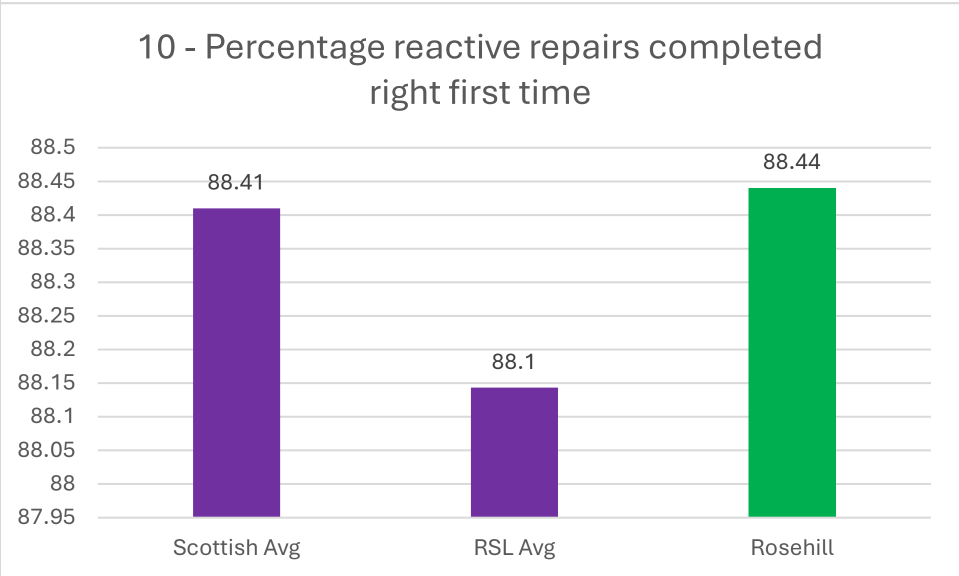
5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making
100
90
80
70
60
50
40
30
20
10
87.67
89.1
89.34
Scottish Avg
RSL Avg
Rosehill

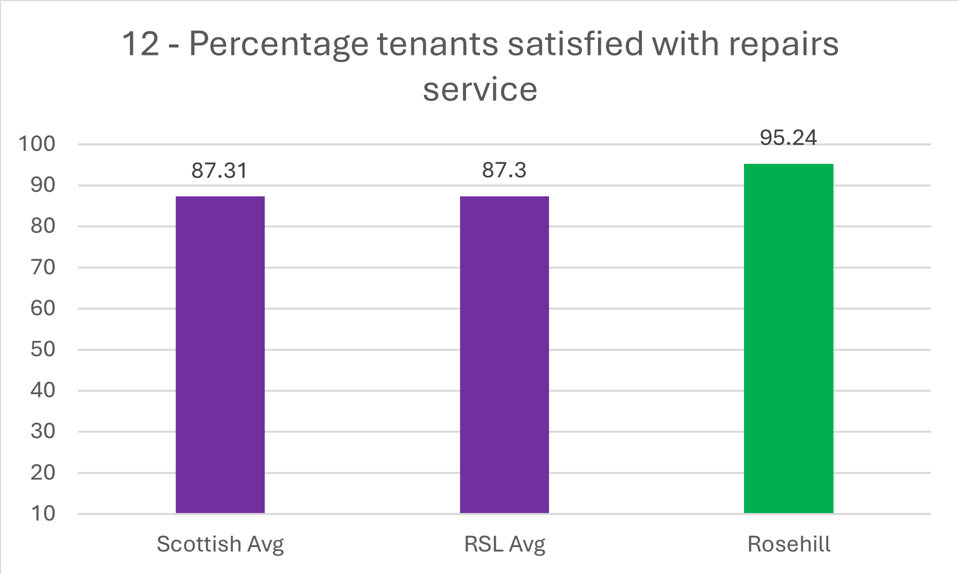

6 - Percentage properties meeting SHQS year end
100
90
80
70
60
50
40
30
20
10
84.36
91.4
97.51
Scottish Avg
RSL Avg
Rosehill

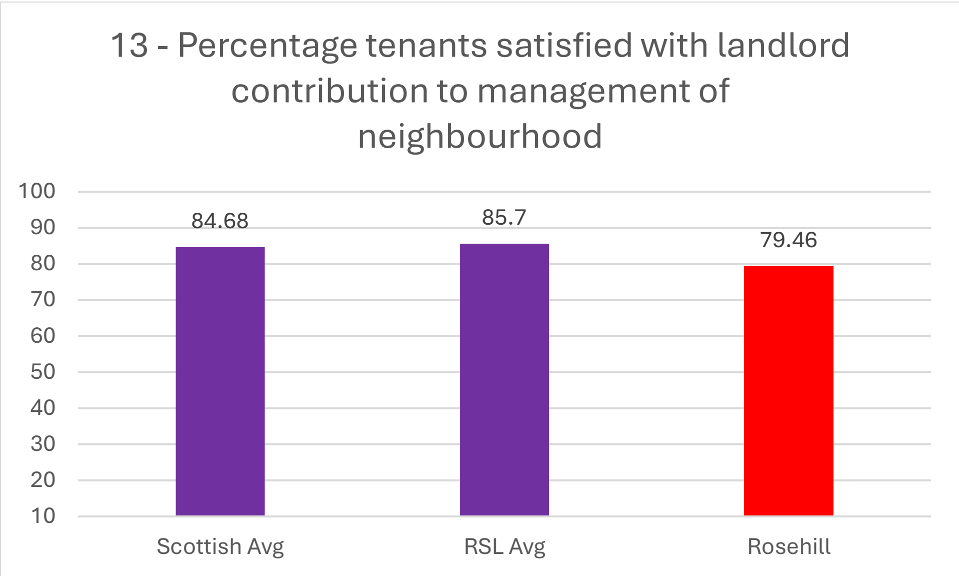

7 - Percentage tenants satisfied with quality of home
100
90
80
70
60
50
40
30
20
10
84.01
85.1
84.5
Scottish Avg
RSL Avg
Rosehill

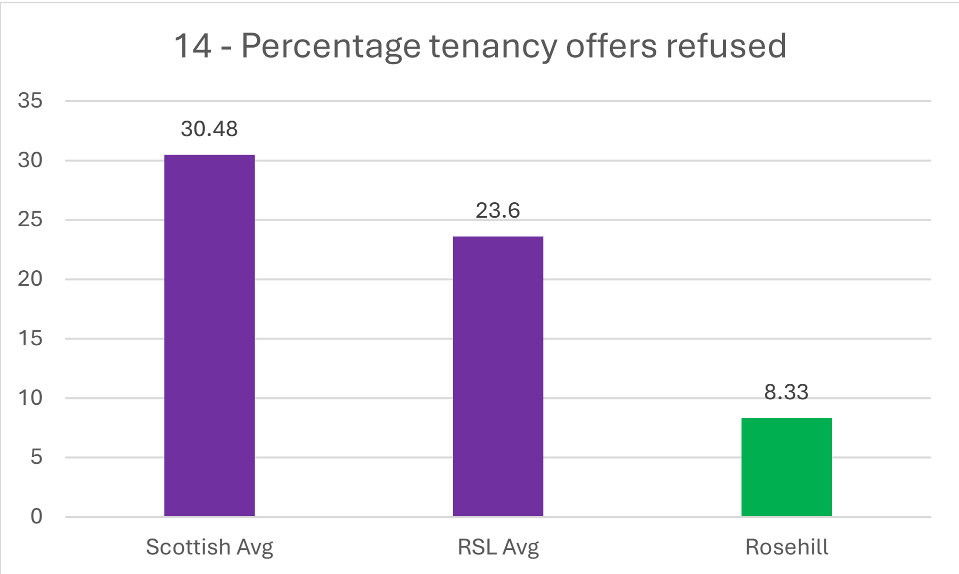

8 - Average hours to complete emergency repairs
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
3.96
3.6
2.65
Scottish Avg
RSL Avg
Rosehill

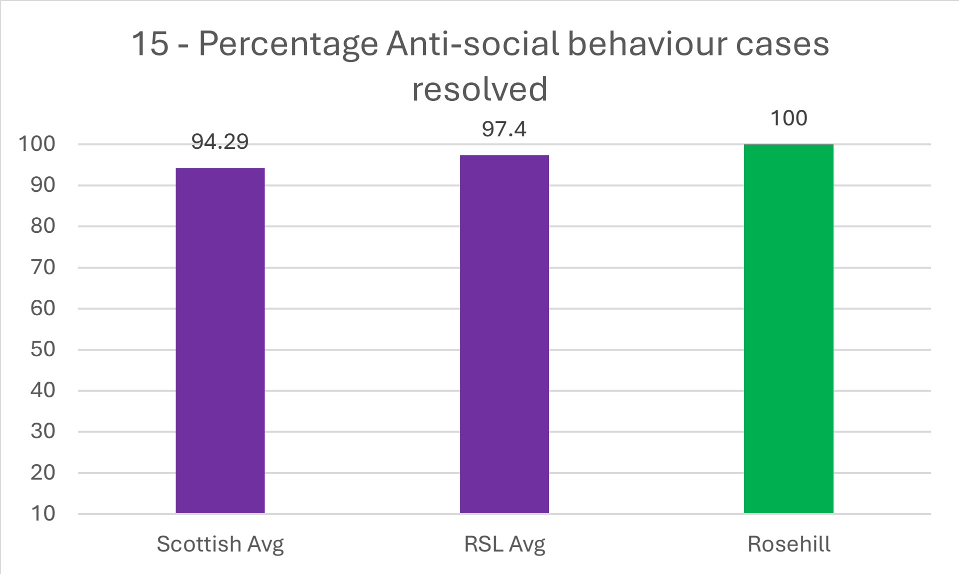

9 - Avg working days to complete non-emergency repairs
10
9
8
7
6
5
4
3
2
1
0
8.95
8.1
3.81
Scottish Avg
RSL Avg
Rosehill

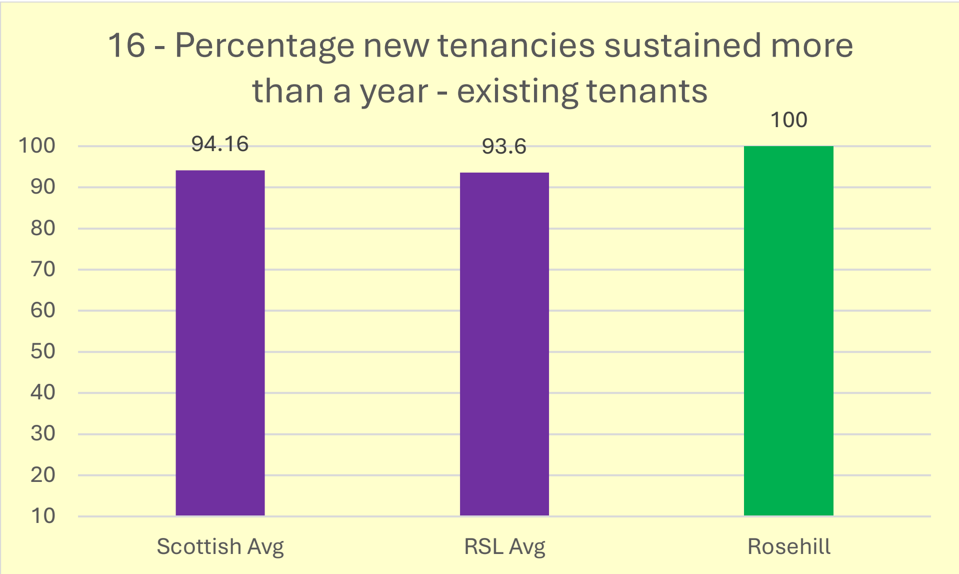

10 - Percentage reactive repairs completed right first time
88.5
88.45
88.4
88.35
88.3
88.25
88.2
88.15
88.1
88.05
88
87.95
88.41
88.1
88.44
Scottish Avg
RSL Avg
Rosehill

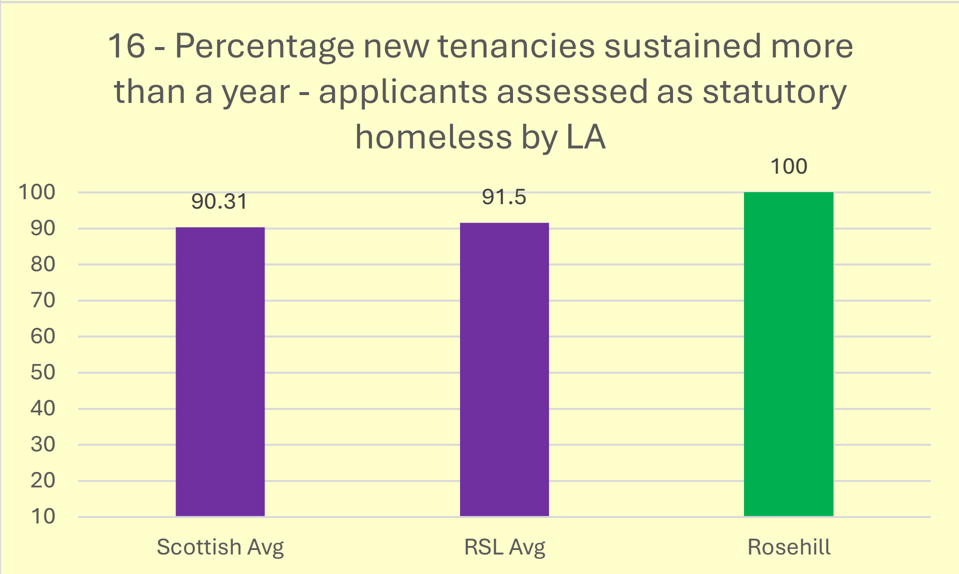

12 - Percentage tenants satisfied with repairs service
100
90
80
70
60
50
40
30
20
10
87.31
87.3
95.24
Scottish Avg
RSL Avg
Rosehill

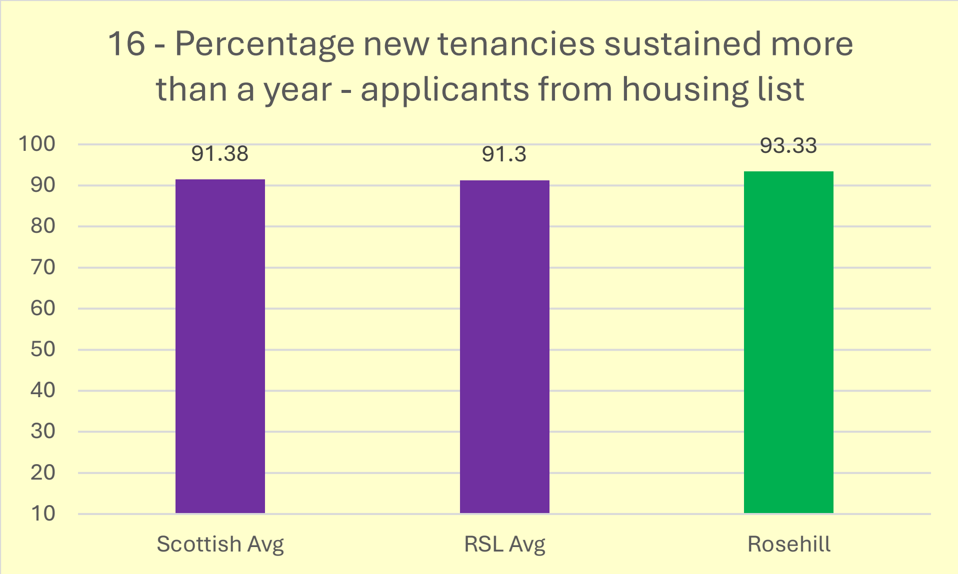

13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood
100
90
80
70
60
50
40
30
20
10
84.68
85.7
79.46
Scottish Avg
RSL Avg
Rosehill

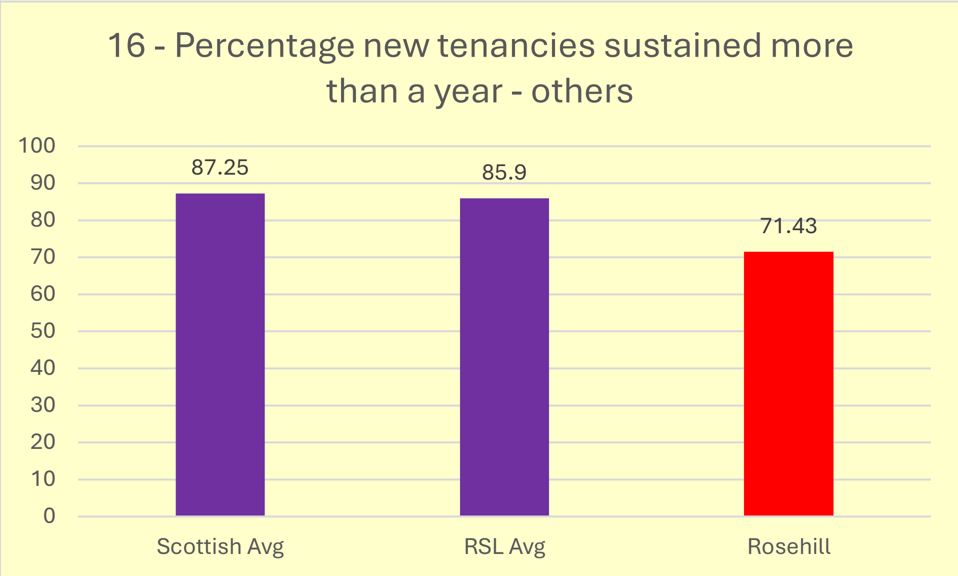

14 - Percentage tenancy offers refused
35
30
25
20
15
10
5
0
30.48
23.6
8.33
Scottish Avg
RSL Avg
Rosehill

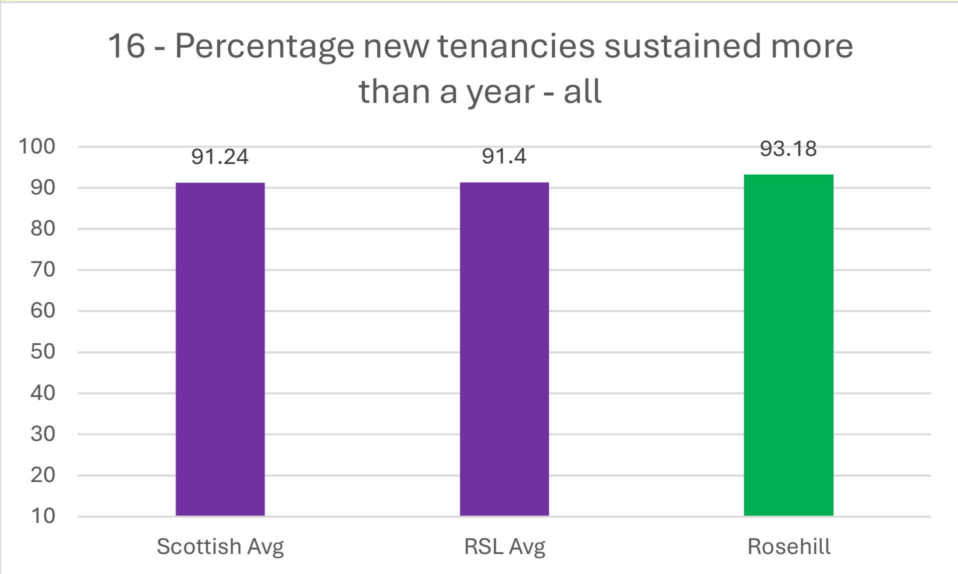

15 - Percentage Anti-social behaviour cases resolved
100
90
80
70
60
50
40
30
20
10
94.29
97.4
100
Scottish Avg
RSL Avg
Rosehill

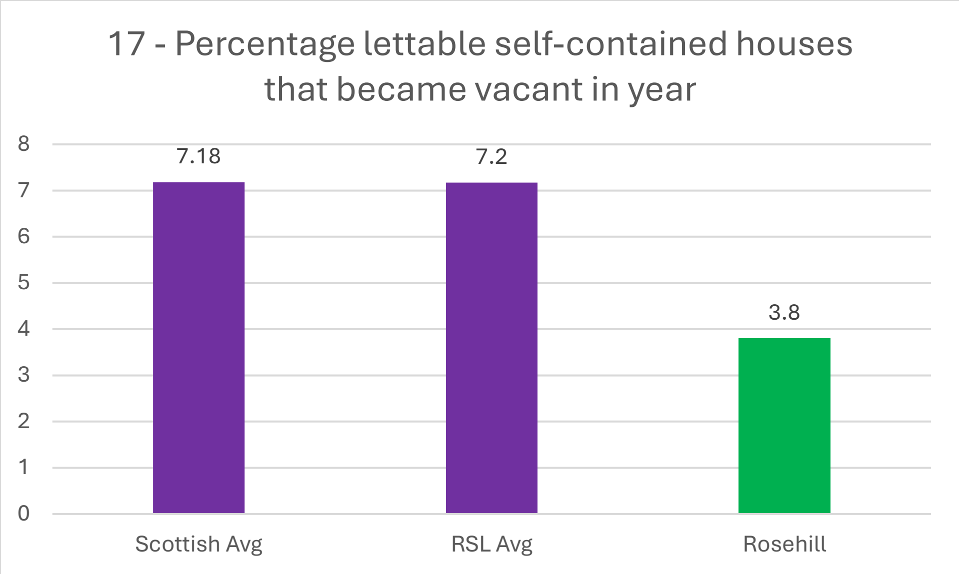

16 - Percentage new tenancies sustained more than a year - existing tenants
100
90
80
70
60
50
40
30
20
10
94.16
93.6
100
Scottish Avg
RSL Avg
Rosehill

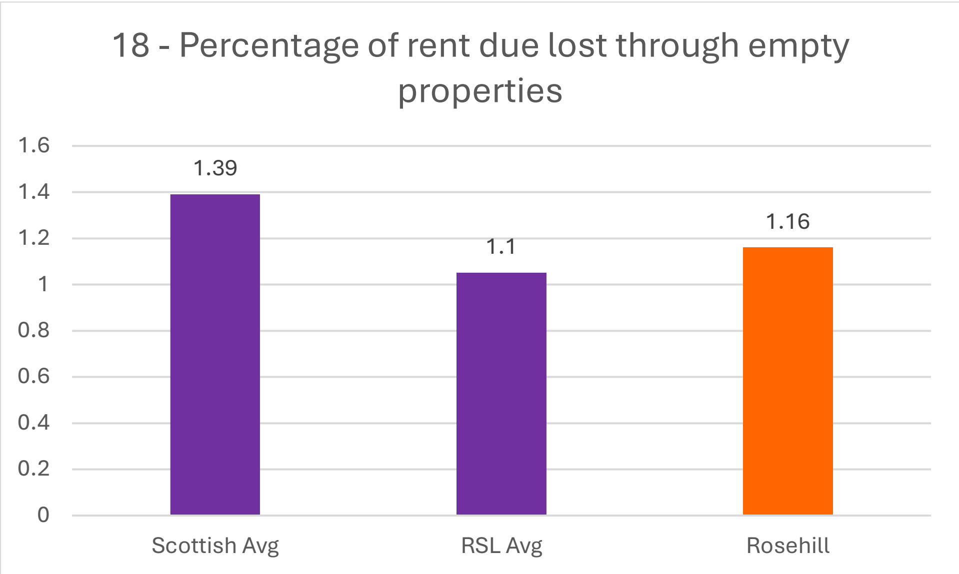

16 - Percentage new tenancies sustained more than a year - applicants assessed as statutory homeless by LA
100
90
80
70
60
50
40
30
20
10
90.31
91.5
100
Scottish Avg
RSL Avg
Rosehill

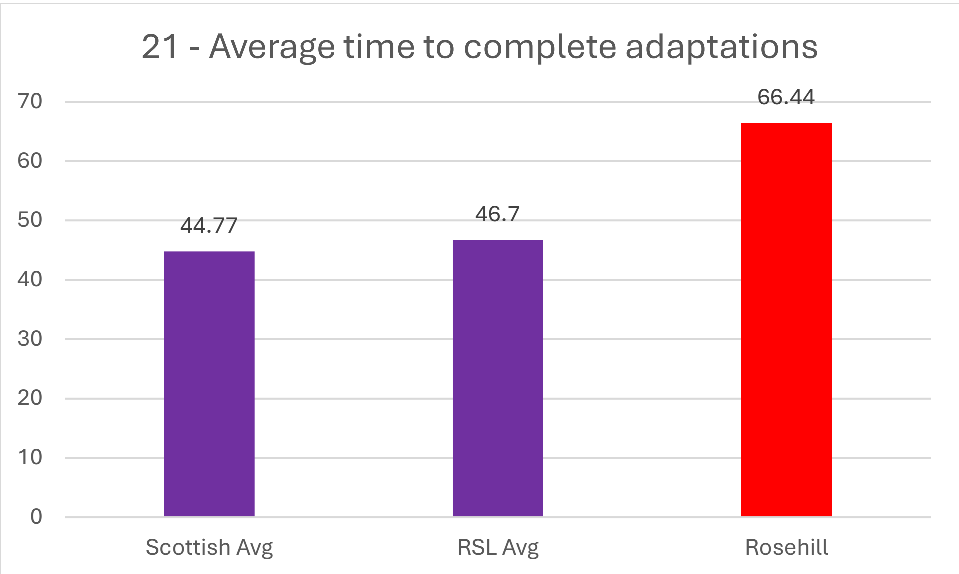

16 - Percentage new tenancies sustained more than a year - applicants from housing list
100
90
80
70
60
50
40
30
20
10
91.38
91.3
93.33
Scottish Avg
RSL Avg
Rosehill

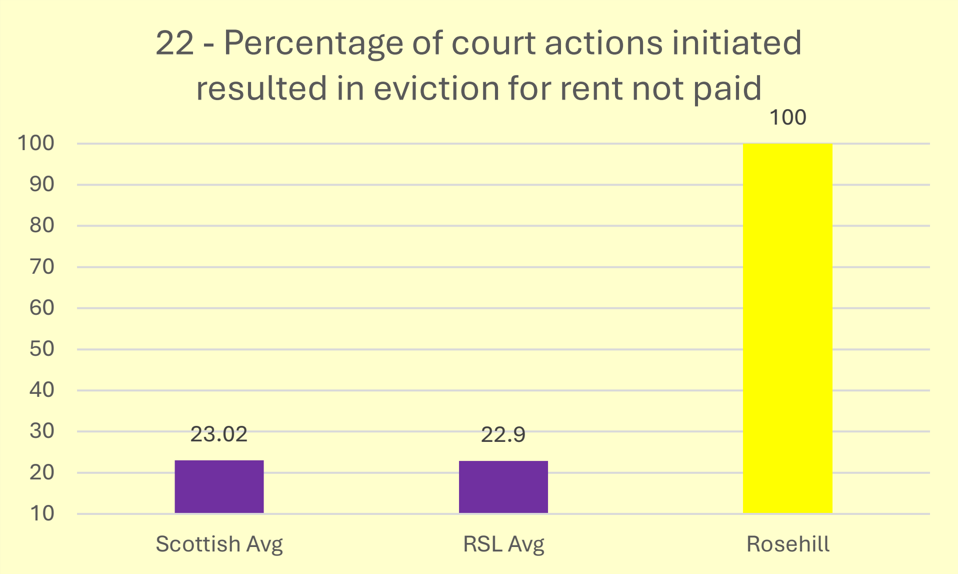

16 - Percentage new tenancies sustained more than a year - others
100
90
80
70
60
50
40
30
20
10
0
87.25
85.9
71.43
Scottish Avg
RSL Avg
Rosehill

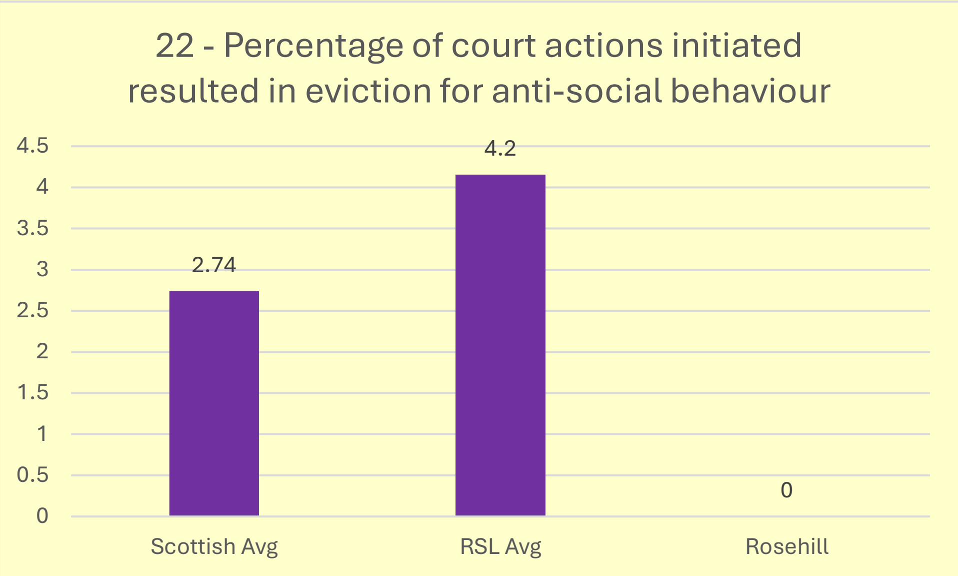

16 - Percentage new tenancies sustained more than a year - all
100
90
80
70
60
50
40
30
20
10
91.24
91.4
93.18
Scottish Avg
RSL Avg
Rosehill

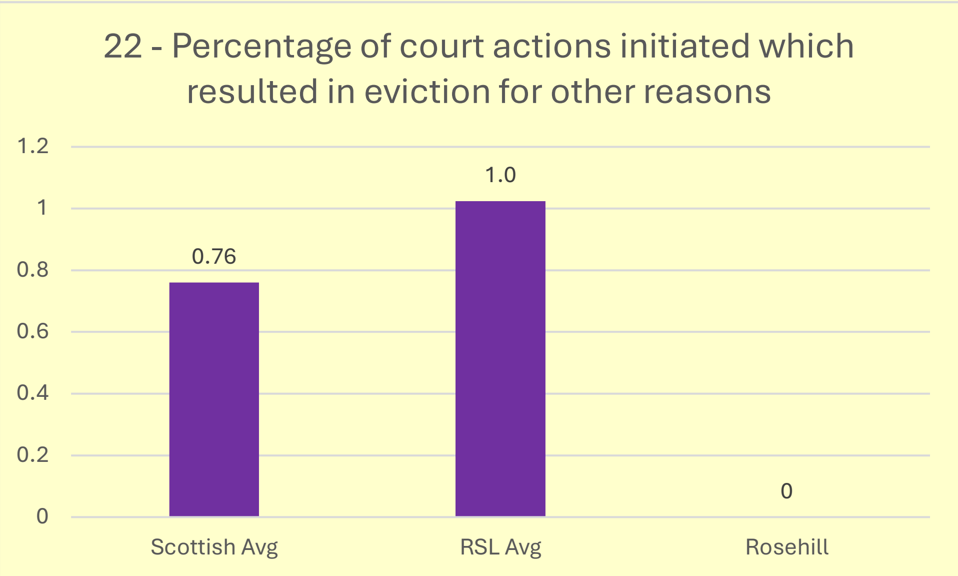

17 - Percentage lettable self-contained houses that became vacant in year
8
7
6
5
4
3
2
1
0
7.18
7.2
3.8
Scottish Avg
RSL Avg
Rosehill

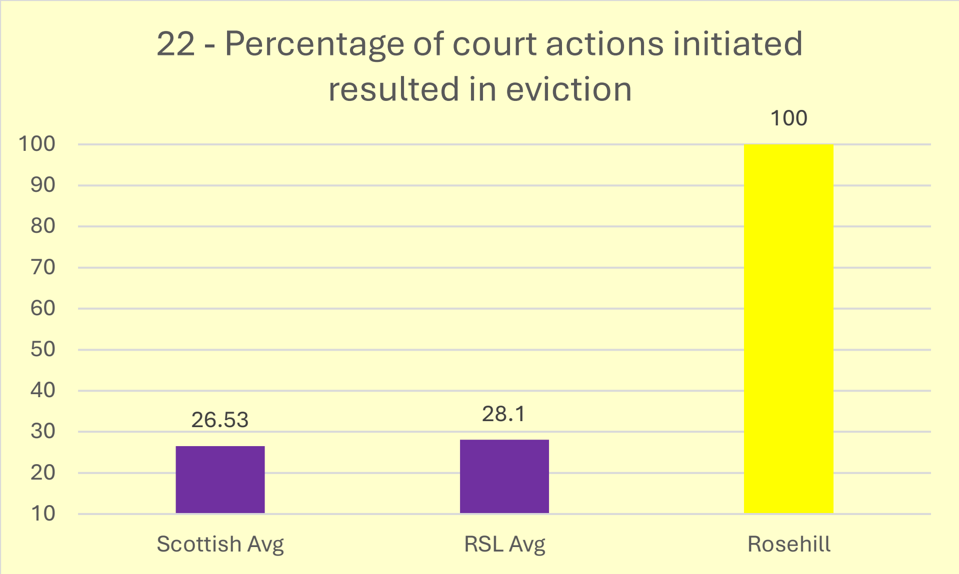

18 - Percentage of rent due lost through empty properties
1.6
1.4
1.2
1
0.8
0.6
0.4
0.2
0
1.39
1.1
1.16
Scottish Avg
RSL Avg
Rosehill

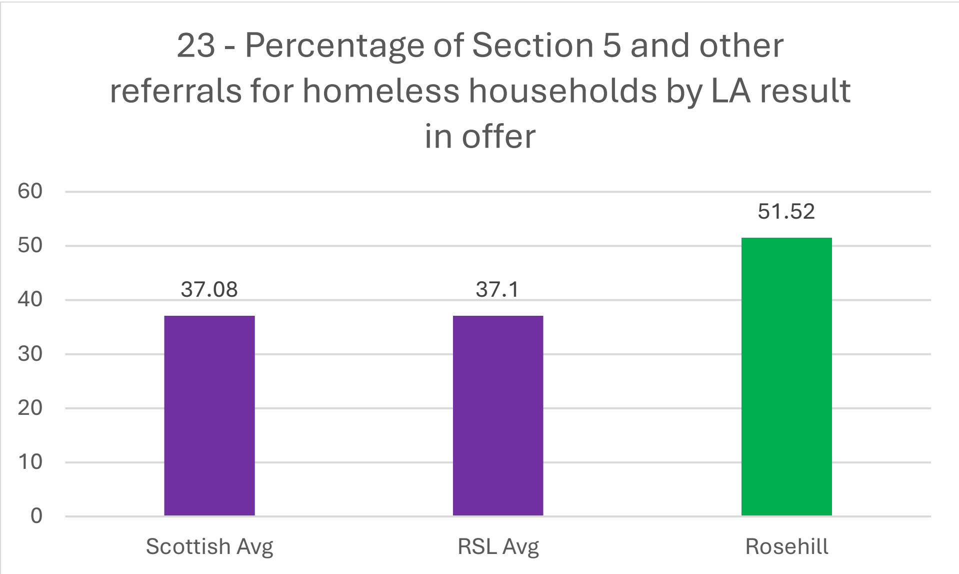

21 - Average time to complete adaptations
70
60
50
40
30
20
10
0
44.77
46.7
66.44
Scottish Avg
RSL Avg
Rosehill

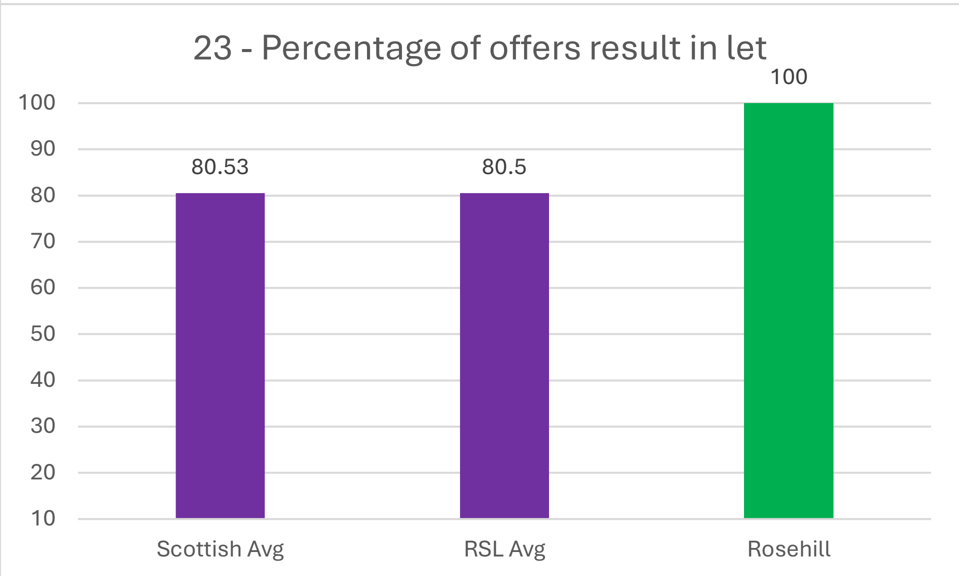

22 - Percentage of court actions initiated resulted in eviction for rent not paid
100
90
80
70
60
50
40
30
20
10
23.02
22.9
100
Scottish Avg
RSL Avg
Rosehill

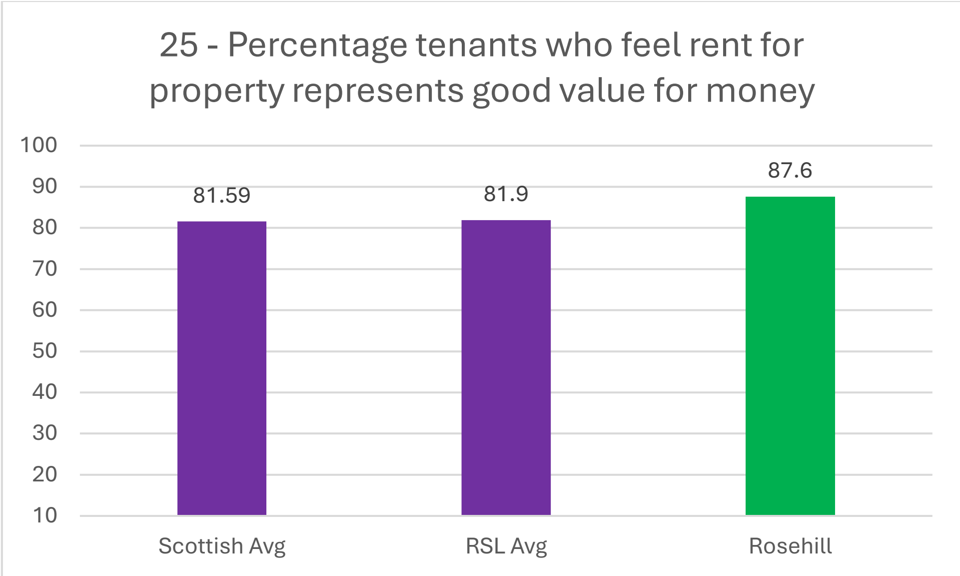

22 - Percentage of court actions initiated resulted in eviction for anti-social behaviour
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
2.74
4.2
0
Scottish Avg
RSL Avg
Rosehill

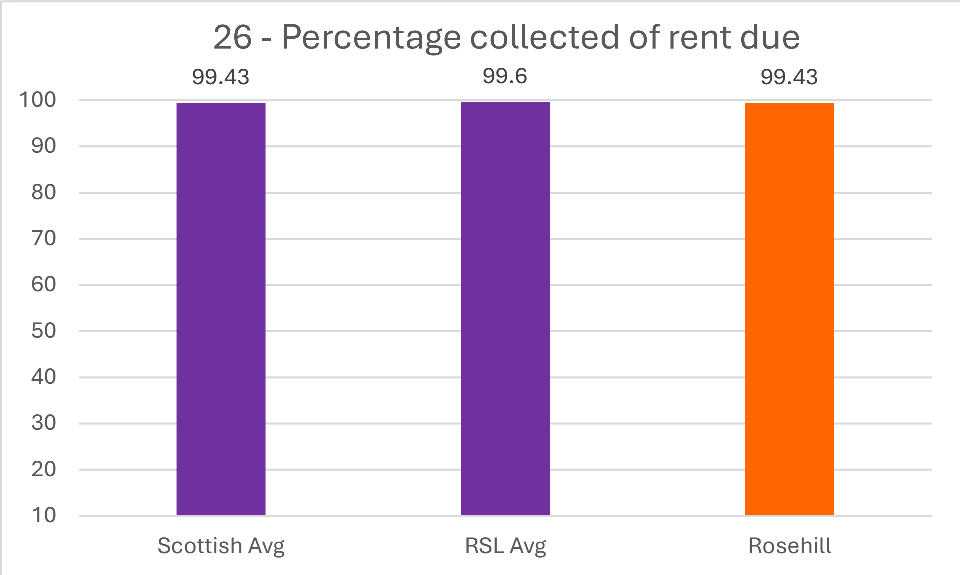

22 - Percentage of court actions initiated which resulted in eviction for other reasons
1.2
1
0.8
0.6
0.4
0.2
0
0.76
1.0
0
Scottish Avg
RSL Avg
Rosehill

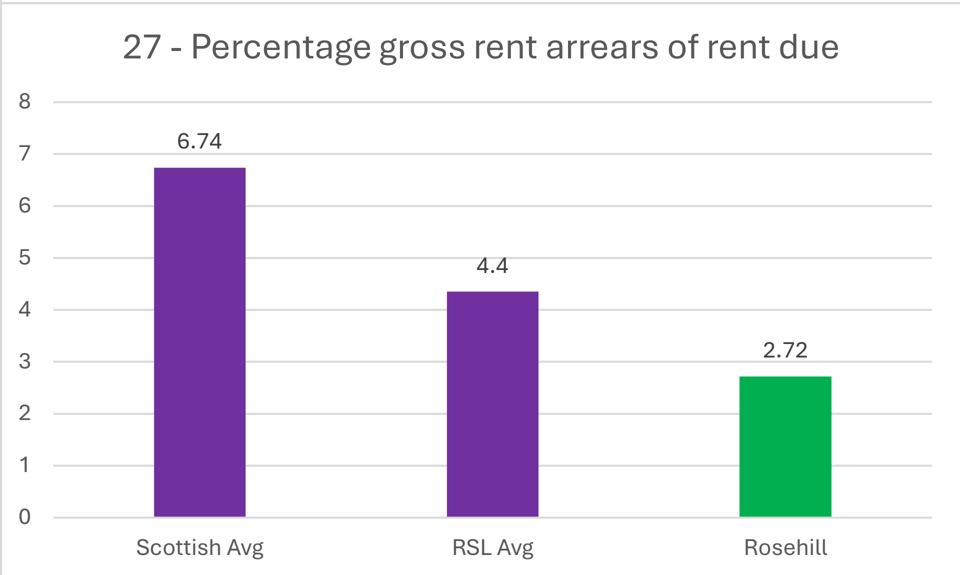

22 - Percentage of court actions initiated resulted in eviction
100
90
80
70
60
50
40
30
20
10
26.53
28.1
100
Scottish Avg
RSL Avg
Rosehill

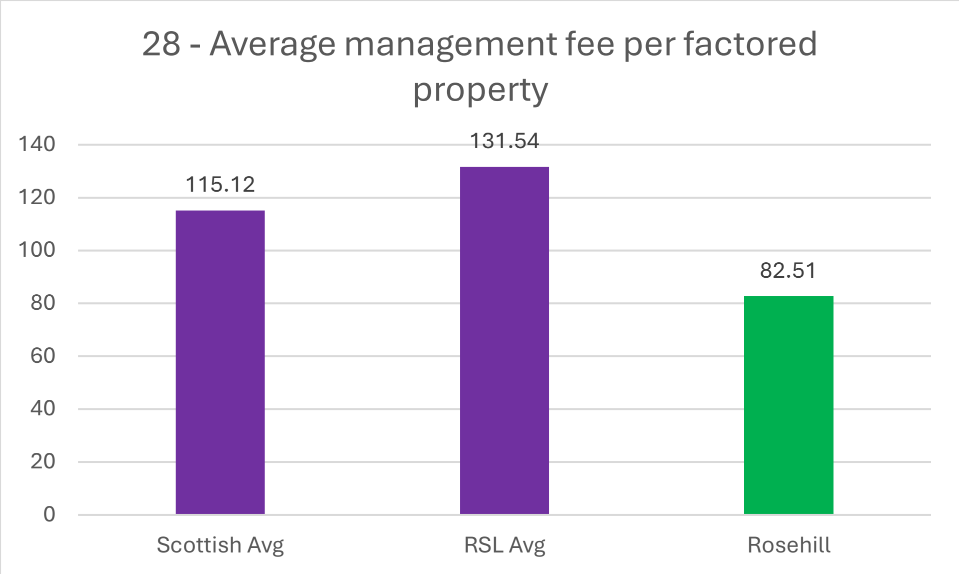

23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer
60
50
40
30
20
10
0
37.08
37.1
51.52
Scottish Avg
RSL Avg
Rosehill

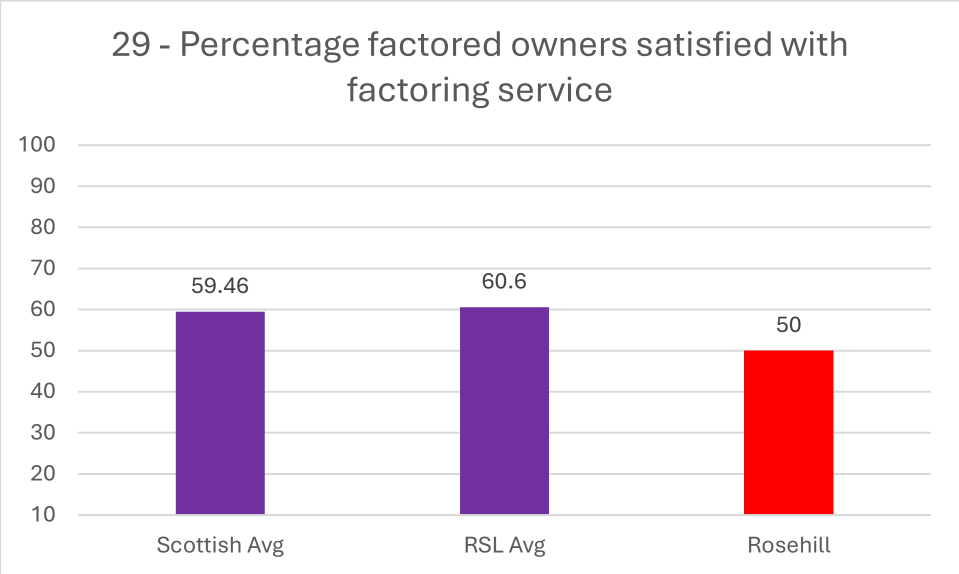

23 - Percentage of offers result in let
100
90
80
70
60
50
40
30
20
10
80.53
80.5
100
Scottish Avg
RSL Avg
Rosehill

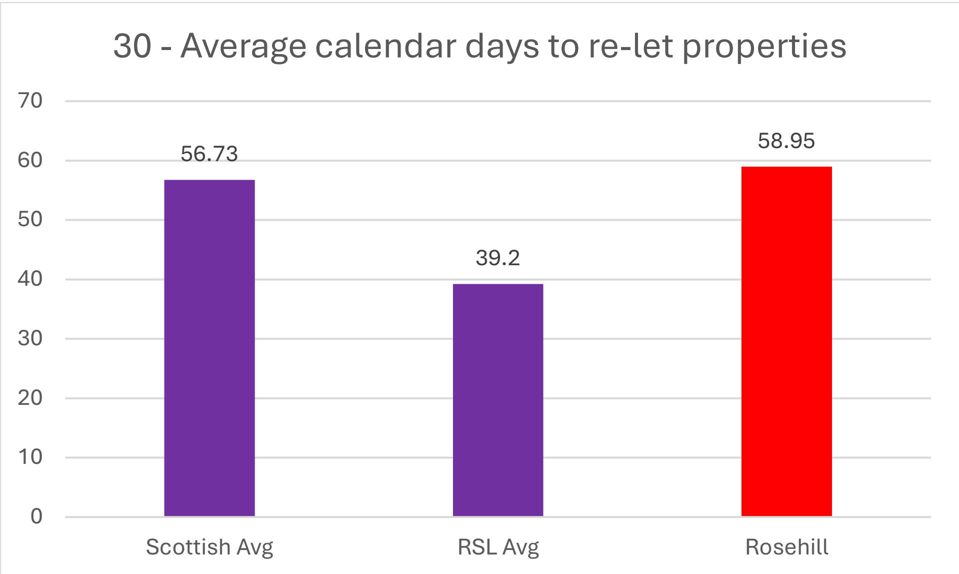

25 - Percentage tenants who feel rent for property represents good value for money
100
90
80
70
60
50
40
30
20
10
81.59
81.9
87.6
Scottish Avg
RSL Avg
Rosehill

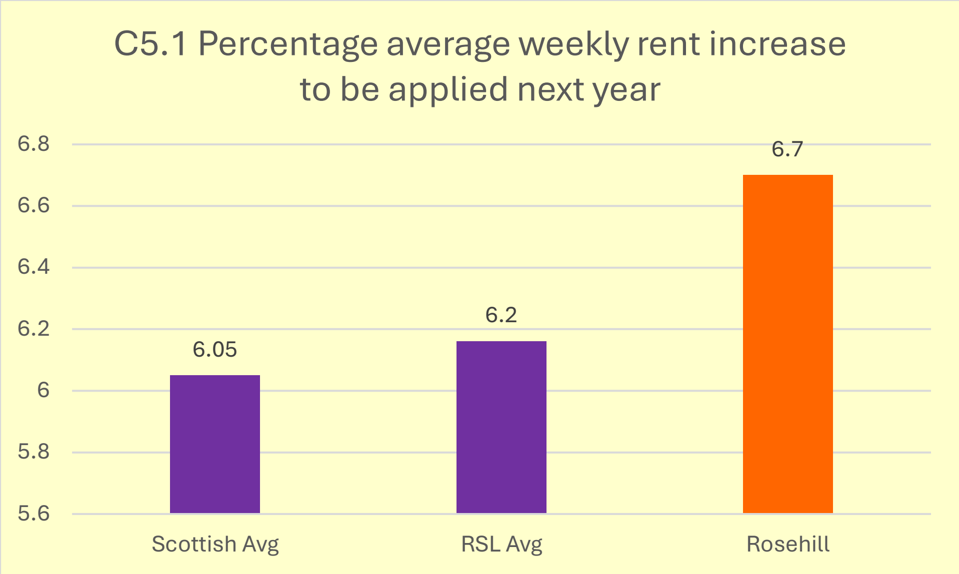

26 - Percentage collected of rent due
100
90
80
70
60
50
40
30
20
10
99.43
99.6
99.43
Scottish Avg
RSL Avg
Rosehill

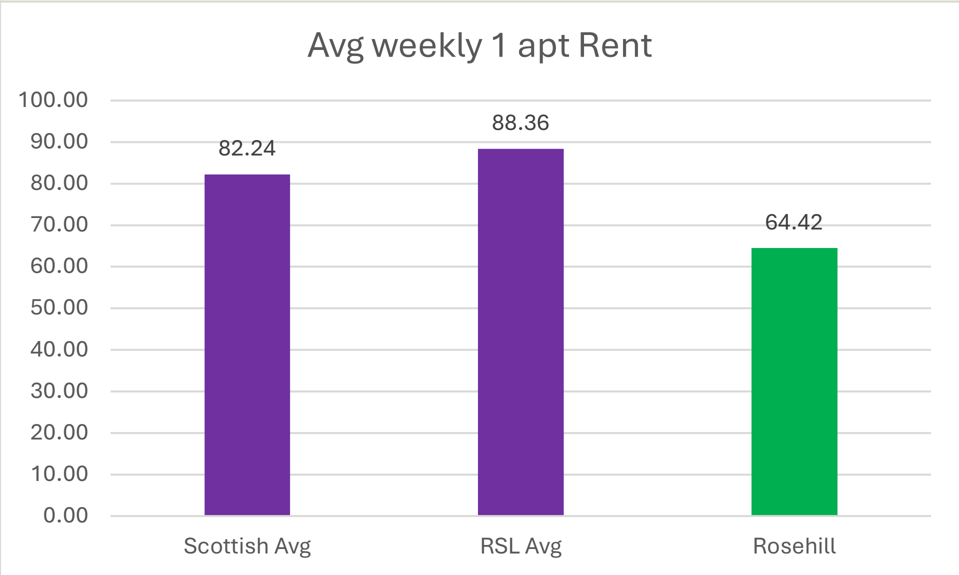

27 - Percentage gross rent arrears of rent due
8
7
6
5
4
3
2
1
0
6.74
4.4
2.72
Scottish Avg
RSL Avg
Rosehill

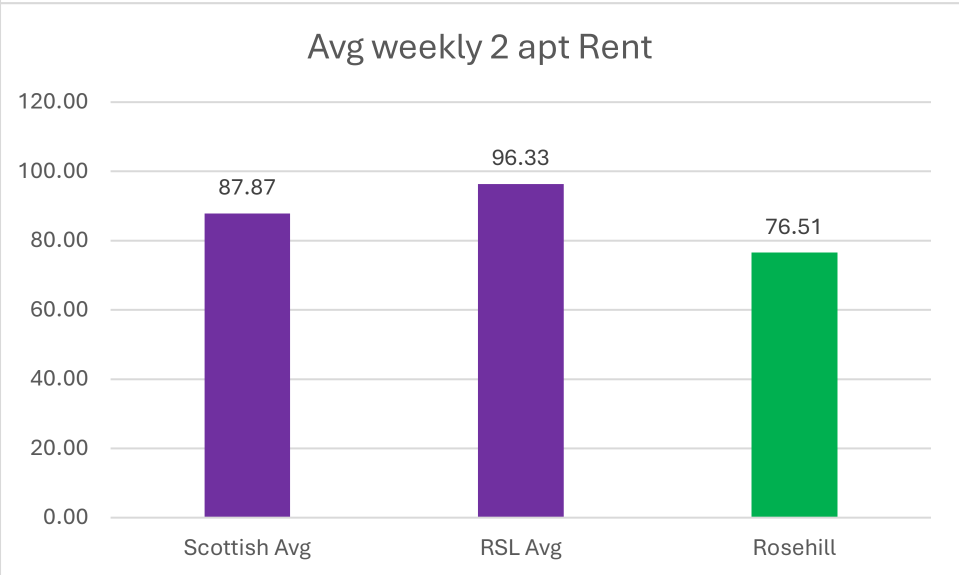

28 - Average management fee per factored property
140
120
100
80
60
40
20
0
115.12
131.54
82.51
Scottish Avg
RSL Avg
Rosehill

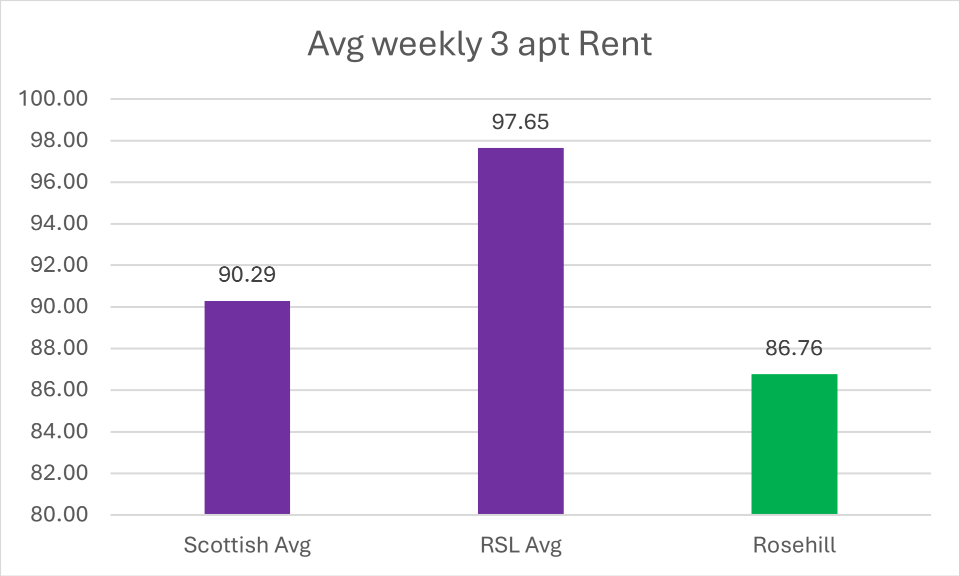

29 - Percentage factored owners satisfied with factoring service
100
90
80
70
60
50
40
30
20
10
59.46
60.6
50
Scottish Avg
RSL Avg
Rosehill

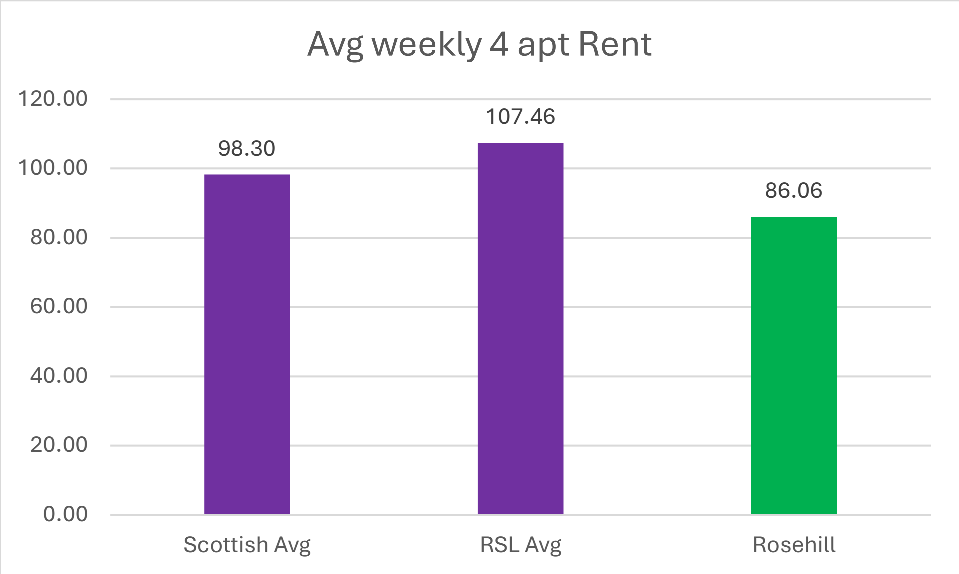

30 - Average calendar days to re-let properties
70
60
50
40
30
20
10
0
56.73
39.2
58.95
Scottish Avg
RSL Avg
Rosehill

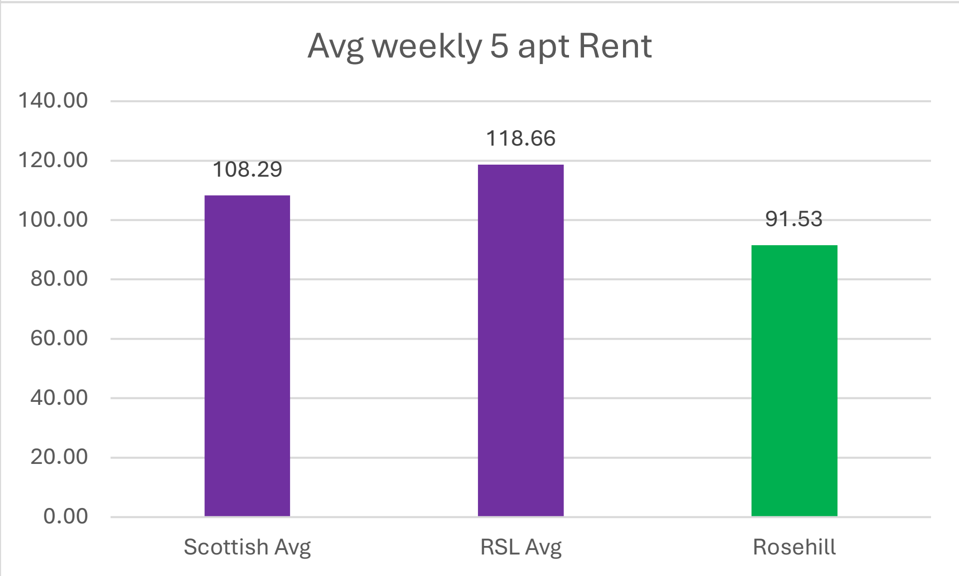

C5.1 Percentage average weekly rent increase to be applied next year
6.8
6.6
6.4
6.2
6
5.8
5.6
6.05
6.2
6.7
Scottish Avg
RSL Avg
Rosehill


Avg weekly 1 apt Rent
100.00
90.00
80.00
70.00
60.00
50.00
40.00
30.00
20.00
10.00
0.00
82.24
88.36
64.42
Scottish Avg
RSL Avg
Rosehill

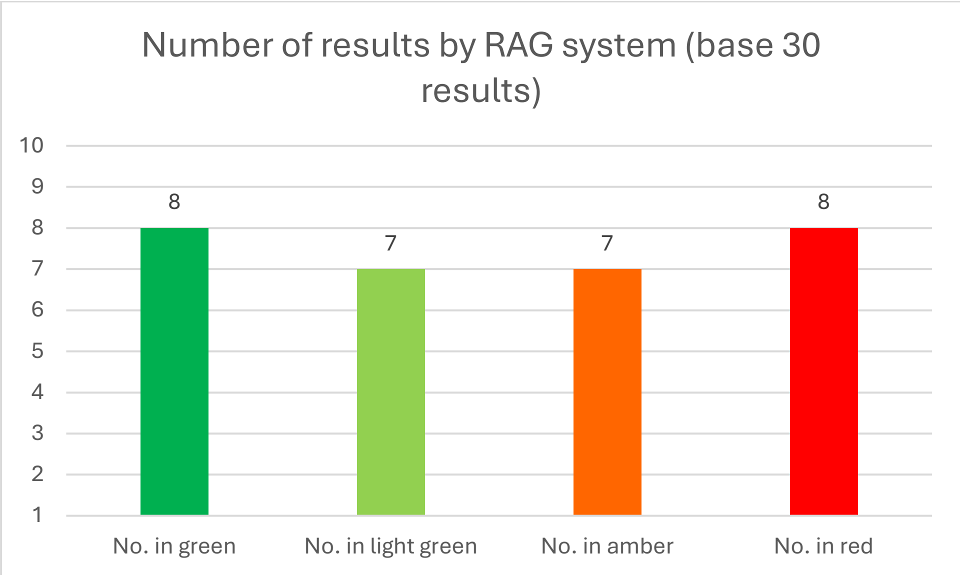

Avg weekly 2 apt Rent
120.00
100.00
80.00
60.00
40.00
20.00
0.00
87.87
96.33
76.51
Scottish Avg
RSL Avg
Rosehill

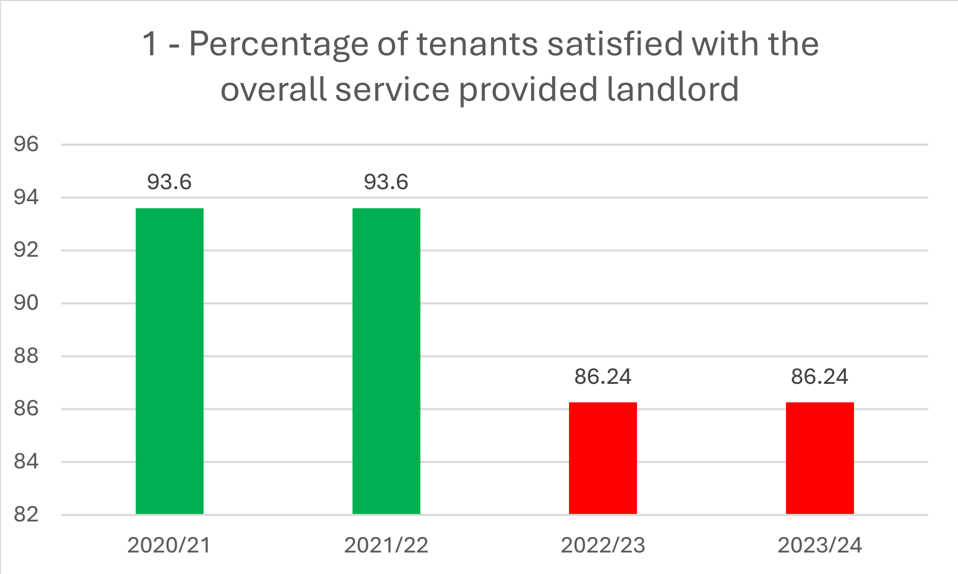

Avg weekly 3 apt Rent
100.00
98.00
96.00
94.00
92.00
90.00
88.00
86.00
84.00
82.00
80.00
90.29
97.65
86.76
Scottish Avg
RSL Avg
Rosehill

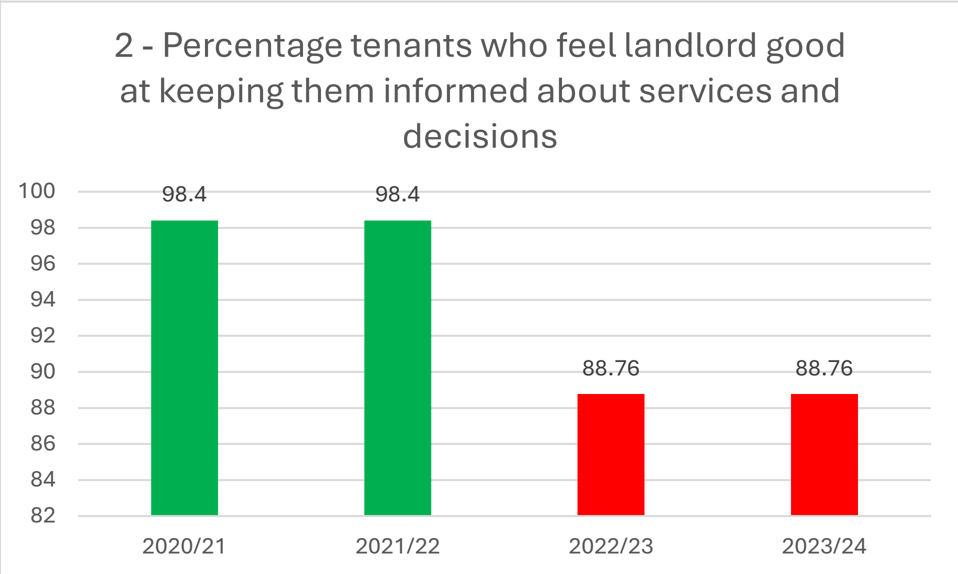

Avg weekly 4 apt Rent
120.00
100.00
80.00
60.00
40.00
20.00
0.00
98.30
107.46
86.06
Scottish Avg
RSL Avg
Rosehill

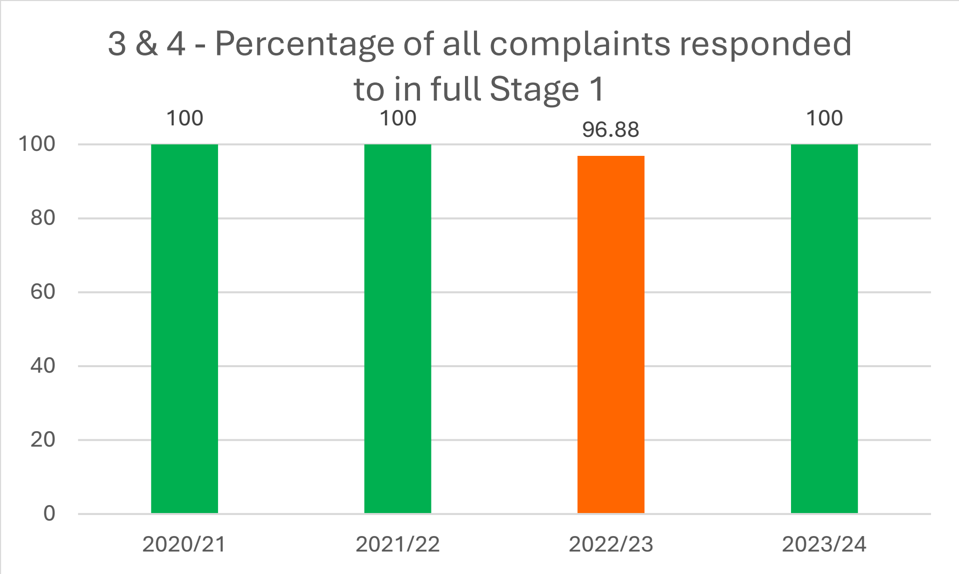

Avg weekly 5 apt Rent
140.00
120.00
100.00
80.00
60.00
40.00
20.00
0.00
108.29
118.66
91.53
Scottish Avg
RSL Avg
Rosehill

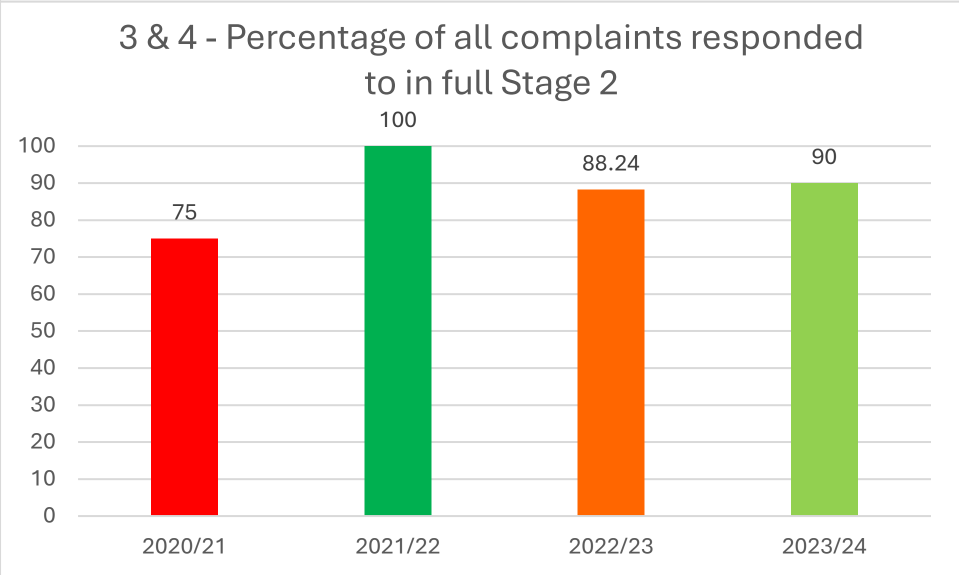
Appendix 4 – Previous Years Benchmarking Group

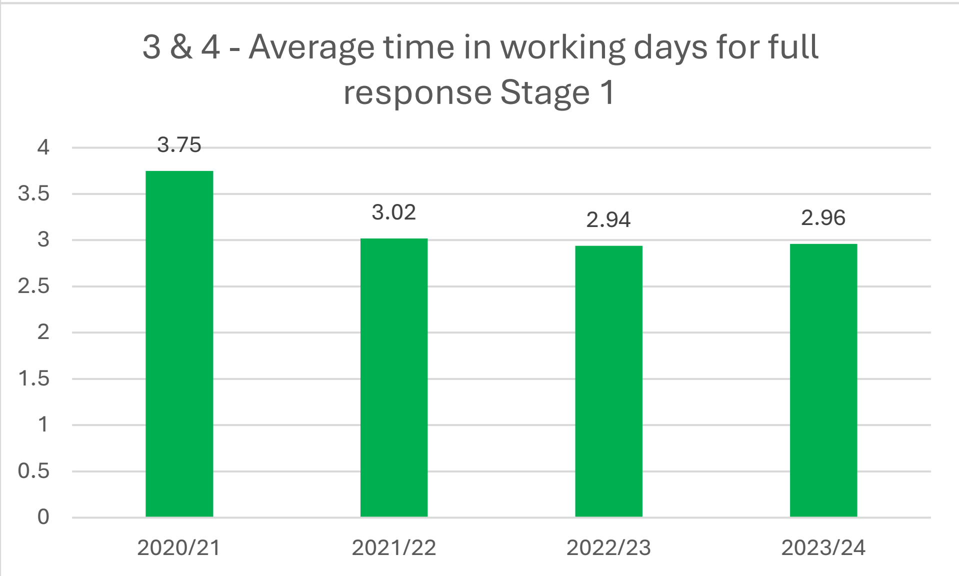


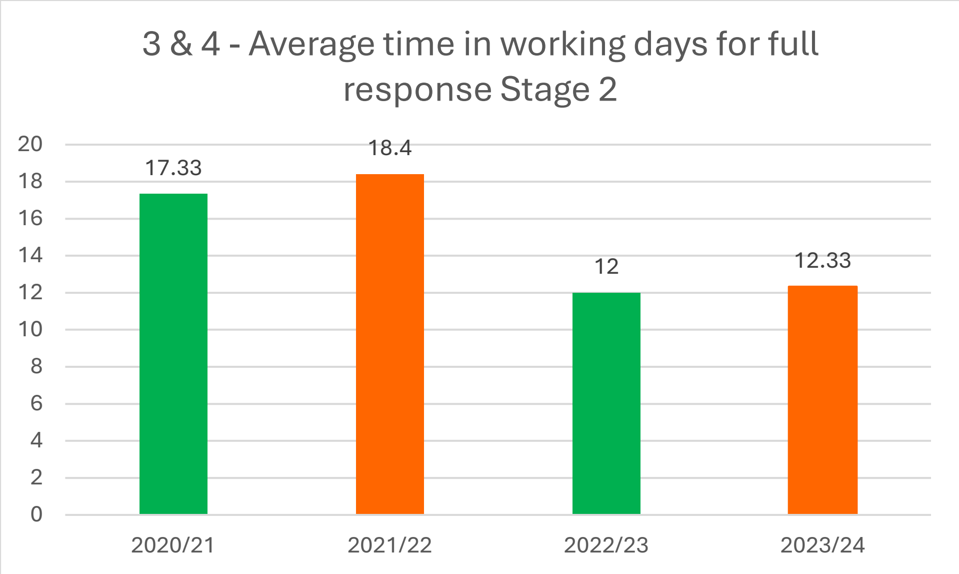

1 - Percentage of tenants satisfied with the overall service provided landlord
96
94
92
90
88
86
84
82
93.6
93.6
86.24
86.24
2020/21
2021/22
2022/23
2023/24

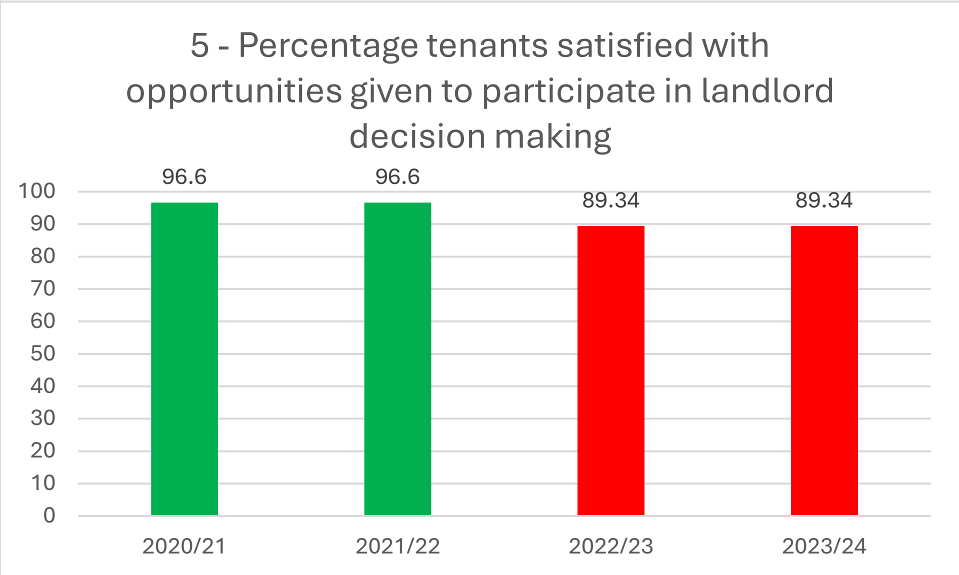

2 - Percentage tenants who feel landlord good at keeping them informed about services and decisions
100
98
96
94
92
90
88
86
84
82
98.4
98.4
88.76
88.76
2020/21
2021/22
2022/23
2023/24

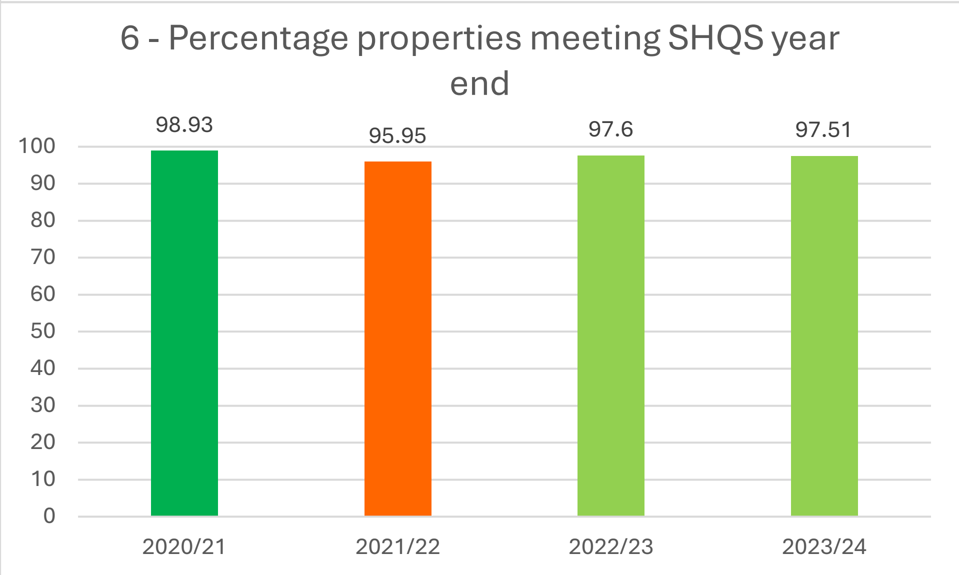

3 & 4 - Percentage of all complaints responded to in full Stage 1
100
100
96.88
100
100
80
60
40
20
0
2020/21
2021/22
2022/23
2023/24

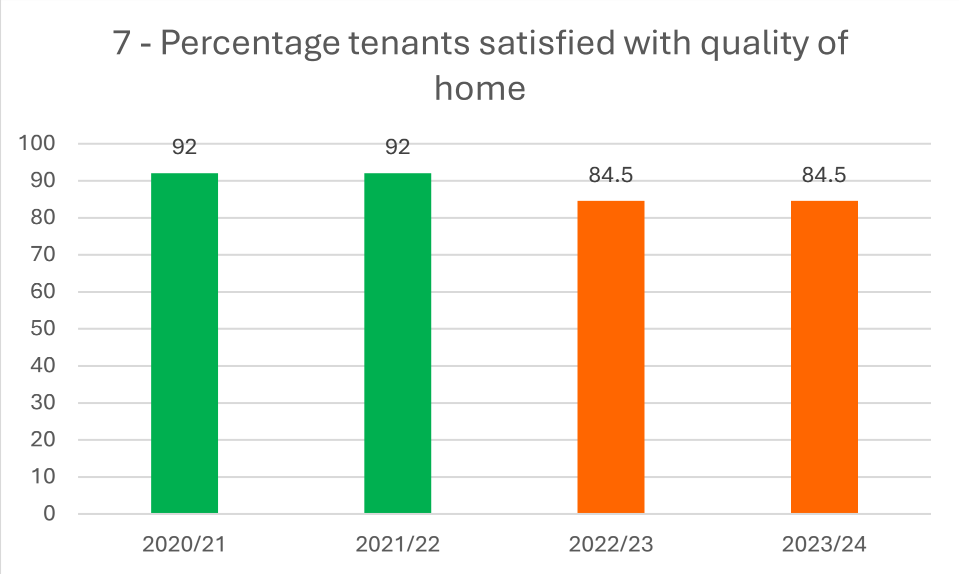

3 & 4 - Percentage of all complaints responded to in full Stage 2
100
88.24
90
75
100
90
80
70
60
50
40
30
20
10
0
2020/21
2021/22
2022/23
2023/24


3 & 4 - Average time in working days for full response Stage 1
3.75
3.02
2.94
2.96
4
3.5
3
2.5
2
1.5
1
0.5
0
2020/21
2021/22
2022/23
2023/24

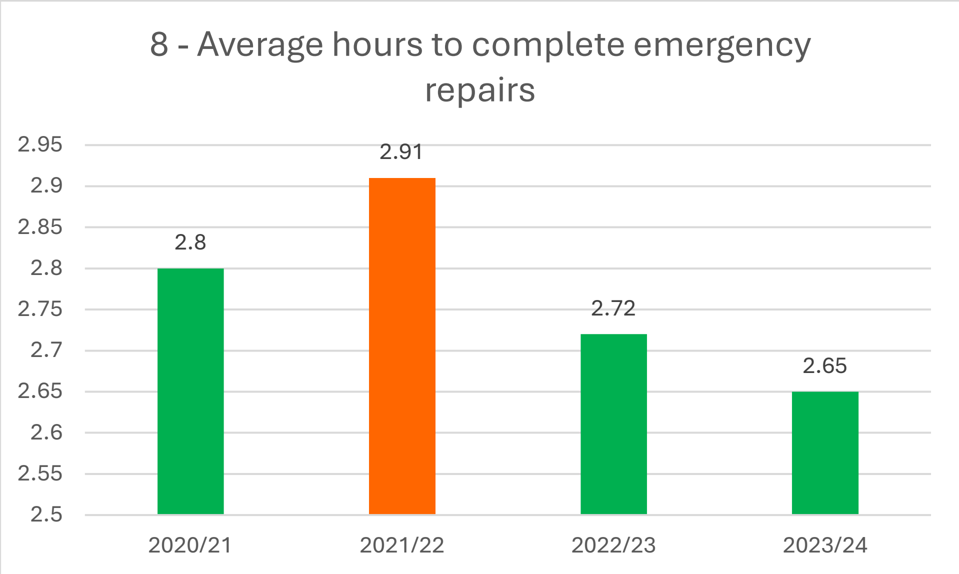

3 & 4 - Average time in working days for full response Stage 2
20
18
16
14
12
10
8
6
4
2
0
17.33
18.4
12
12.33
2020/21
2021/22
2022/23
2023/24


5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making
100
90
80
70
60
50
40
30
20
10
0
96.6
96.6
89.34
89.34
2020/21
2021/22
2022/23
2023/24

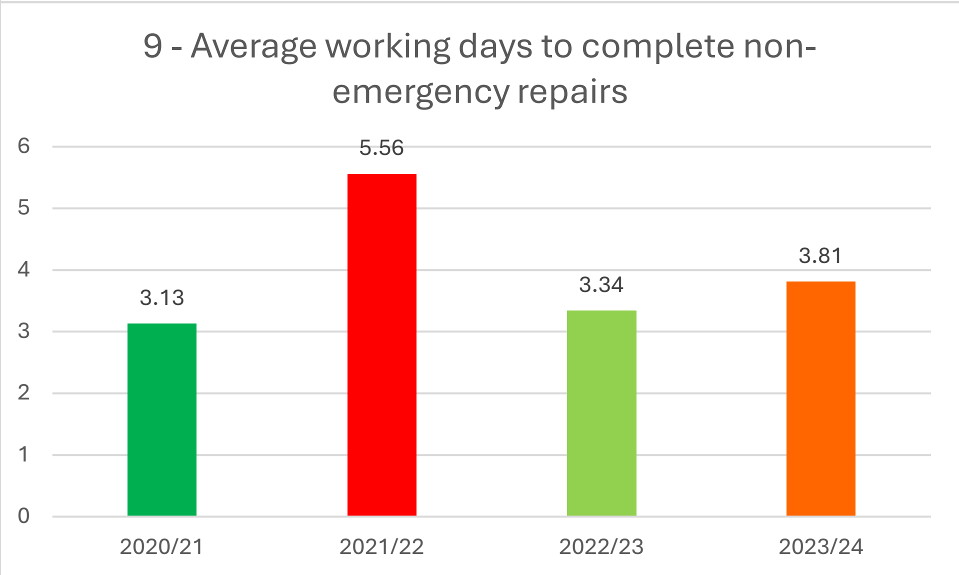

6 - Percentage properties meeting SHQS year end
100
90
80
70
60
50
40
30
20
10
0
98.93
95.95
97.6
97.51
2020/21
2021/22
2022/23
2023/24



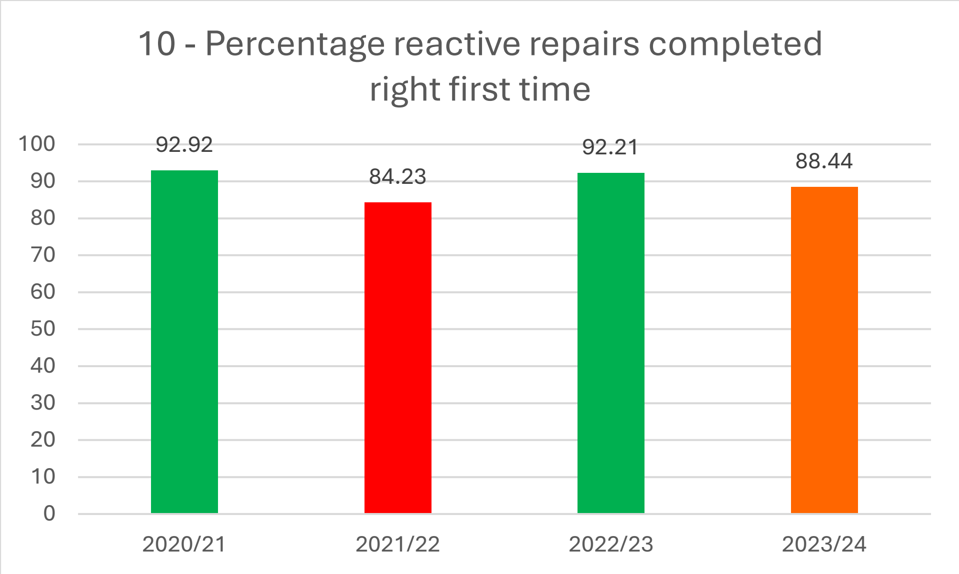
7 - Percentage tenants satisfied with quality of home
100
90
80
70
60
50
40
30
20
10
0
92
92
84.5
84.5
2020/21
2021/22
2022/23
2023/24

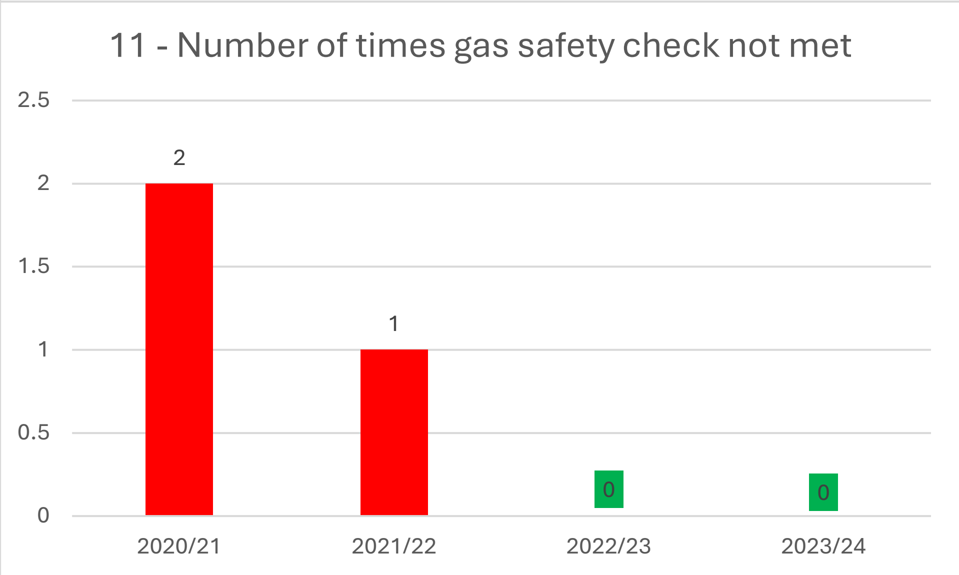


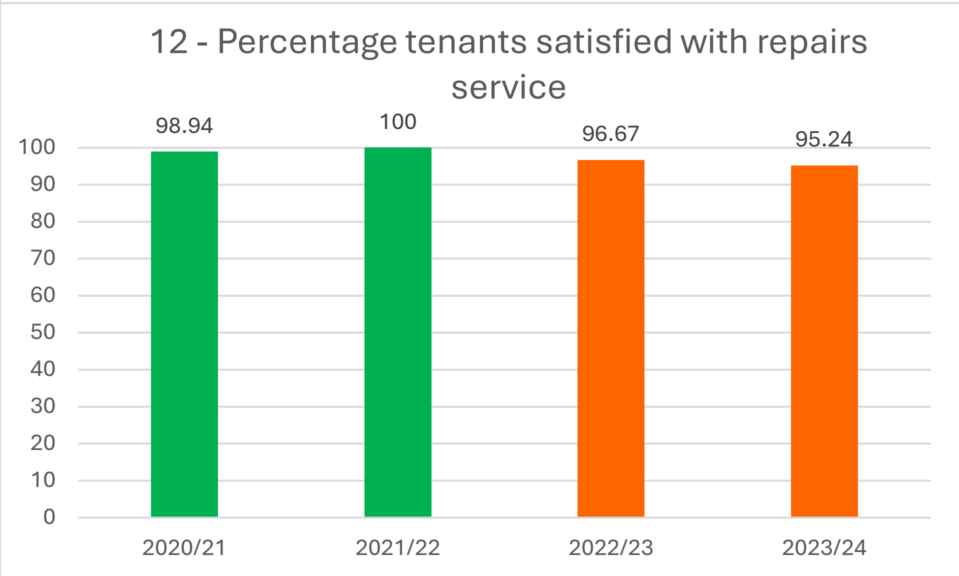
8 - Average hours to complete emergency repairs
2.95
2.9
2.85
2.8
2.75
2.7
2.65
2.6
2.55
2.5
2.8
2.91
2.72
2.65
2020/21
2021/22
2022/23
2023/24

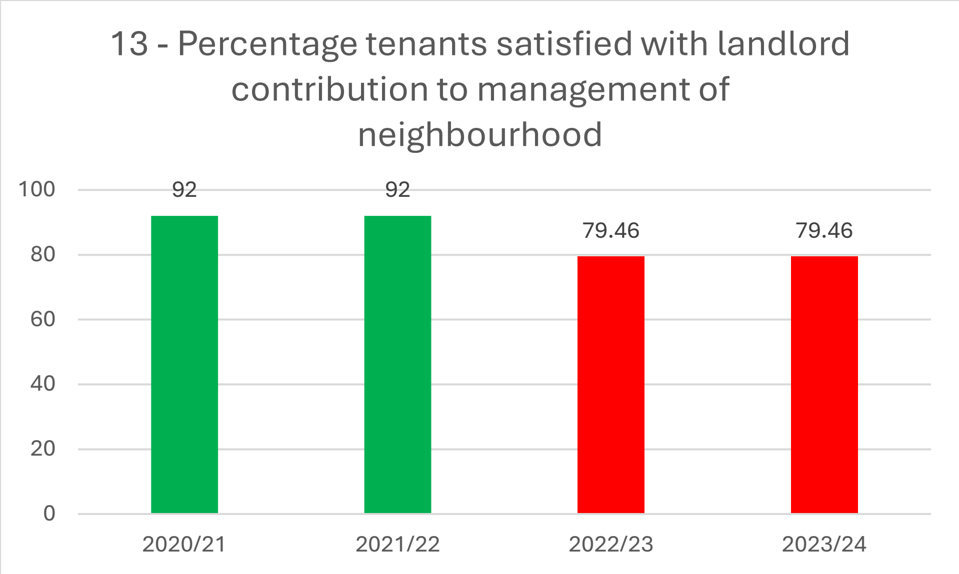


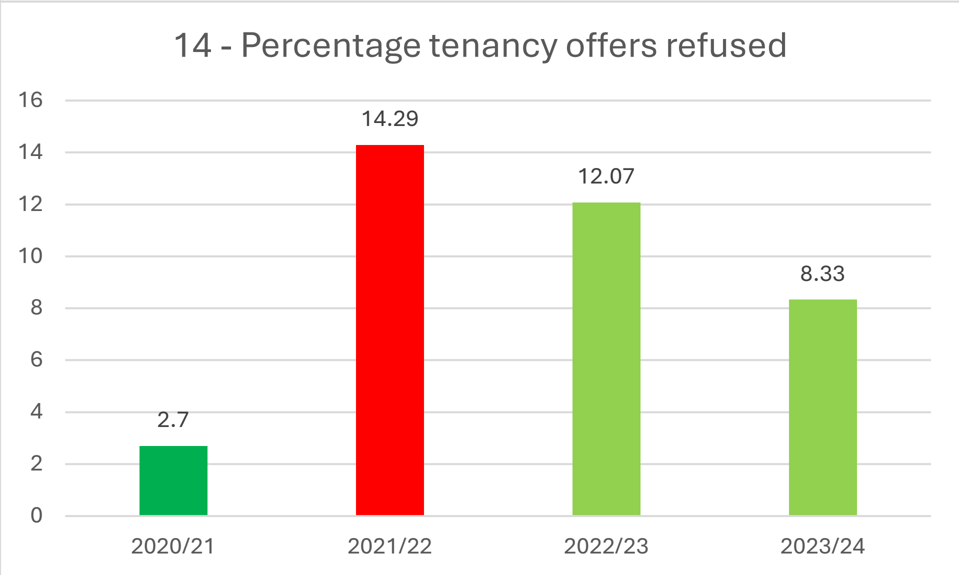
9 - Average working days to complete non-emergency repairs
6
5
4
3
2
1
0
3.13
5.56
3.34
3.81
2020/21
2021/22
2022/23
2023/24

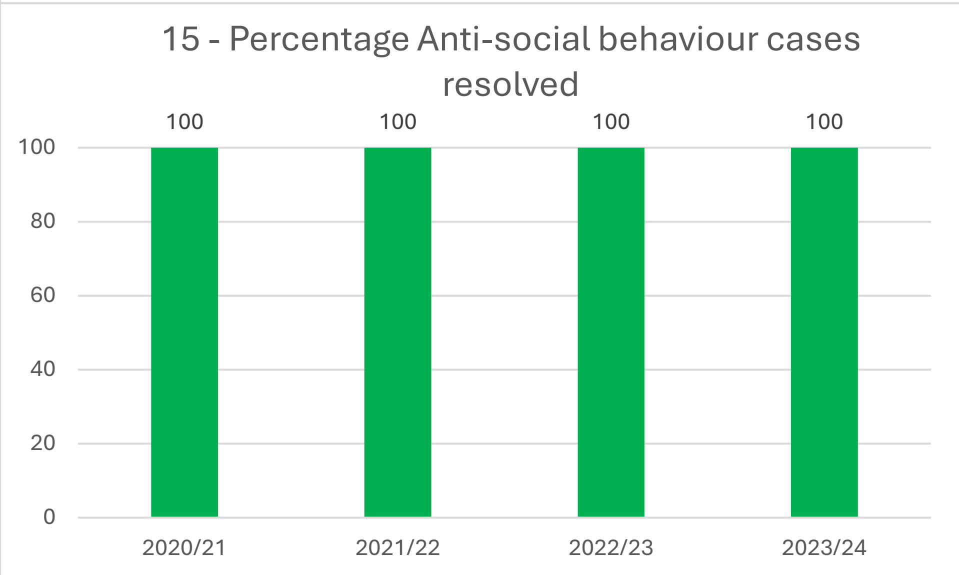

10 - Percentage reactive repairs completed right first time
100
90
80
70
60
50
40
30
20
10
0
92.92
84.23
92.21
88.44
2020/21
2021/22
2022/23
2023/24

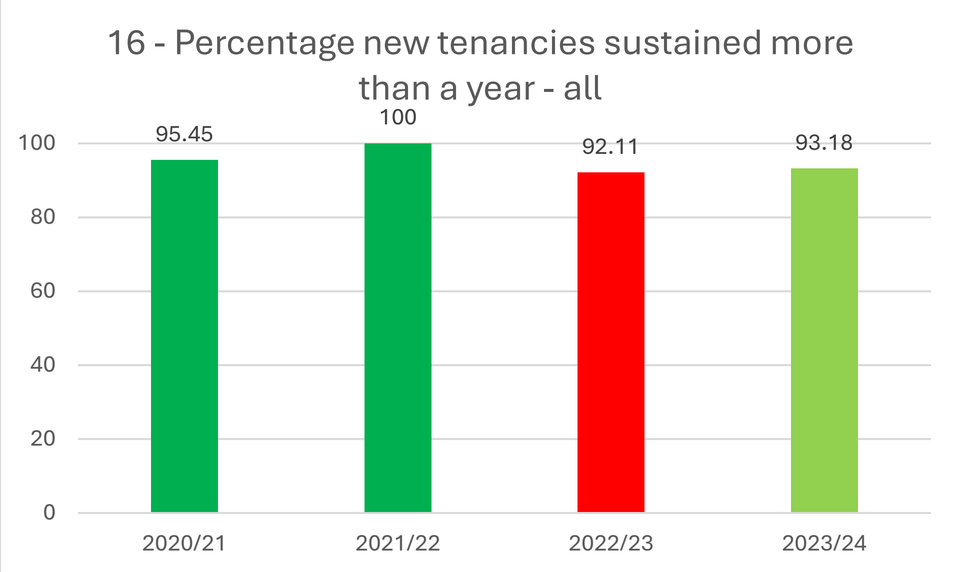

11 - Number of times gas safety check not met
2.5
2
1.5
1
0.5
0
2
1
0
0
2020/21
2021/22
2022/23
2023/24

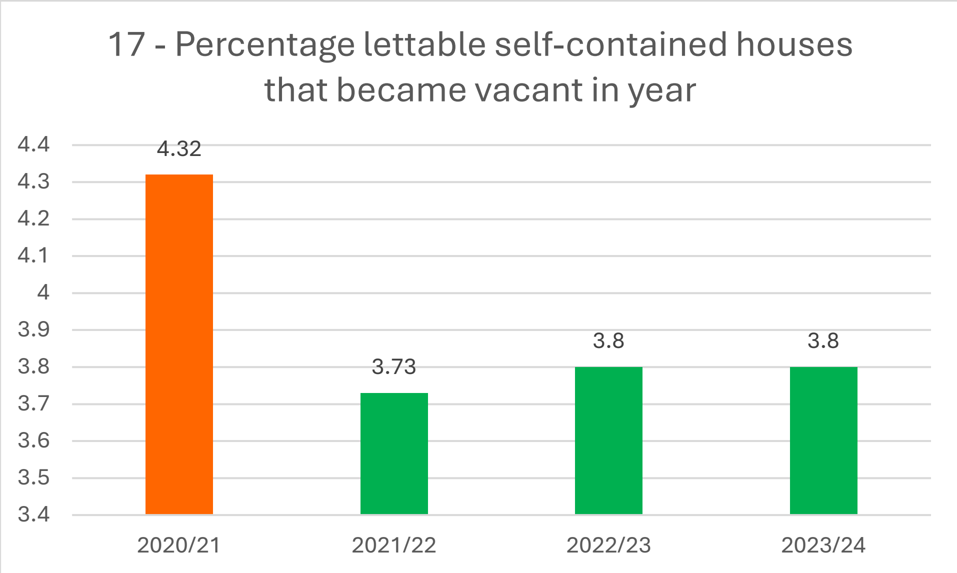

12 - Percentage tenants satisfied with repairs service
100
90
80
70
60
50
40
30
20
10
0
98.94
100
96.67
95.24
2020/21
2021/22
2022/23
2023/24

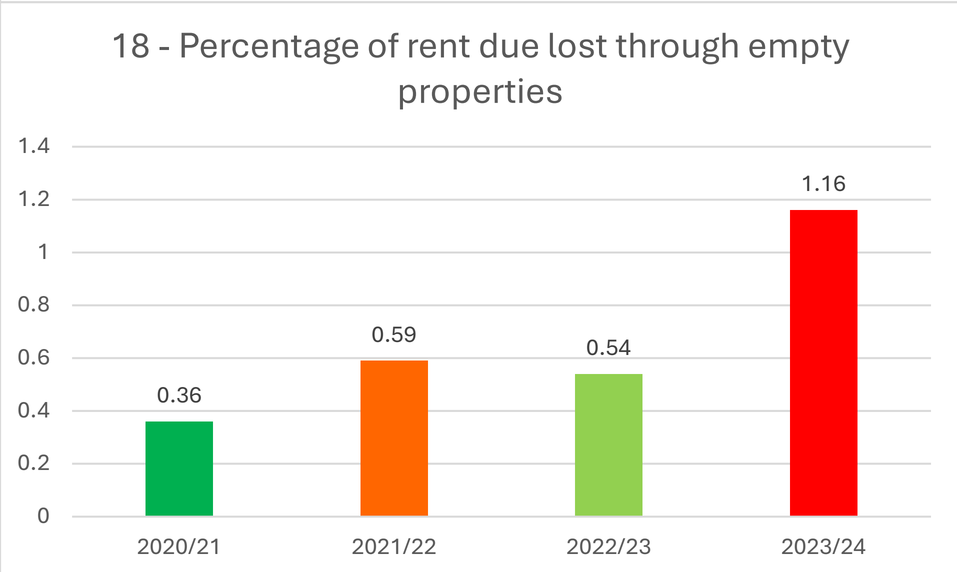

13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood
100
80
60
40
20
0
92
92
79.46
79.46
2020/21
2021/22
2022/23
2023/24

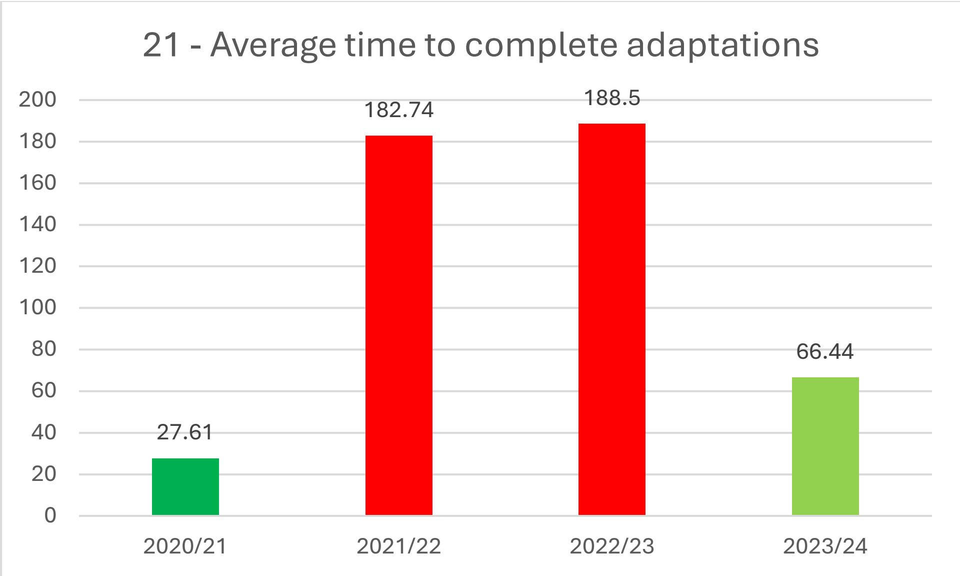

14 - Percentage tenancy offers refused
16
14
12
10
8
6
4
2
0
2.7
14.29
12.07
8.33
2020/21
2021/22
2022/23
2023/24

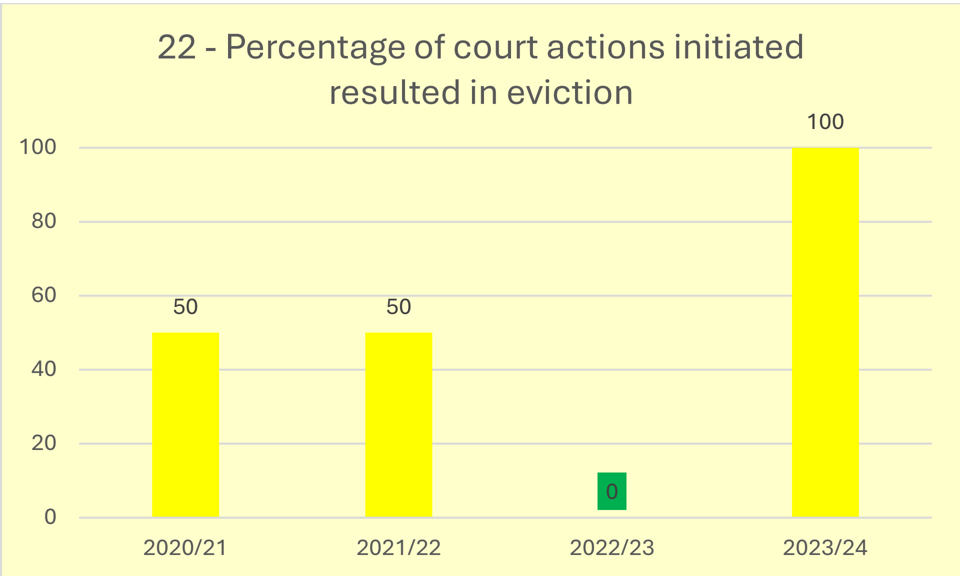

15 - Percentage Anti-social behaviour cases resolved
100
80
60
40
20
0
100
100
100
100
2020/21
2021/22
2022/23
2023/24

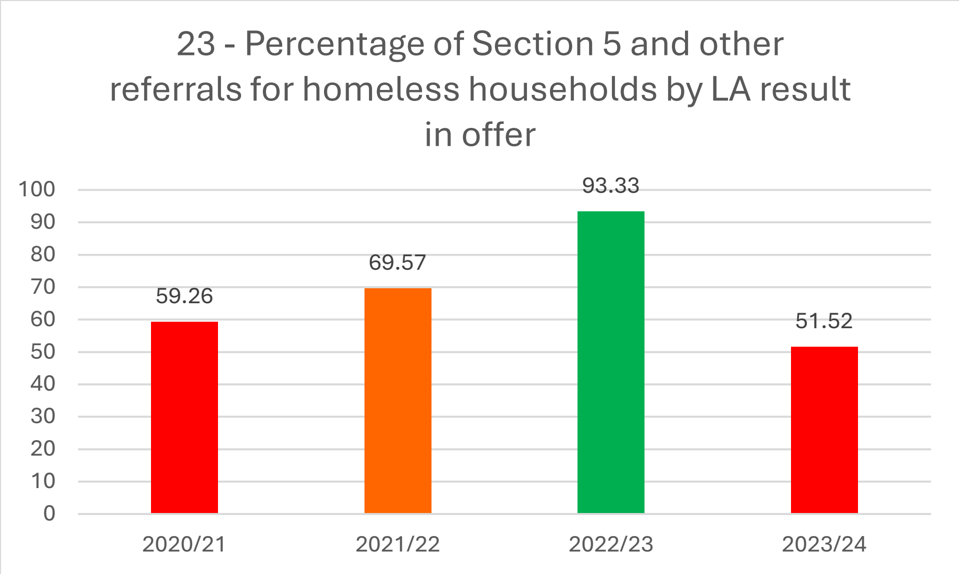

16 - Percentage new tenancies sustained more than a year - all
100
80
60
40
20
0
95.45
100
92.11
93.18
2020/21
2021/22
2022/23
2023/24

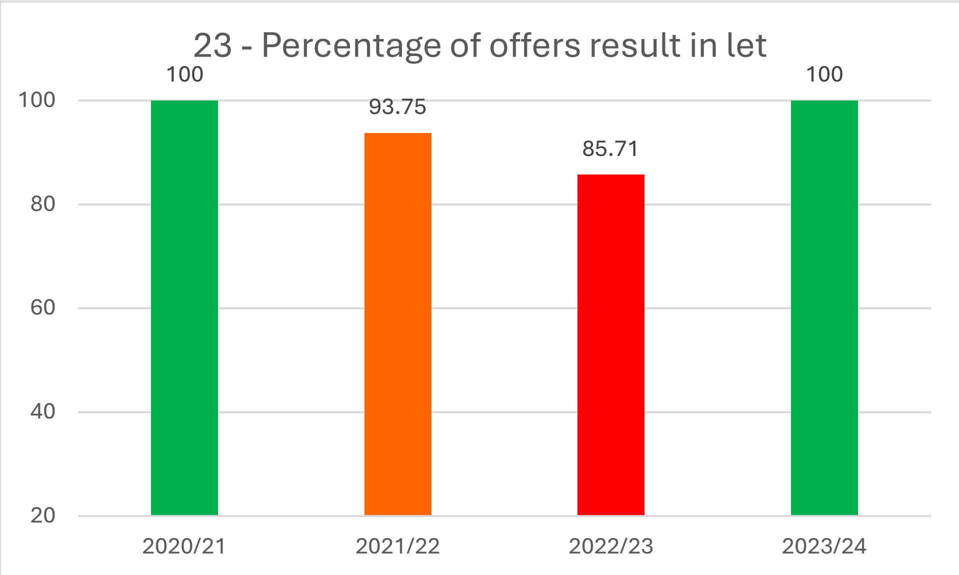

17 - Percentage lettable self-contained houses that became vacant in year
4.4
4.3
4.2
4.1
4
3.9
3.8
3.7
3.6
3.5
3.4
4.32
3.73
3.8
3.8
2020/21
2021/22
2022/23
2023/24

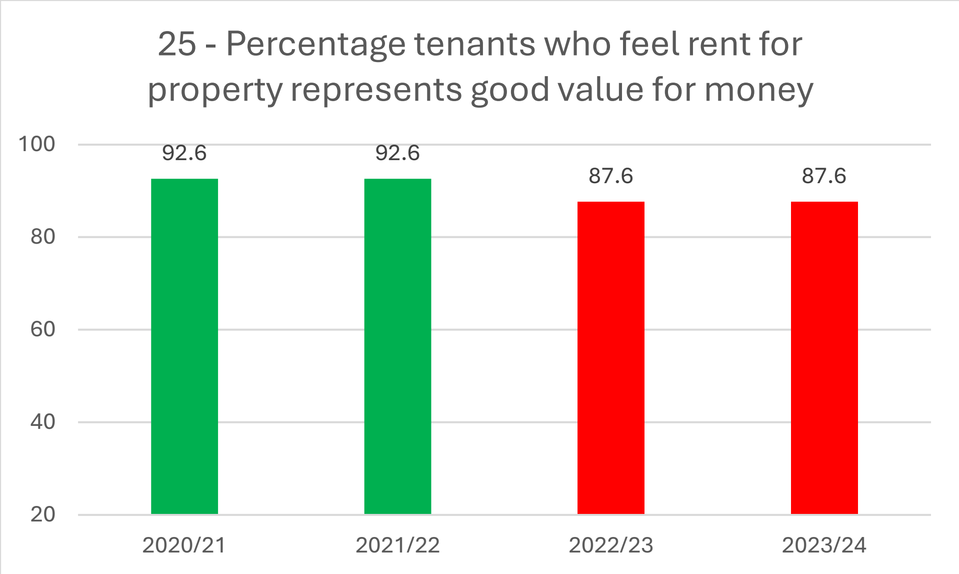

18 - Percentage of rent due lost through empty properties
1.4
1.2
1
0.8
0.6
0.4
0.2
0
0.36
0.59
0.54
1.16
2020/21
2021/22
2022/23
2023/24

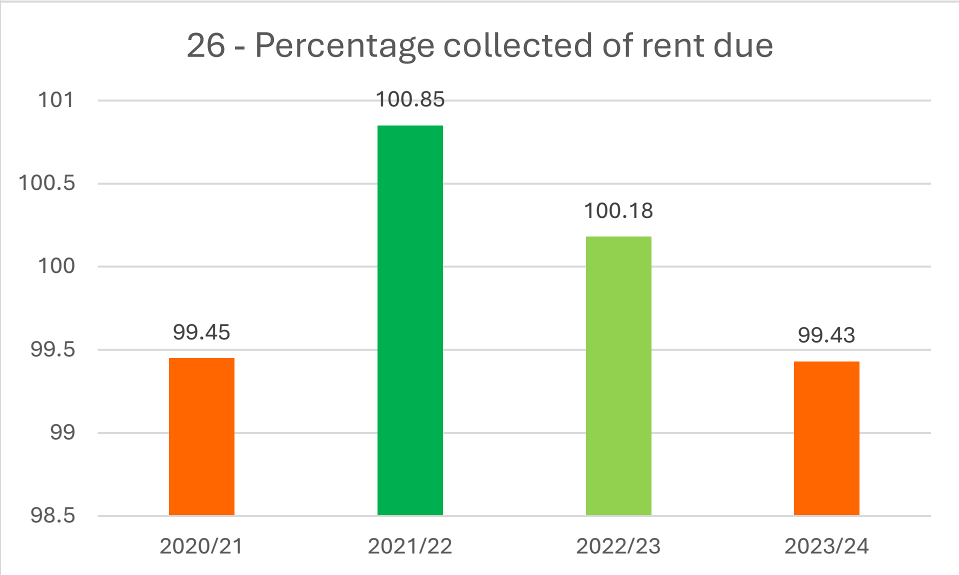

21 - Average time to complete adaptations
200
180
160
140
120
100
80
60
40
20
0
27.61
182.74
188.5
66.44
2020/21
2021/22
2022/23
2023/24

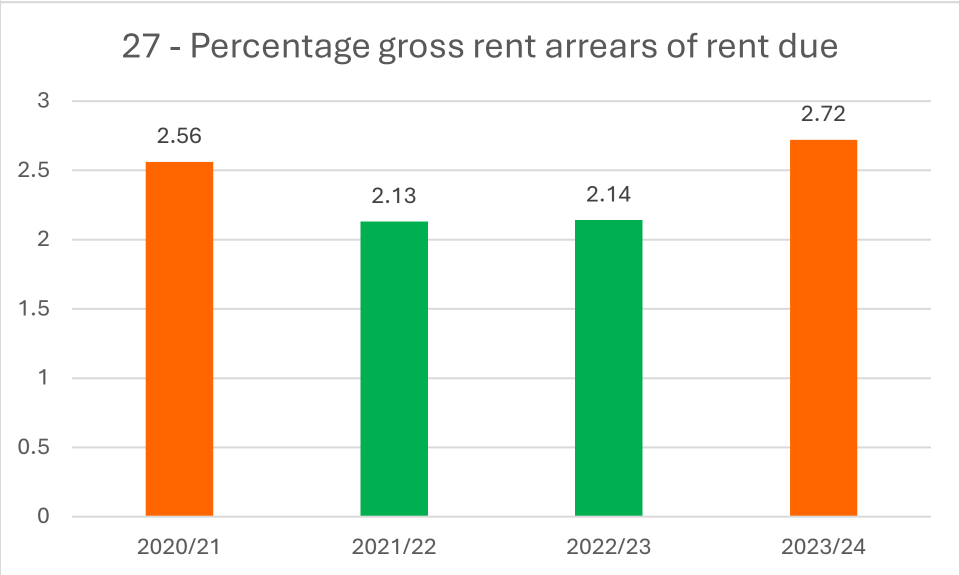

22 - Percentage of court actions initiated resulted in eviction
100
80
60
40
20
0
50
50
0
100
2020/21
2021/22
2022/23
2023/24

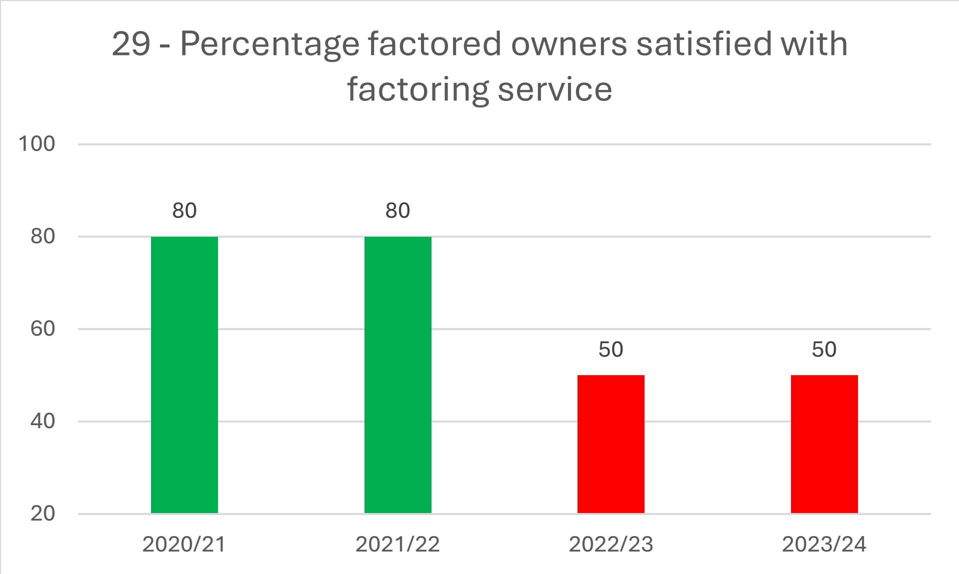

23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer
100
90
80
70
60
50
40
30
20
10
0
59.26
69.57
93.33
51.52
2020/21
2021/22
2022/23
2023/24

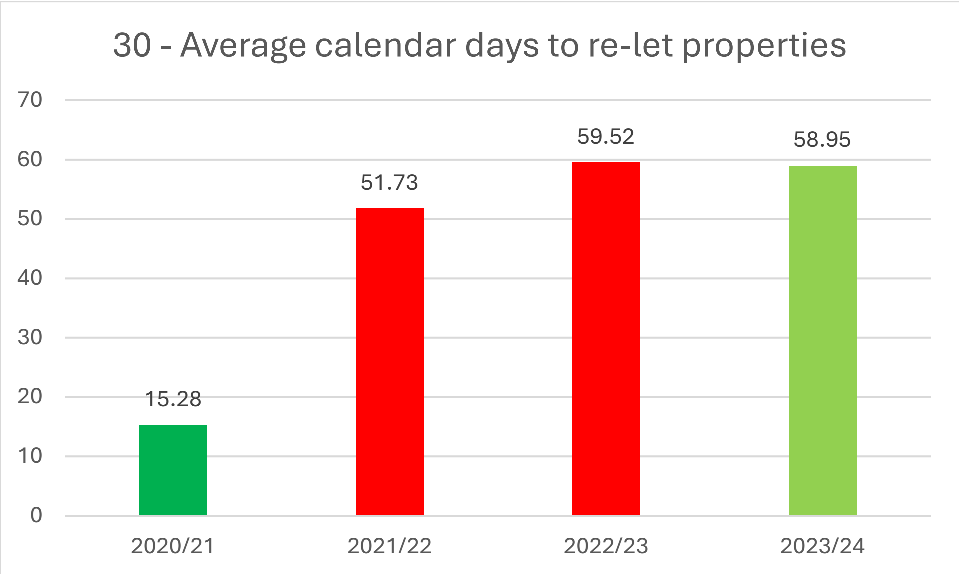

23 - Percentage of offers result in let
100
80
60
40
20
100
93.75
85.71
100
2020/21
2021/22
2022/23
2023/24

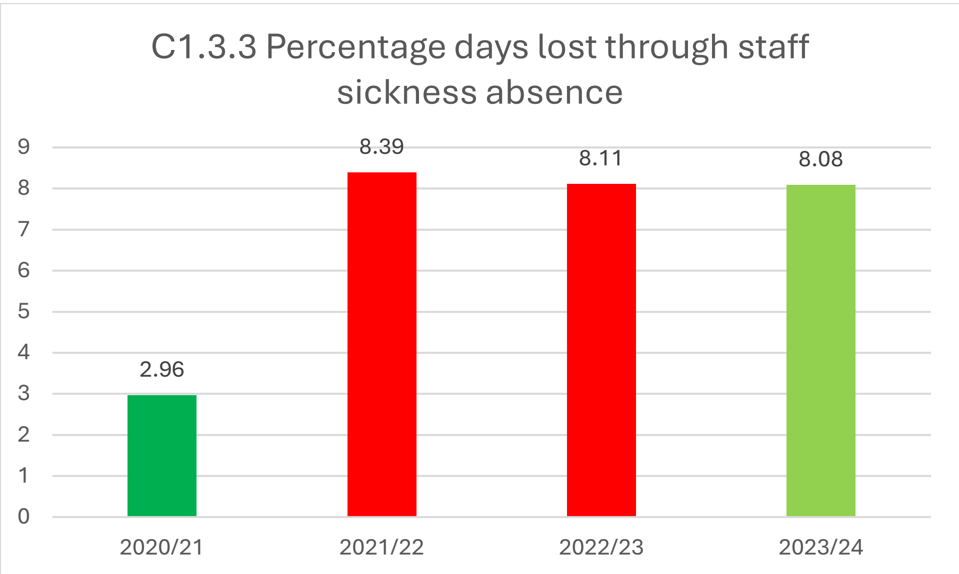

25 - Percentage tenants who feel rent for property represents good value for money
100
80
60
40
20
92.6
92.6
87.6
87.6
2020/21
2021/22
2022/23
2023/24

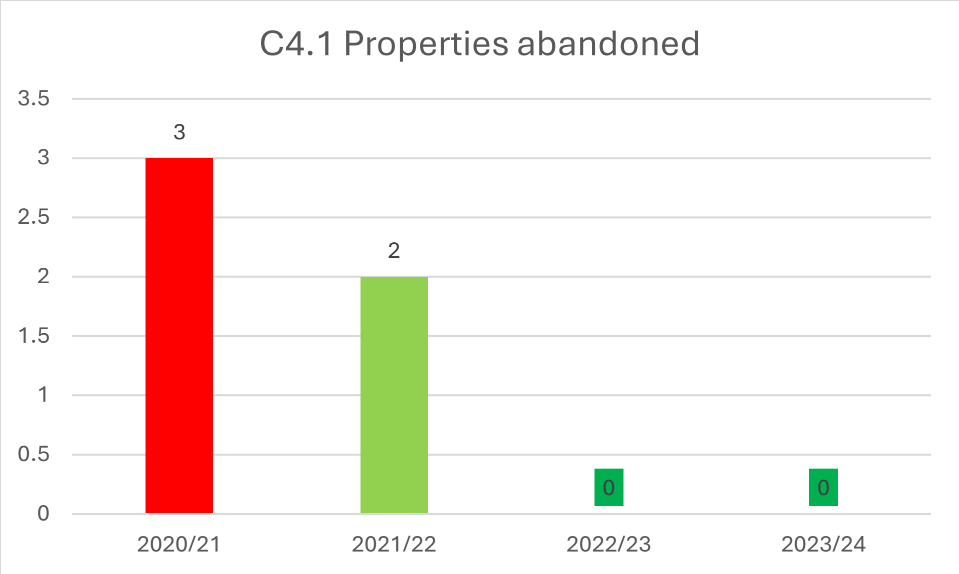

26 - Percentage collected of rent due
101
100.5
100
99.5
99
98.5
99.45
100.85
100.18
99.43
2020/21
2021/22
2022/23
2023/24

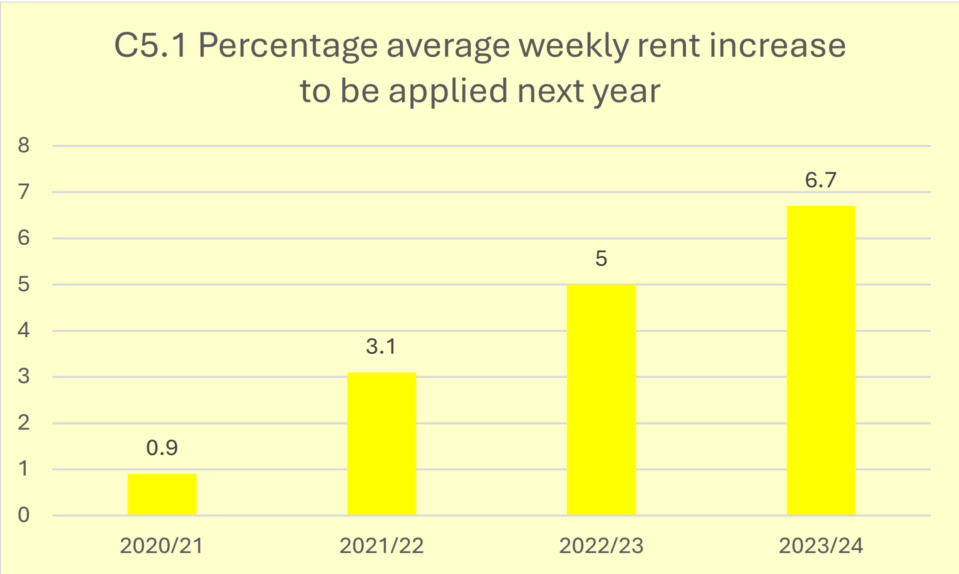

27 - Percentage gross rent arrears of rent due
3
2.5
2
1.5
1
0.5
0
2.56
2.13
2.14
2.72
2020/21
2021/22
2022/23
2023/24


29 - Percentage factored owners satisfied with factoring service
100
80
60
40
20
80
80
50
50
2020/21
2021/22
2022/23
2023/24


30 - Average calendar days to re-let properties
70
60
50
40
30
20
10
0
15.28
51.73
59.52
58.95
2020/21
2021/22
2022/23
2023/24


C1.3.3 Percentage days lost through staff sickness absence
9
8
7
6
5
4
3
2
1
0
2.96
8.39
8.11
8.08
2020/21
2021/22
2022/23
2023/24


C4.1 Properties abandoned
3.5
3
2.5
2
1.5
1
0.5
0
3
2
0
0
2020/21
2021/22
2022/23
2023/24


C5.1 Percentage average weekly rent increase to be applied next year
8
7
6
5
4
3
2
1
0
0.9
3.1
5
6.7
2020/21
2021/22
2022/23
2023/24

Appendix 5 – Shared Red Results by benchmarking group