

## For Discussion

Agenda Item: 11.4  
Date of meeting: 24/01/24

To: The Management Committee  
From: The Director  
Subject: ARC 2022/23 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 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 2022/23 was uploaded to the Resources Section of our Board Portal and, our website in August 2023 and was presented to Committee at its October 2023 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 2022/23 which was submitted to The Regulator in May 2023. The typical reporting year for the Return is April to March. However, The Regulator recognises that some Landlords have different year-ends. In our case, the year-end is 30<sup>th</sup> September, therefore, for the 2022/23 Return our reporting year covers 1<sup>st</sup> October 2021 to 30<sup>th</sup> September 2022. This will be the last year our results are out of sync with the majority of Sector, due to the change in our financial year. Although our new financial year will begin from 1<sup>st</sup> April 2024, The Regulator has already advised that for the ARC return this year we are to report our performance for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> 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 two years' results.

## 2. ARC 2021/22 – 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 areas, with Sanctuary owning stock in various parts of Scotland. However, as they 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: Ardenglen, Barrhead, Cassiltoun and Shire who are of a similar size to us.

### 2.3 Other comparisons

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

### 2.4 Overview of Results

2.4.1 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 the next best result

Our performance is neither the best nor the worst

Our Performance is the lowest

#### Local RSLs

2.4.2 In general, we are performing well when compared to the other landlords and whilst we do not have the highest result across all the indicator measures, we do have the highest number of indicators in green, which signifies we have the best result or share the best result with one or more of the other landlords.

2.4.3 Attached at Appendix 1 are the results for each indicator in the Local RSL comparison group. In the next page is a summary of the number of results in the various colour coding for each landlord. The numbers in brackets are last year's results.

Table 1

RSL	No.	No.	No.	No.
Rosehill	12 (11)	7 (12)	9 (6)	2 (1)
Barrhead	2 (4)	9 (5)	14 (15)	5 (6)
Glen Oaks	9 (12)	6 (7)	9 (5)	6 (6)
Sanctuary	3 (4)	3 (2)	11 (13)	13 (11)
Wheatley Homes Glasgow	7 (4)	6 (5)	13 (15)	4 (6)

2.4.4 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 is a slight improvement from last year when we had 11 results in green.

2.4.5 We have the second highest number of results in light green (next best results) of 7 which is down from last year when we had 12. Barrhead has the highest number of results in light green.

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

- Indicator 11 – number of gas safety checks not met (with Wheatley Homes Glasgow)
- Indicator 15 – Percentage of anti-social behaviour cases resolved (with Wheatley Homes Glasgow)

2.4.7 We have 9 results coded amber, 3 up from last year. Amber signifies that we do not have the best result nor do we have the worst either.

2.4.8 We had 2 “red” results (1 up from last year) which relate to the following indicators:

**Indicator 21** – Average time to complete medical adaptations was 188.5 days. This is well above any of the other RSLs’ results, with the next highest time taken being Barrhead at 36.05 days.

From the year-end exceptions report that was presented to Committee in November 2022, it was reported that “The number of adaptations during Q4 and at year end have increased significantly but the overall days to complete remains higher than our target. This indicator has been impacted by both funding constraints and material and labour shortages throughout the year but Q4 shows improvement but not to a recoverable level for year end. The average time is also impacted by the type of adapt e.g., if we need to apply for a building warrant.”

**Indicator 30** – Average calendar days to re-let vacant properties was 59.52 days, Glen Oaks had the second longest time to re-let its properties at 47.35 days. Whilst our result was not much higher than the Scottish Average of 55.61 days, it is still the poorest result amongst the local comparators.

From the year-end exceptions report that was presented to Committee in November 2022, it was reported that “The Year End target failed (35.88) however this has improved since 20/21 year end. A contributing factor was contractor availability and the volume of works required to bring the property up to a lettable standard.”

2.4.9 As part of the Annual Rent Review Report, Committee considered how our average weekly rents compared with other landlords in the area. For ease of comparison, the information is set out again in this report.

Table 2 Average weekly rents 2022/3 by apartment size

Apt Size	Rosehill	Barrhead H.A.	Glen Oaks H.A.	Sanctuary Scotland H.A.	Wheatley Homes Glasgow	Scottish Average
1 apts	61.35	72.34	N/A	67.55	74.51	78.26
2 apts	72.88	82.83	87.23	84.05	85.22	83.46
3 apts	82.61	95.46	92.44	97.31	91.28	86.28
4 apts	81.93	104.37	100.48	106.88	105.90	93.96
5 apts+	87.17	125.33	123.98	114.65	115.99	103.72

2.4.10 As can be seen from Table 2, Rosehill’s average weekly rents compare favourably with the average rent levels shown for the other landlords and Scotland as a whole. Our rents for all property sizes are lower than the other landlords and the Scottish Average.

2.4.11 When comparing the rent levels for our 4 and 5 plus apartments the difference is more significant. Our rents for these sizes are £12 and £16 per week lower compared to the Scottish average. However when we compare our 4 apt and 5 apt rents against the 4 other RSLs the difference is even more significant as follows:

Compared to Barrhead our rents are £22.44 and £38.16 a week lower  
 Compared to Glen Oaks our rents are £18.55 and £36.81 a week lower  
 Compared to Sanctuary our rents are £24.95 and £27.48 a week lower  
 Compared to Wheatley Homes Glasgow our rents are £23.97 and £28.82 a week lower

## Similar Size RSLs

2.4.12 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.

2.4.13 Attached at Appendix 2 are the results for each indicator in the Similar Size RSL comparison group. In Table 3 below is a summary of the number of results in the various colour coding for each landlord. The numbers in brackets are last year's results.

Table 3

RSL	No.	No.	No.	No.
Rosehill	8 (8)	8 (8)	8 (10)	6 (4)
Ardenglen	13 (13)	7 (5)	8 (8)	2 (4)
Barrhead	2 (5)	4 (3)	11 (8)	13 (14)
Cassiltoun	6 (8)	2 (4)	16 (16)	6 (2)
Shire	8 (9)	6 (6)	11 (9)	4 (6)

2.4.14 As can be seen from the above, we have 8 results in green which signifies we have the best or share the best result with one or more of the other RSLs. Ardenglen has the highest number of results in green.

2.4.15 Our performance has remained the same for the number of results in green (best results) and light green (next best results). The number in amber (not the best or worst result) has reduced by 2, with the number in red increasing to 6.

2.4.16 Of the 8 results in green, we share the top spot for the following results:

- Indicator 11 – number of gas safety checks not met (with Cassiltoun)
- Indicator 15 – Percentage of anti-social behaviour cases resolved (with Ardenglen)
- Indicator 22 – Percentage of court actions initiated that resulted in eviction (with Ardenglen)

2.4.17 We have 6 results in red (2 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.

**Indicators 3 & 4** – Percentage of all Stage 2 complaints responded to in full. Our result was 88.24% compared to 100% for all of the other RSLs. We had 17 Stage 2 complaints, of which 15 were responded to in full within the year, the remaining 2 were carried forward into the next year.

**Indicator 5** – Percentage of tenants satisfied with opportunities to participate. Our result was 89.34% compared to the best result of 99.75% by Ardenglen. Please see comments under Indicator 2 re: downward trend in satisfaction results.

**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 21** – Average time to complete medical adaptations. Our result was 188.5 days compared to the best result of 31.92 days by Ardenglen. The next worst result was Cassiltoun with 83.23 days.

From the year-end exceptions report that was presented to Committee in November 2022, it was reported that "The number of adaptations during Q4 and at year end have increased significantly but the overall days to complete remains higher than our target. This indicator has been impacted by both funding constraints and material and labour shortages throughout the year but Q4 shows improvement but not to a recoverable level for year end. The average time is also impacted by the type of adapt e.g., if we need to apply for a building warrant."

**Indicator 30** - Average calendar days to re-let vacant properties was 59.52 days, Shire had the second longest time to re-let its properties at 56.16 days. Whilst our result was not much higher than the Scottish Average of 55.61 days, it is still the poorest result amongst the similar size comparators.

From the year-end exceptions report that was presented to Committee in November 2022, it was reported that "The Year End target failed (35.88) however this has improved since 20/21 year end. A contributing factor was contractor availability and the volume of works required to bring the property up to a lettable standard."

2.4.18 Table 4 below sets out how our average weekly rents compare to the 4 comparators.

Table 4

Apt Size	Rosehill £	Ardenglen £	Barrhead HA £	Cassiltoun £	Shire £	Scottish Average
1 apts	61.35	59.07	72.34	n/a	n/a	78.26
2 apts	72.88	75.45	82.83	81.37	79.65	83.46
3 apts	82.61	85.27	95.46	84.53	89.56	86.28
4 apts	81.93	94.20	104.37	93.20	97.25	93.96
5 apts+	87.17	107.48	125.33	108.24	107.38	103.72

2.4.19 As can be seen from the above, with the exception of the 1 apt average weekly rent, our rents are lower than the other RSLs and all of our rents are lower than the Scottish average.

### RSL and Scottish Average

2.4.20 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.

2.4.21 The local and similar sized comparison groups have compared 30 results. For the purpose of the RSL and Scottish Average comparisons, it is 29 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.

2.4.22 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

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

**20 results in green (24)**  
**2 results in amber (2)**  
**7 results in red (3)**

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

2.4.25 In terms of the two results in amber these relate to the following:

**Indicator 3&4:** Percentage of all Stage 1 complaints responded to in full. Our result of 96.88% was better than the Scottish Average and was very close to the RSL average of 97%. We had received a total of 34 Stage 1 complaints in the year ending 30/09/22, 33 of which were responded to in full within the year and one being carried into the next financial year.

**Indicator 7:** Percentage of tenants satisfied with quality of home. Our result of 84.5% was better than the Scottish Average but just slightly below the RSL average of 84.6%. This result forms part of the 3 yearly tenant satisfaction survey. Please see previous comments about downward trend in satisfaction results (Indicator 2 at para 2.4.17).

2.4.26 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 the lowest but is not much lower than the Scottish Average of 86.7%. Please see previous comments about downward trend in satisfaction results (Indicator 2 at para 2.4.17)

**Indicator 2:** Percentage of tenants who feel their landlord is good at keeping them informed of services and decisions. Again our result of 88.76% is not much lower than the Scottish Average of 89.68%. Please see previous comments about downward trend in satisfaction results (Indicator 2 at para 2.4.17)

**Indicator 3&4:** Percentage of all Stage 2 Complaints responded to in full. Please see comments at 2.4.17 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 2 at para 2.4.17).

**Indicator 21:** Average time to complete medical adaptations. Our result of 188.5 days is significantly higher than the Scottish and RSL averages which equate to 46.8 days. Please see comments for Indicator 21 at 2.4.17.

**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. It is intended that later this year we will review whether to conduct another survey of factored owners, now that we are factoring the properties at the Glenmuir Estate.

**Indicator 30:** Average calendar days to re-let vacant properties was 59.52 days. This is not much higher than the Scottish Average but is much higher than the RSL Average of 44.1 days. Please see comments for Indicator 30 under para 2.4.17.

2.4.27 Table 5 below 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 £2.01 higher.

Table 5 - Average weekly rents 2021/22

Size	Rosehill	RSL Average	LA Average	Scottish Average
1 apt	61.35	84.01	66.46	78.26
2 apt	72.88	90.92	75.21	83.46
3 apt	82.61	92.67	80.60	86.28
4 apt	81.93	102.24	87.15	93.96
5 apt	87.17	113.15	94.23	103.72

### Comparison with previous 2 years' results

2.4.28 Appendix 4 compares our results for ARC 2022/23 with the previous 2 years' ARC results. The key for the results is as follows:

Our current performance is better or being maintained compared to the previous 2 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

2.4.29 Under this comparison group, 29 indicators 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.

- 2.4.30 In summary 12 of the 29 indicators are coded green or light green, signifying that as a minimum our results have improved or been maintained compared to the last year.
- 2.4.31 Of the 8 results coded in amber, these signify a slight decline in performance compared to the previous year. Narrative has already been provided for some of these results, earlier in the report.
- 2.4.32 Of the 9 results coded red, 6 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.

### **3. Further Analysis/Potential Improvements**

- 3.1 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 report back to Committee in April on the outcome of her further analysis of the results and if any improvement plans have been put in place. Committee will then receive a progress report at its June and September meetings on the implementation of any identified improvement plans.

### **4. Risk**

- 4.1 As part of effective performance management and monitoring it is necessary to consider our results in a wider context to establish where we fit in the bigger picture. Therefore, carrying out a range of benchmarking exercises helps us to understand the level of our performance and assists with driving improvements where needed. This approach helps to mitigate the risk of poor performance and in turn tenant dissatisfaction and 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.

### **5. Compliance and Assurance**

- 5.1 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.

5.2 The benchmarking mechanism contributes to providing assurance to the Management Committee on how we are performing and how we compare with others.

5.3 Evidence Bank

5.3.1 This report and appendices will be added to the evidence bank of our assurance exercises for Regulatory Standards 1 and 4. Committee is reminded that the assurance exercises are available in the Committee log-in area of our website for its consideration.

6. Summary/Conclusions

6.1 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.

6.2 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 2 years' result (ARC 2020/21 and ARC 2021/22)

6.3 The benchmarking highlighted that Rosehill, in general, is performing relatively well. Our performance is stronger when compared against the local group but is less so when comparing against the similar size group. Our performance is strong compared against the RSL and Scottish averages. We have seen some improved performance when comparing against the previous 2 ARC results. However, there has been a slight decline in performance in relation to 8 indicators and a more significant decline relating to 9 indicators, the majority of which relate to tenant satisfaction indicators.

6.4 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. Committee will receive progress reports at its April, June and September meetings.

- 6.5 The use of benchmarking contributes to the mitigation of risks relating to poor performance, as it helps us understand where we sit in the bigger picture and what improvements can be made.
- 6.6 The benchmarking findings/results provide a level of assurance to the Management Committee on how we are doing in respect of meeting the standards and outcomes of The Charter. It ensures we are compliant with Regulatory Standards.
- 6.7 Committee is asked to consider this report and the attached performance/benchmarking information and is invited to discuss this further at the meeting.

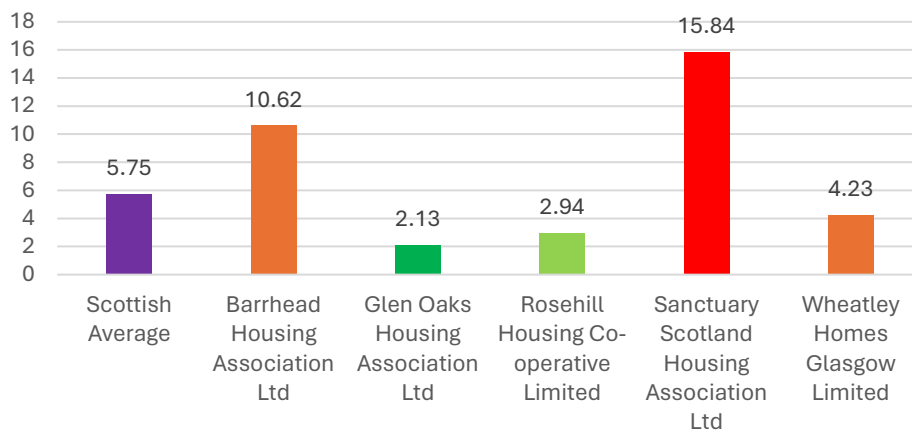
## Appendix 1 – Benchmarking Group: Local RSLs



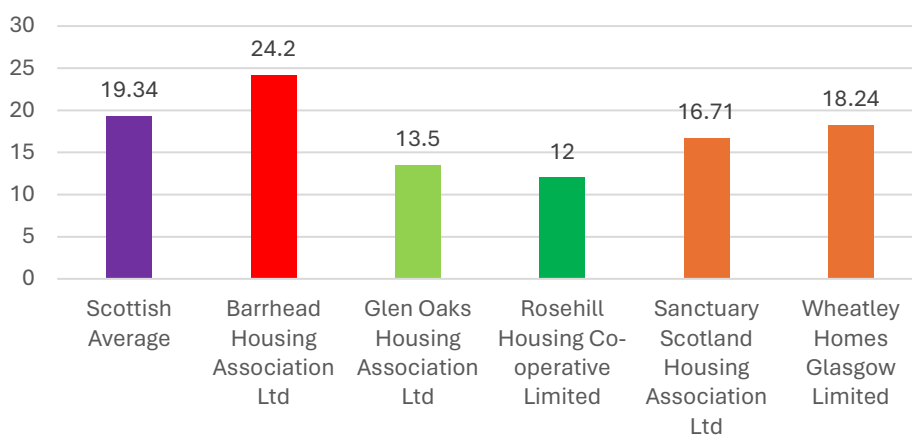
### 3 & 4 - Percentage of all complaints responded to in full Stage 2



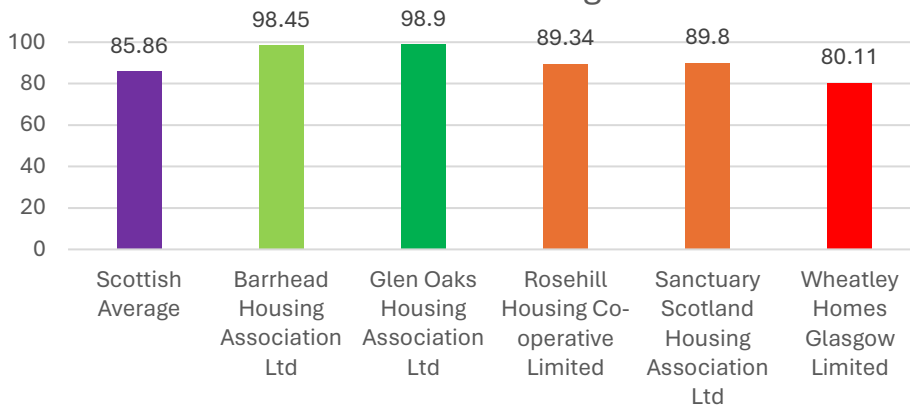
### 3 & 4 - Average time in working days for full response Stage 1



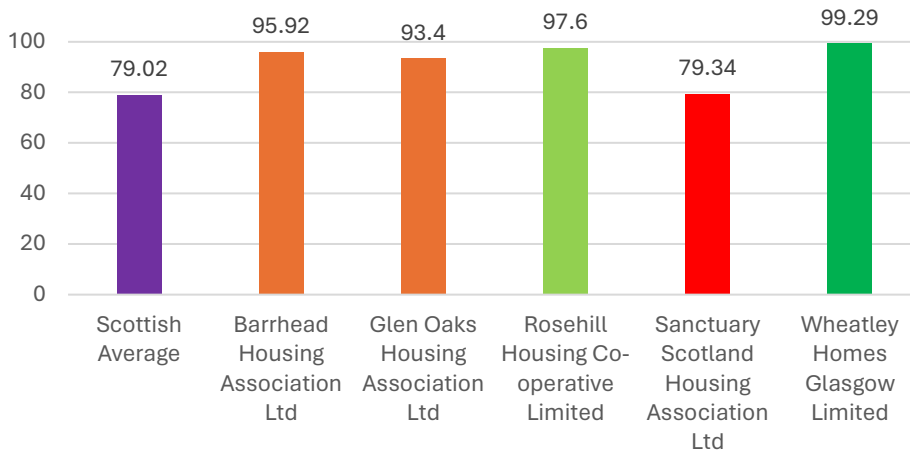
### 3 & 4 - Average time in working days for full response Stage 2



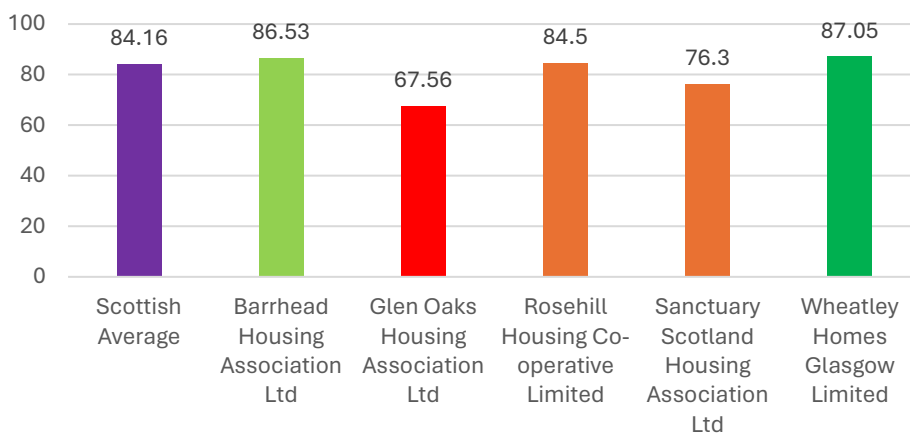
### 5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making



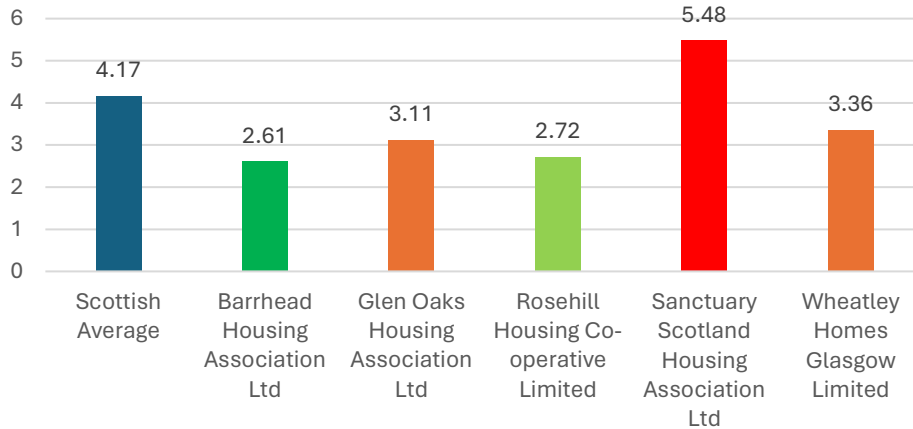
### 6 - Percentage properties meeting SHQS year end



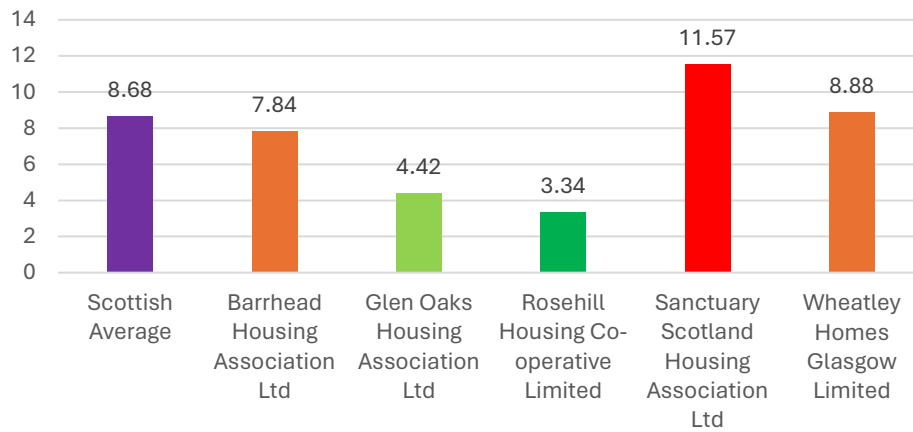
### 7 - Percentage tenants satisfied with quality of home



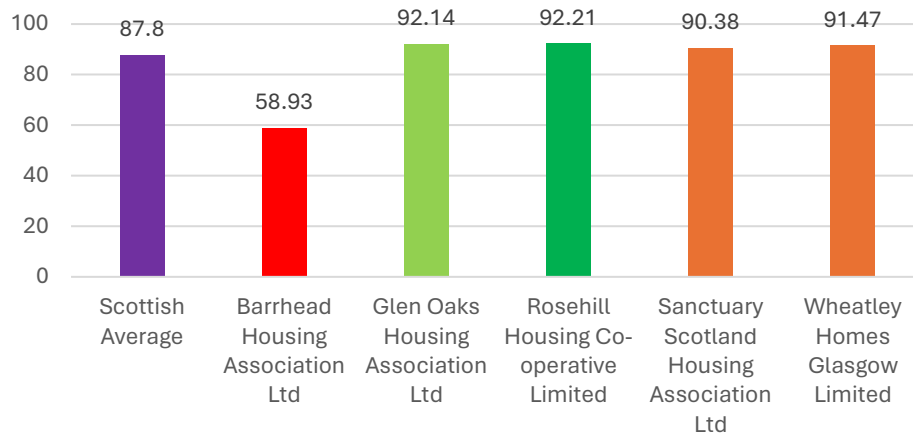
### 8 - Average hours to complete emergency repairs



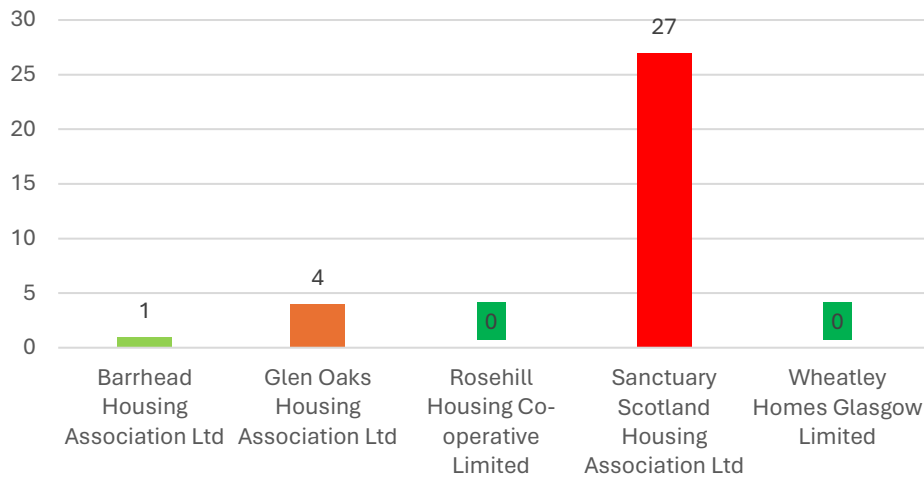
### 9 - Average working days to complete non-emergency repairs



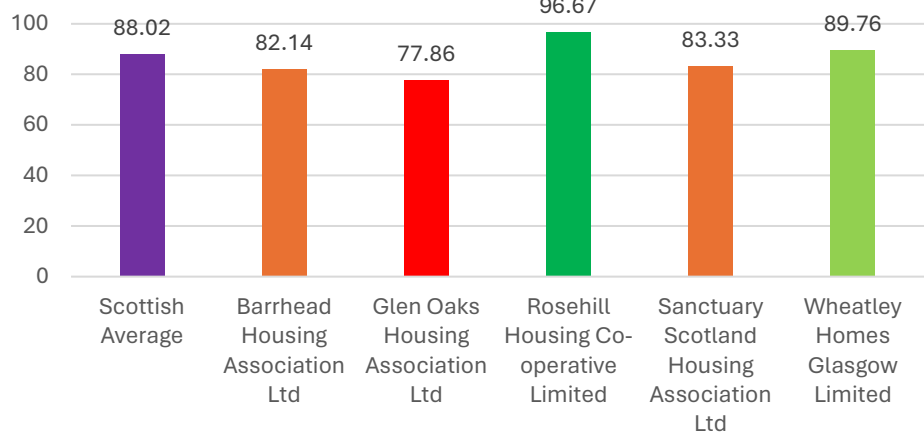
### 10 - Percentage reactive repairs completed right first time



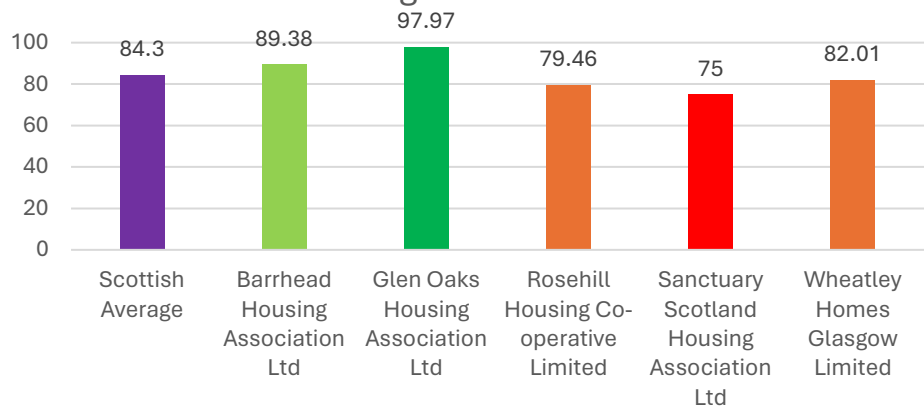
### 11 - Number of times gas safety check not met



### 12 - Percentage tenants satisfied with repairs service



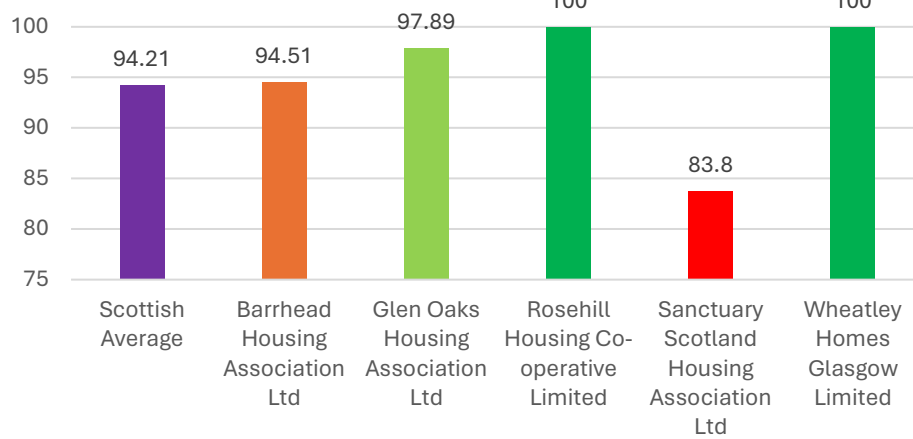
### 13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood



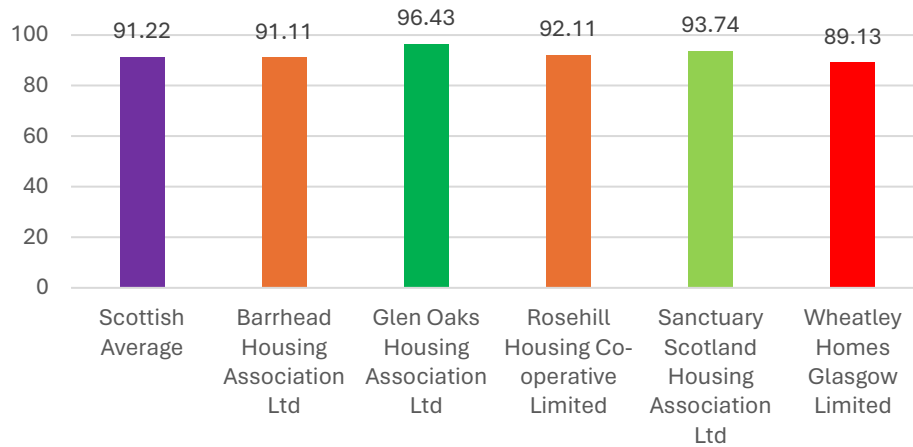
### 14 - Percentage tenancy offers refused



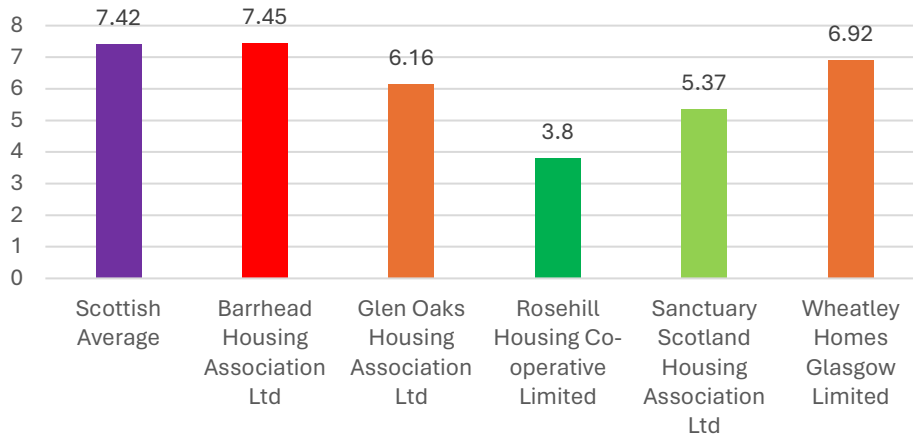
### 15 - Percentage Anti-social behaviour cases resolved



### 16 - Percentage new tenancies sustained more than a year - all



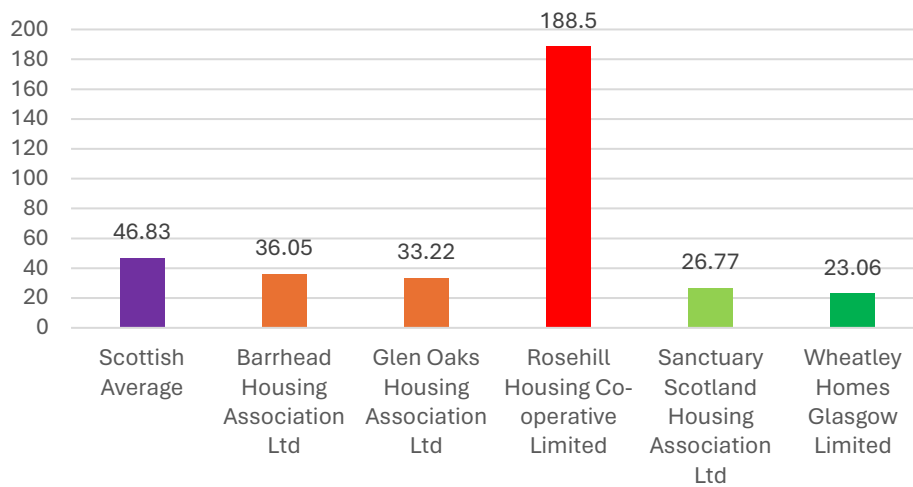
### 17 - Percentage lettable self-contained houses that became vacant in year



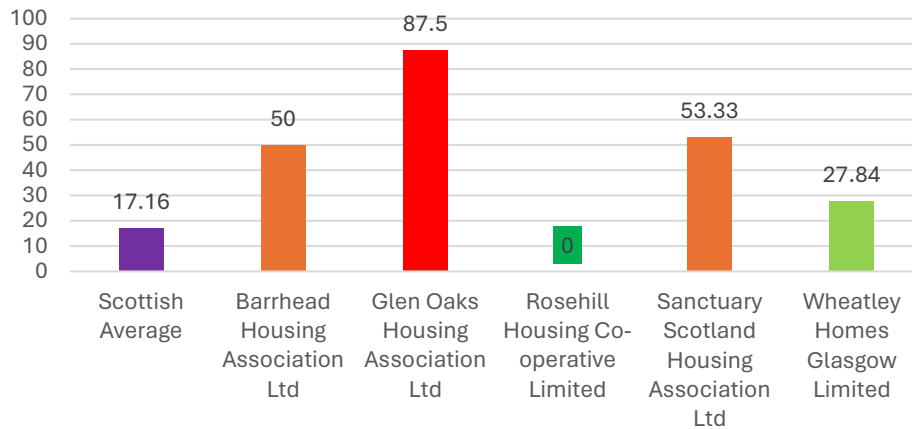
### 18 - Percentage of rent due lost through empty properties



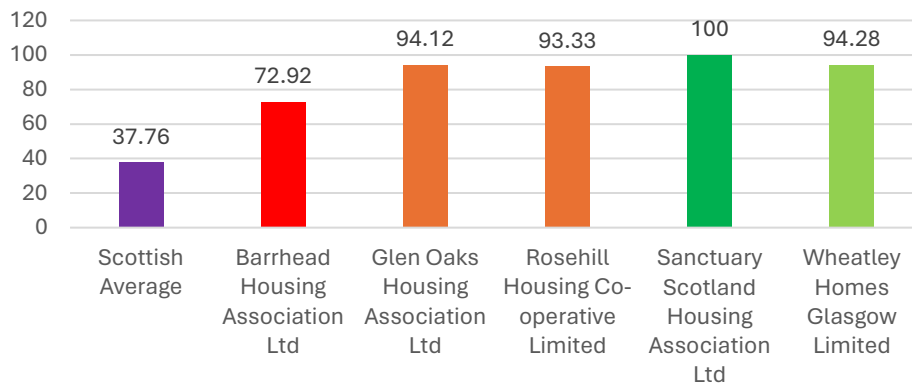
### 21 - Average time to complete adaptations



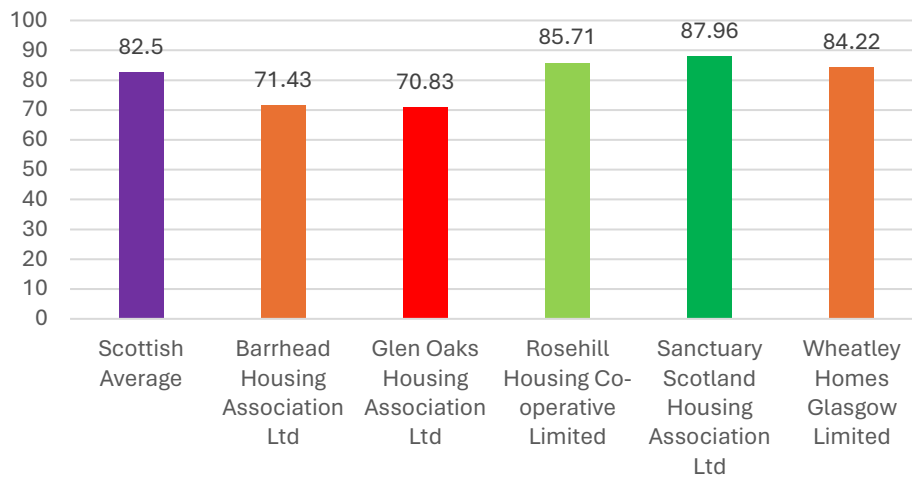
## 22 - Percentage of court actions initiated resulted in eviction



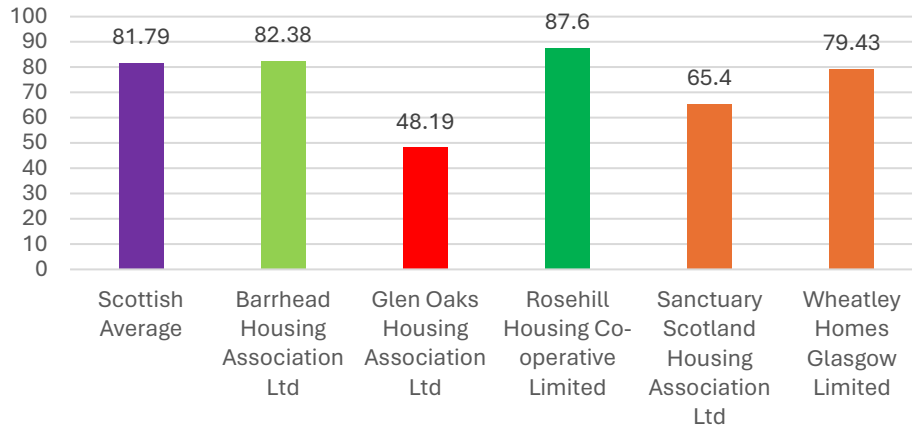
## 23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer



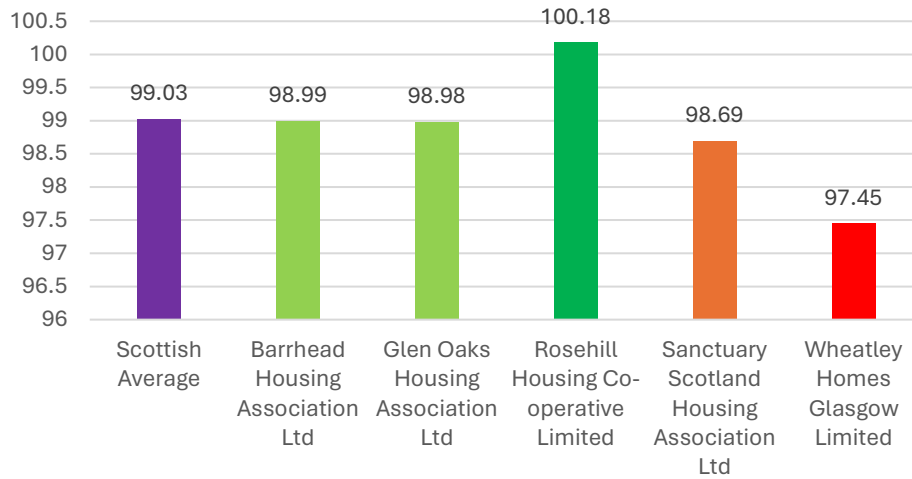
## 23 - Percentage of offers result in let



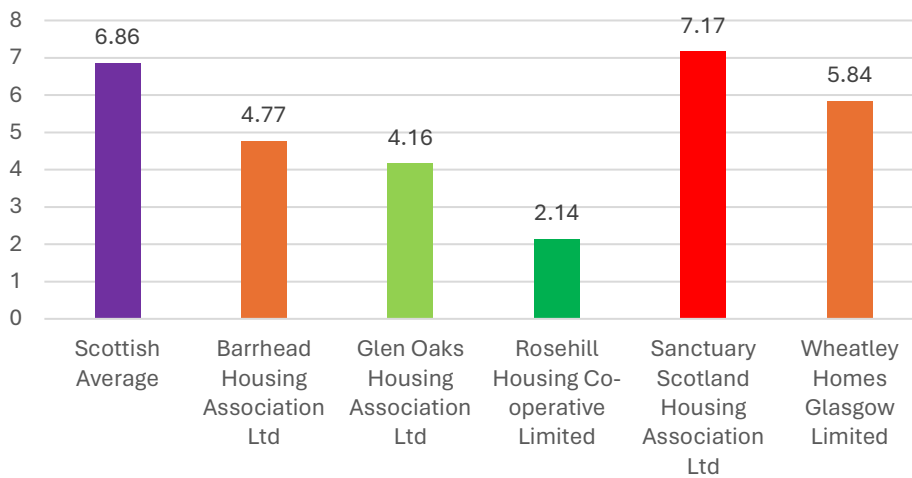
### 25 - Percentage tenants who feel rent for property represents good value for money



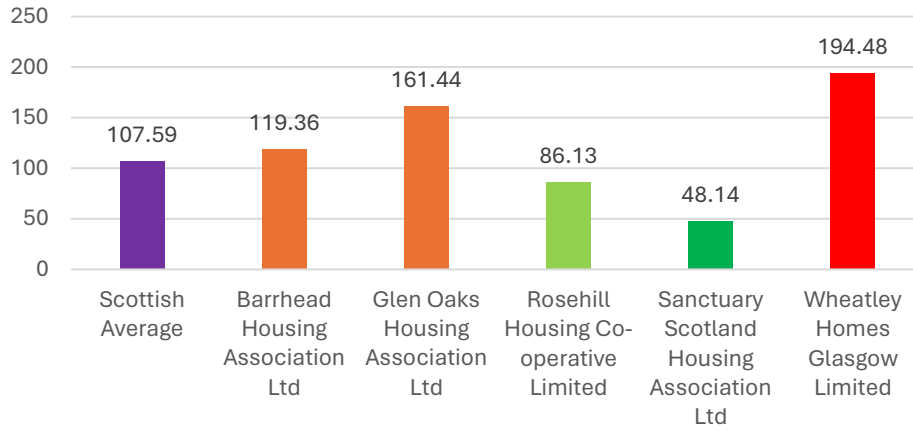
### 26 - Percentage collected of rent due



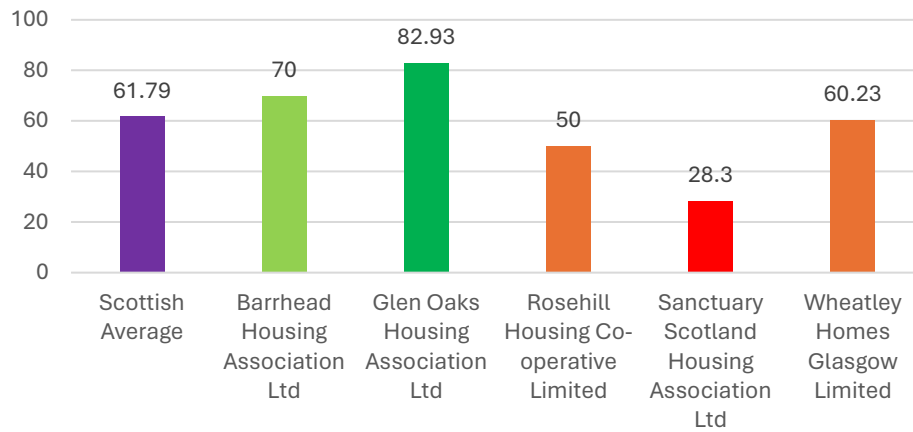
### 27 - Percentage gross rent arrears of rent due



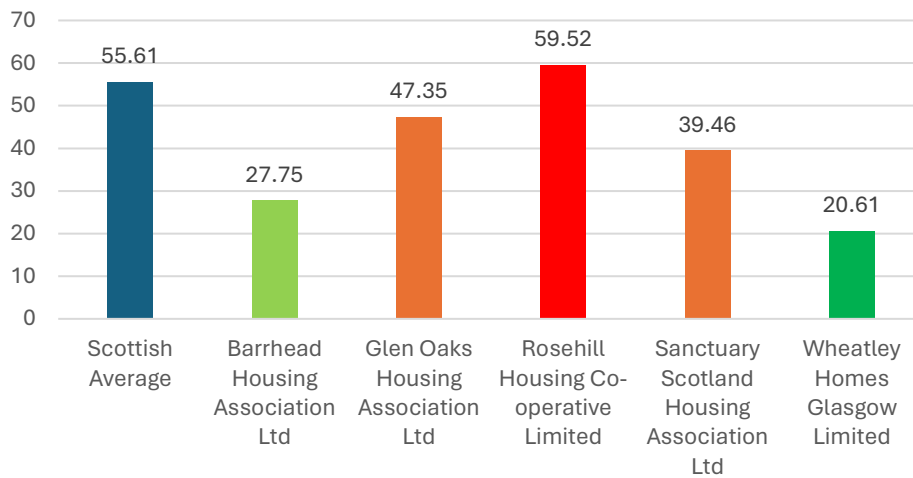
### 28 - Average management fee per factored property



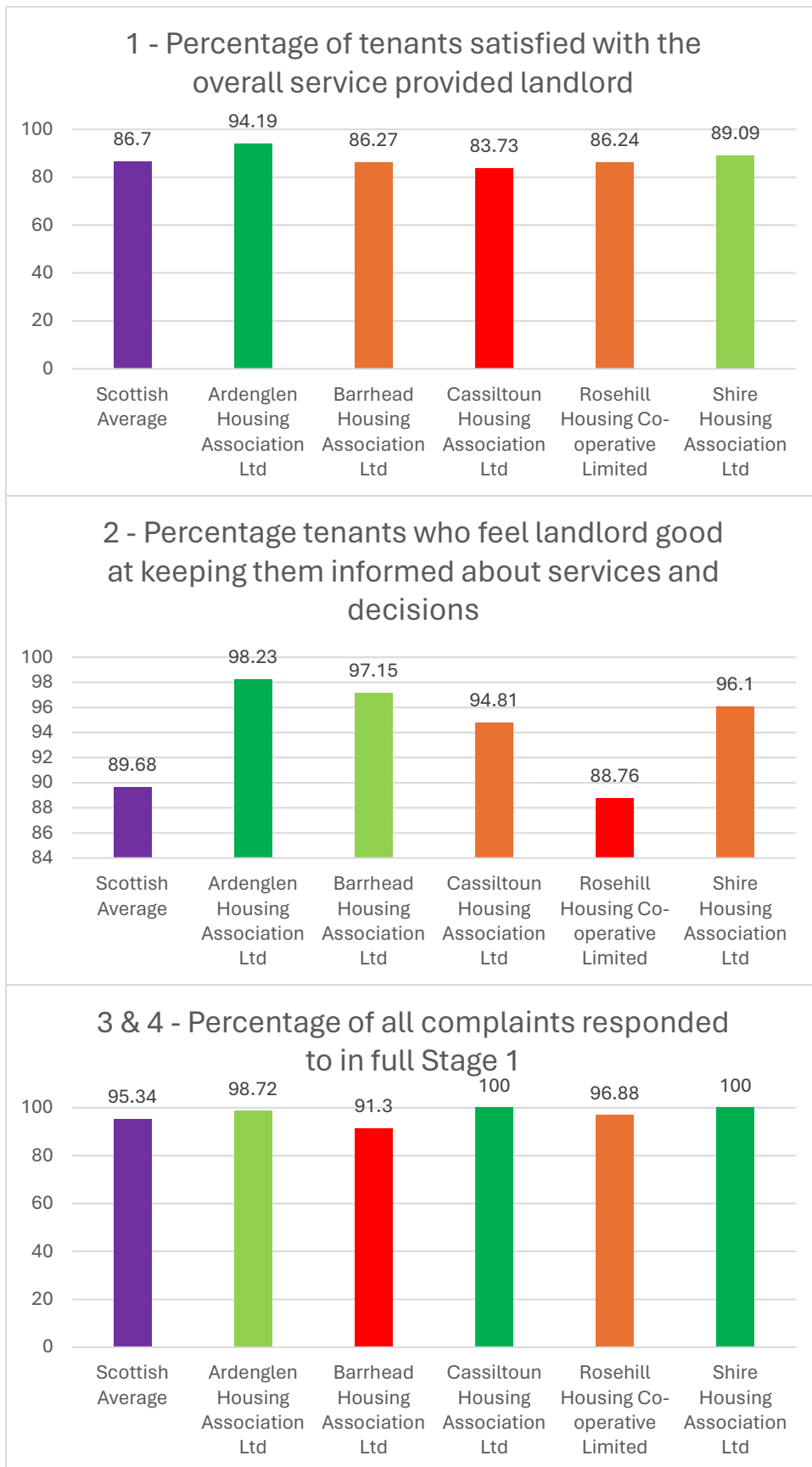
### 29 - Percentage factored owners satisfied with factoring service



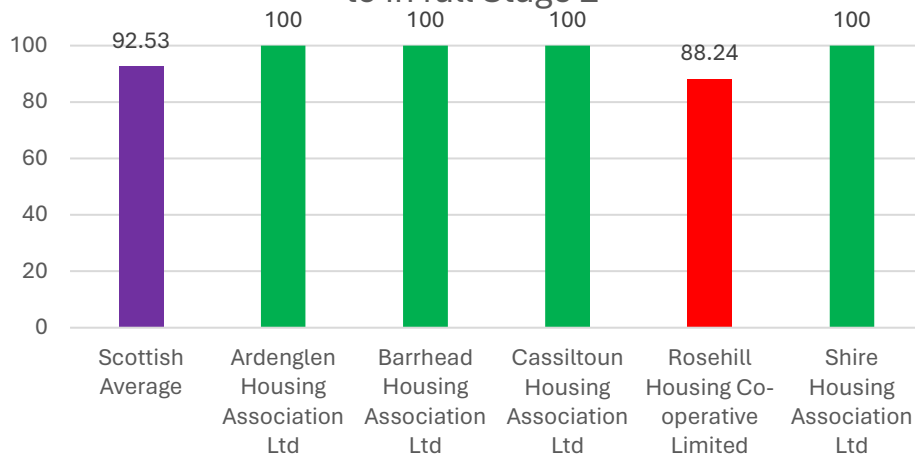
### 30 - Average calendar days to re-let properties



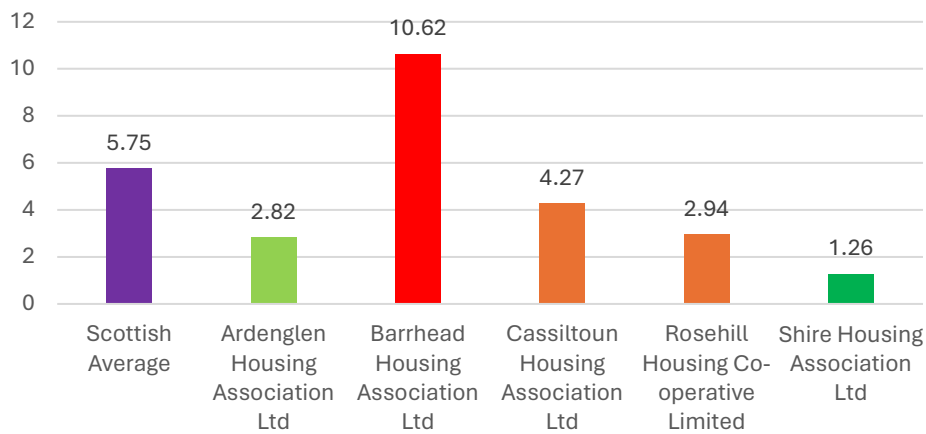
## Appendix 2 – Benchmarking Group: Similar Sized RSLs



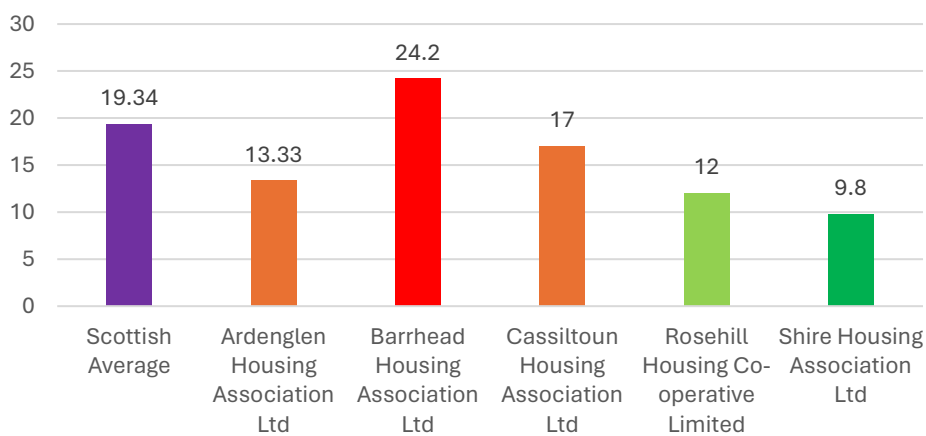
### 3 & 4 - Percentage of all complaints responded to in full Stage 2



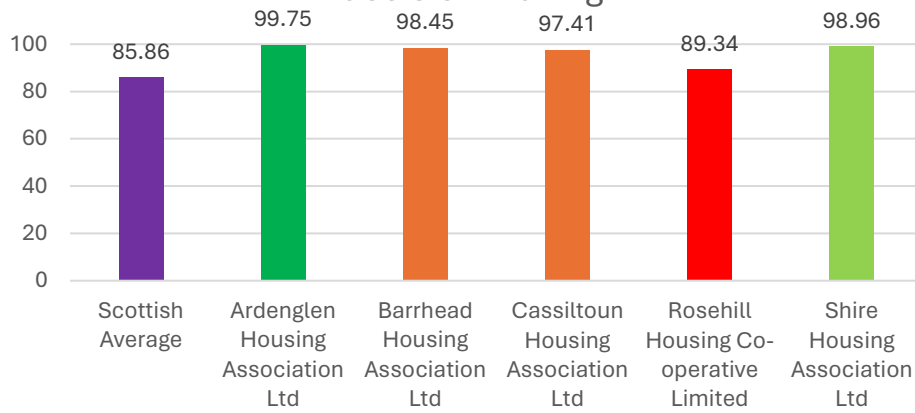
### 3 & 4 - Average time in working days for full response Stage 1



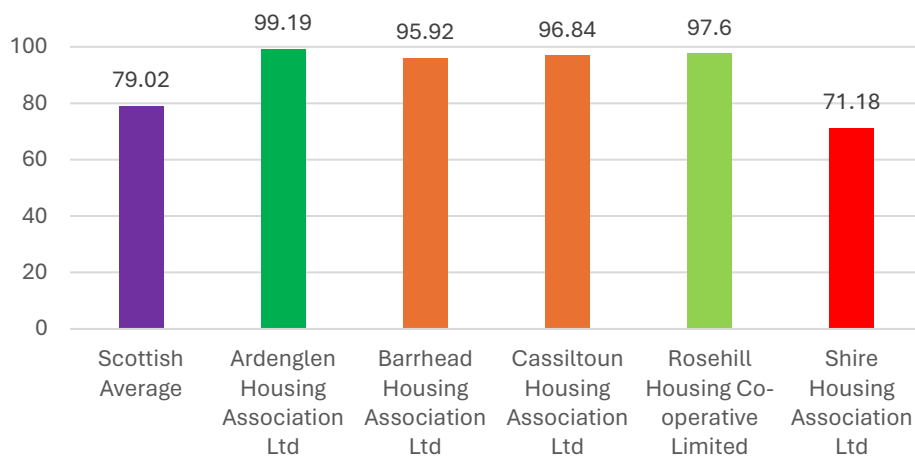
### 3 & 4 - Average time in working days for full response Stage 2



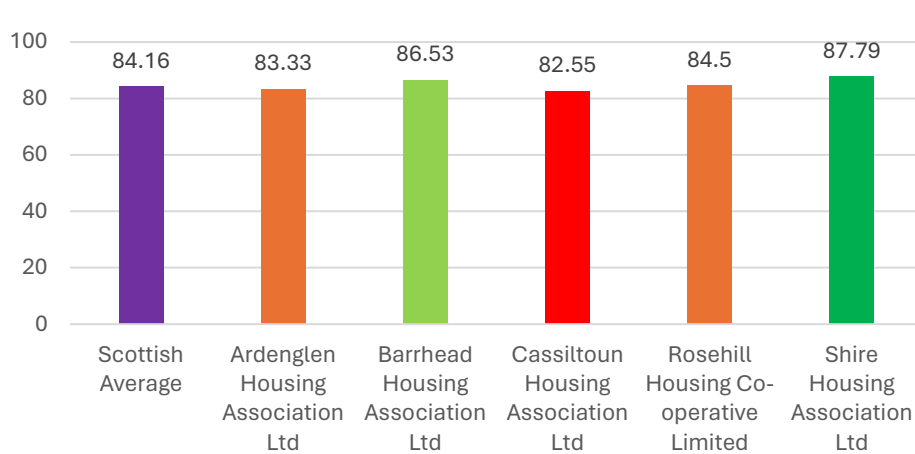
### 5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making



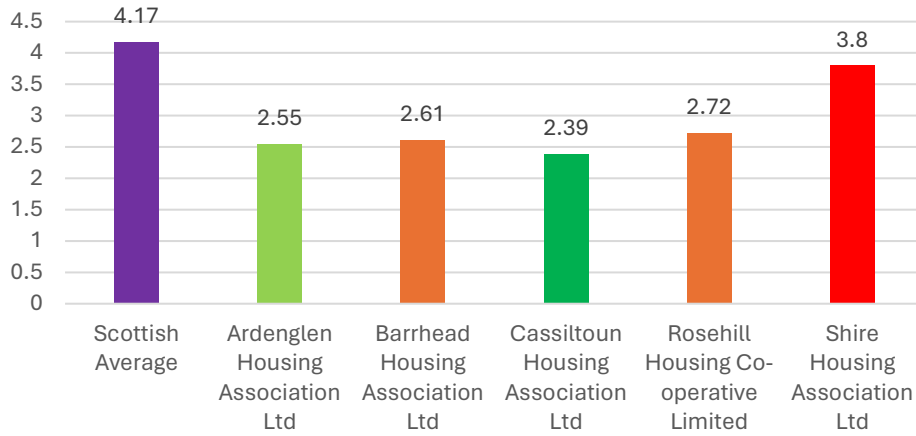
### 6 - Percentage properties meeting SHQS year end



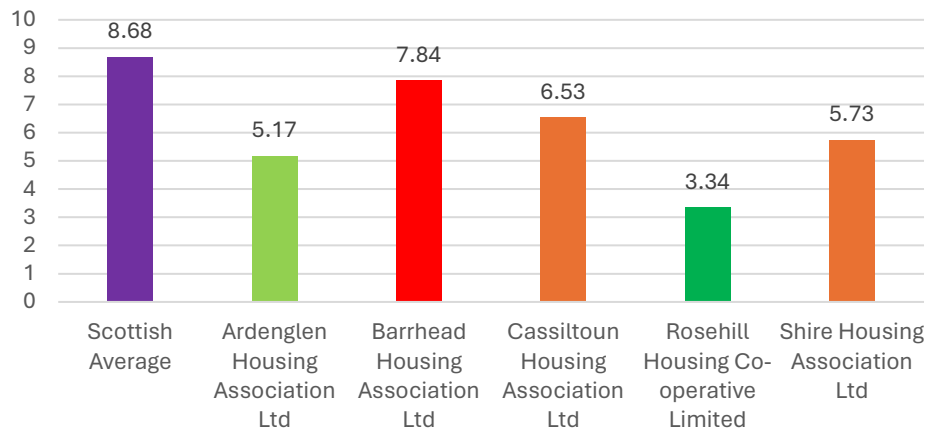
### 7 - Percentage tenants satisfied with quality of home



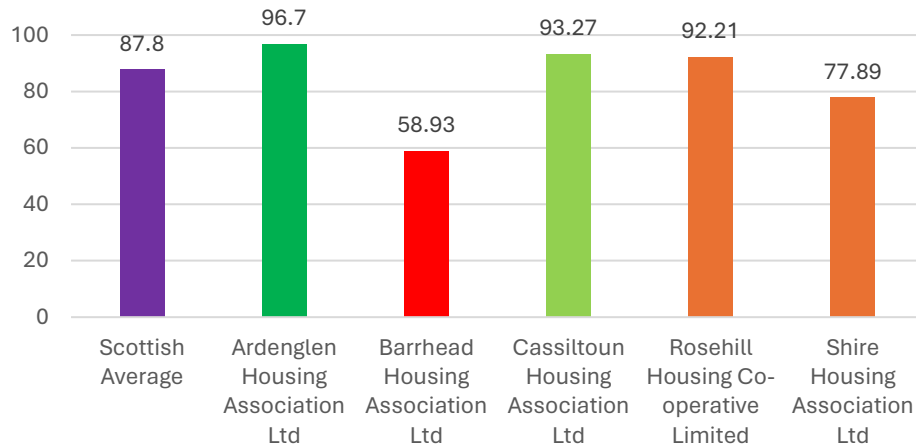
### 8 - Average hours to complete emergency repairs



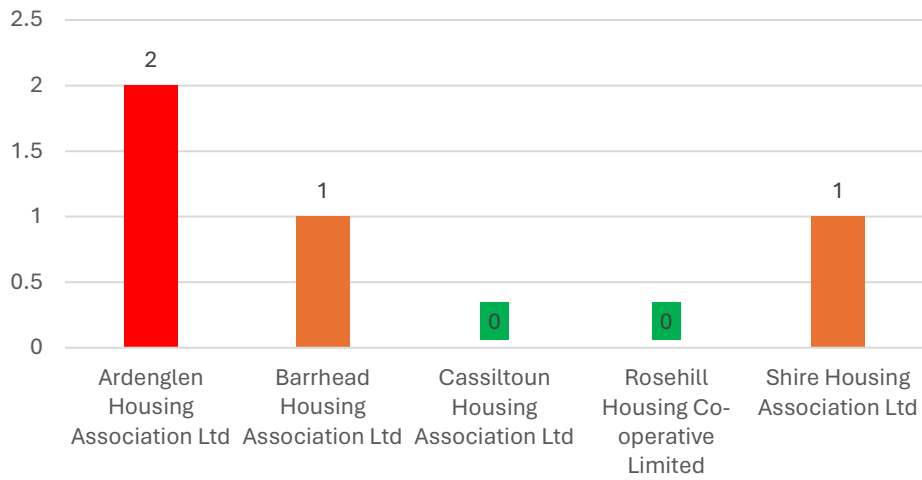
### 9 - Average working days to complete non-emergency repairs



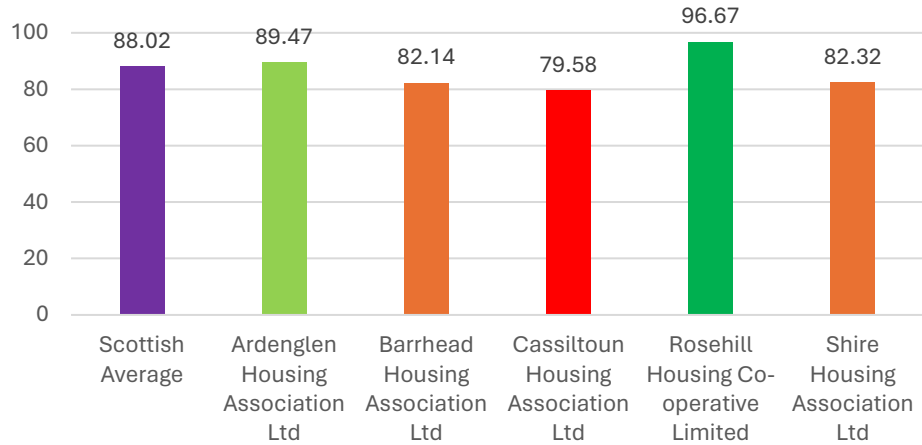
### 10 - Percentage reactive repairs completed right first time



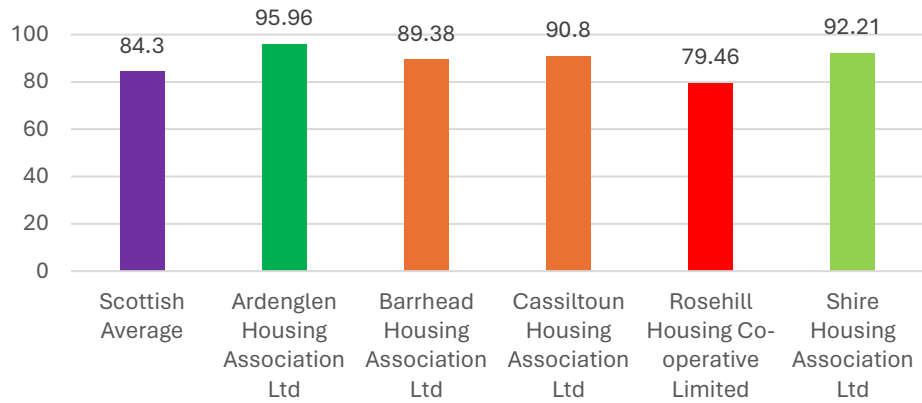
### 11 - Number of times gas safety check not met



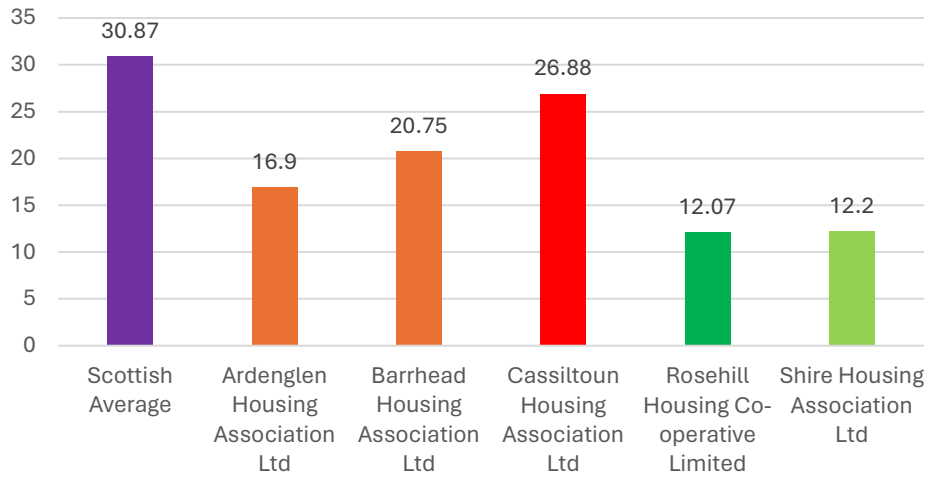
### 12 - Percentage tenants satisfied with repairs service



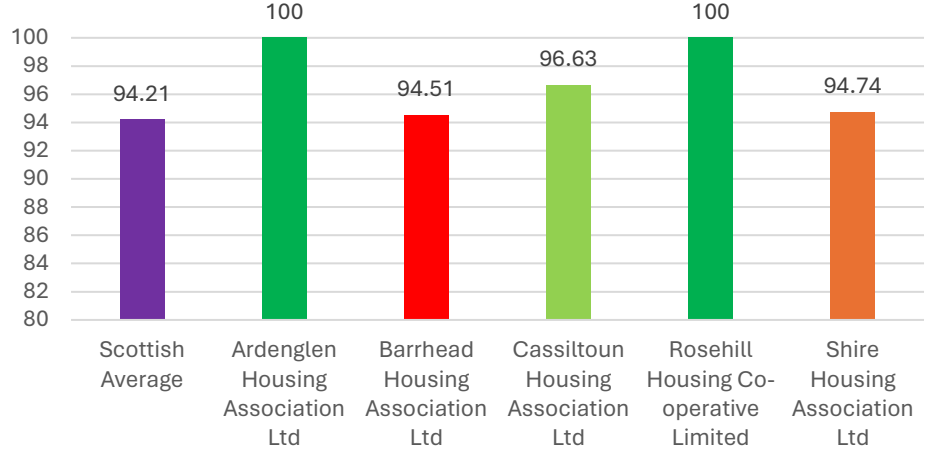
### 13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood



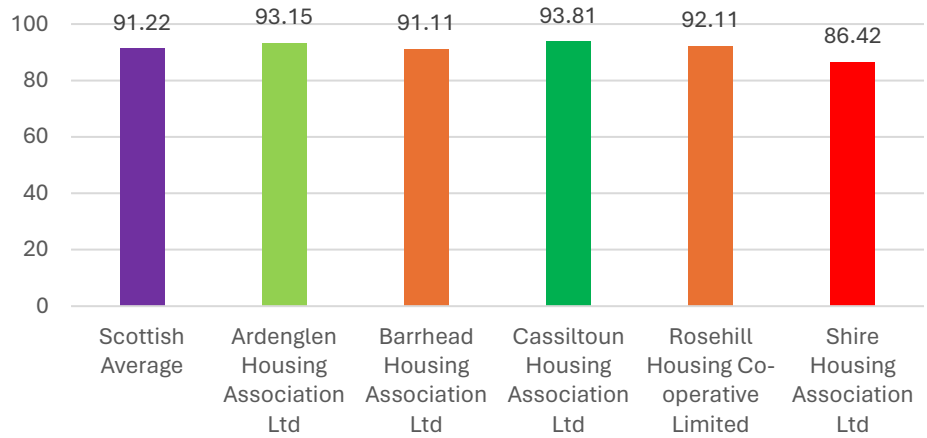
### 14 - Percentage tenancy offers refused



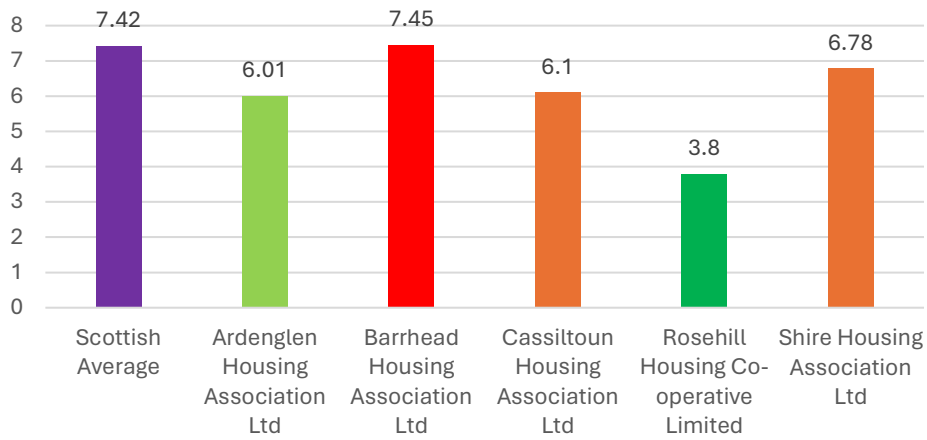
### 15 - Percentage Anti-social behaviour cases resolved



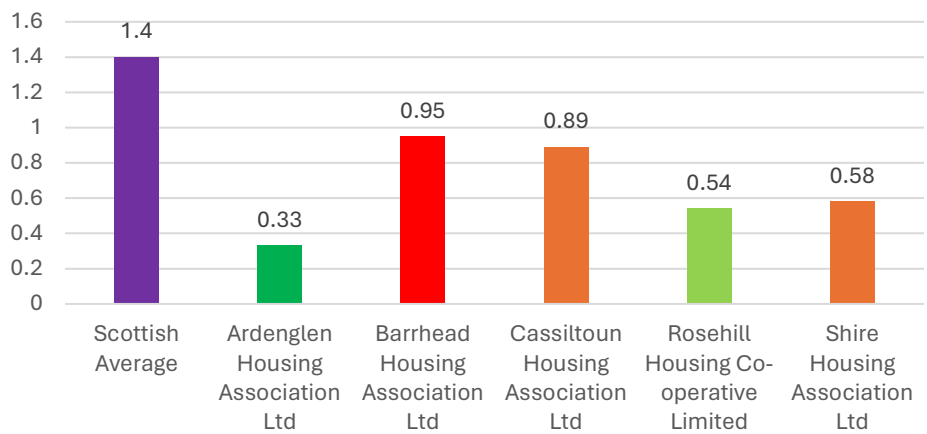
### 16 - Percentage new tenancies sustained more than a year - all



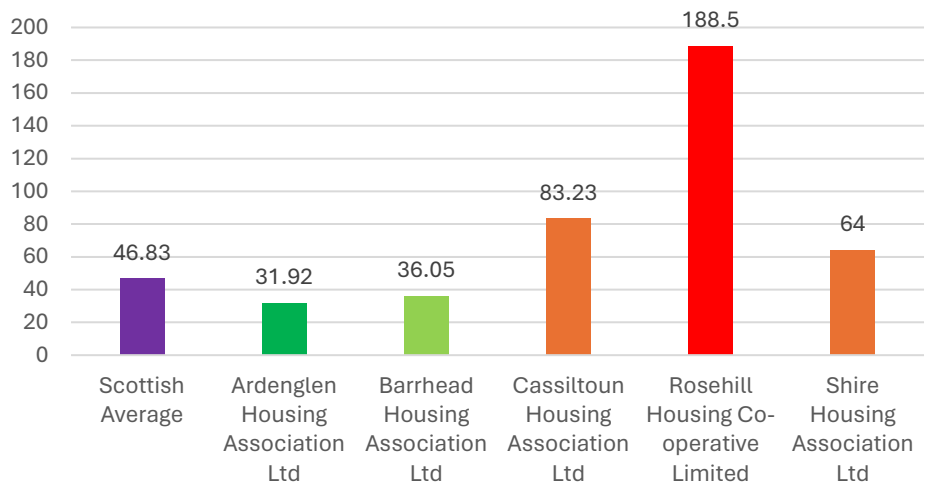
### 17 - Percentage lettable self-contained houses that became vacant in year



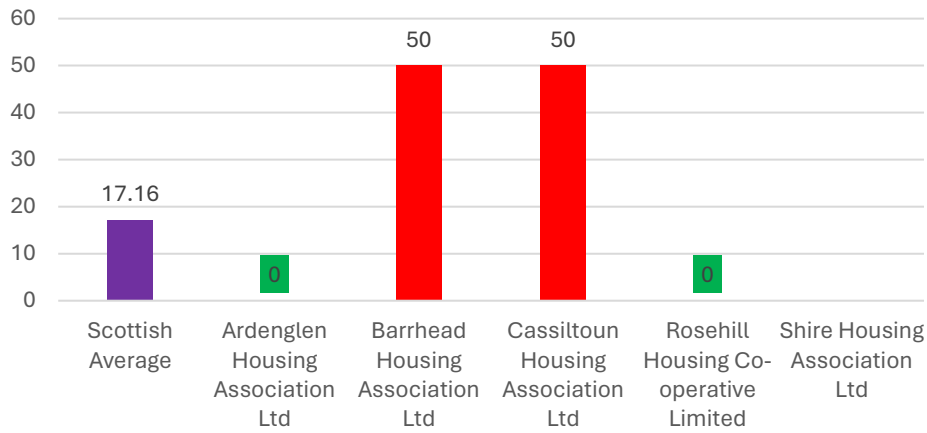
### 18 - Percentage of rent due lost through empty properties



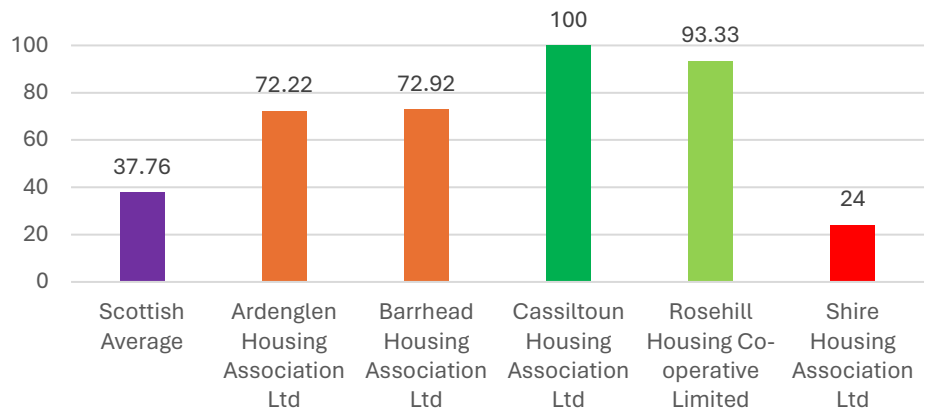
### 21 - Average time to complete adaptations



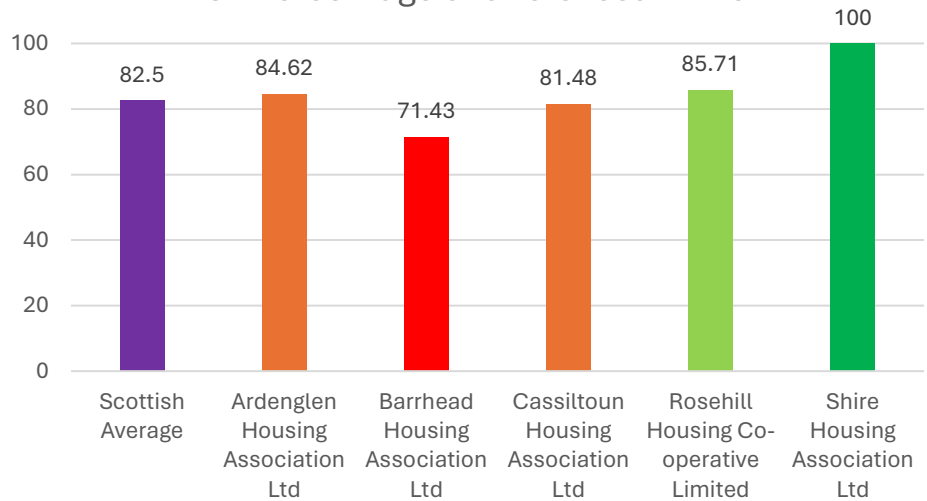
22 - Percentage of court actions initiated resulted in eviction



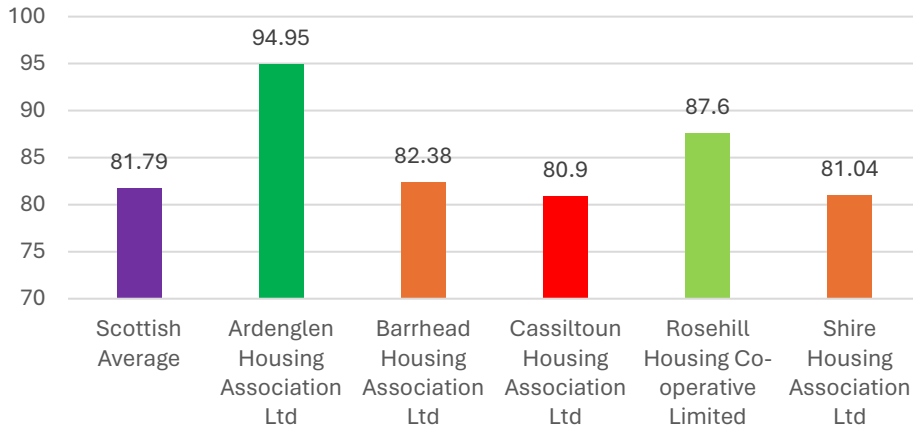
23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer



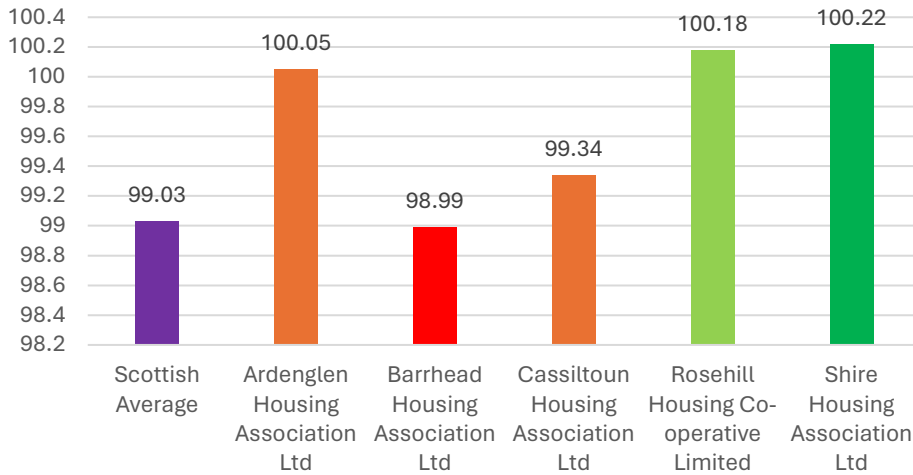
23 - Percentage of offers result in let



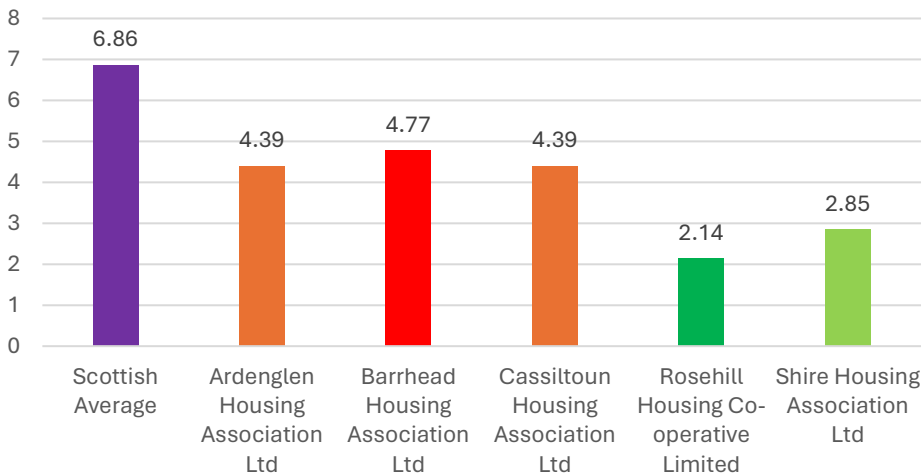
### 25 - Percentage tenants who feel rent for property represents good value for money



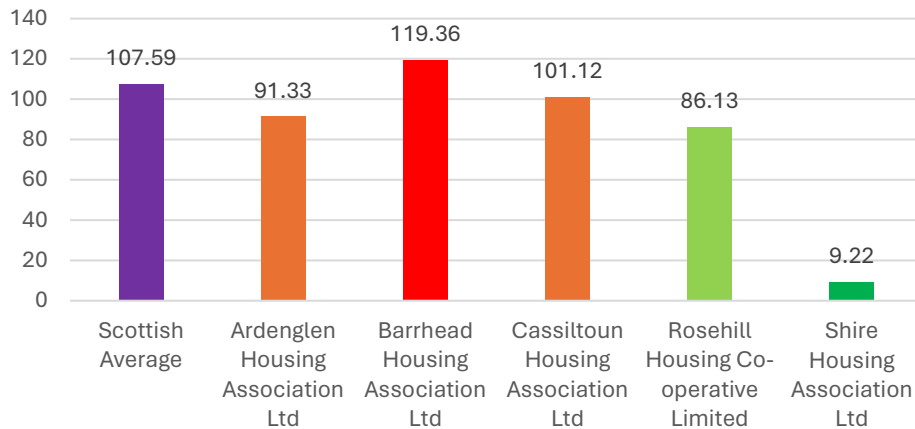
### 26 - Percentage collected of rent due



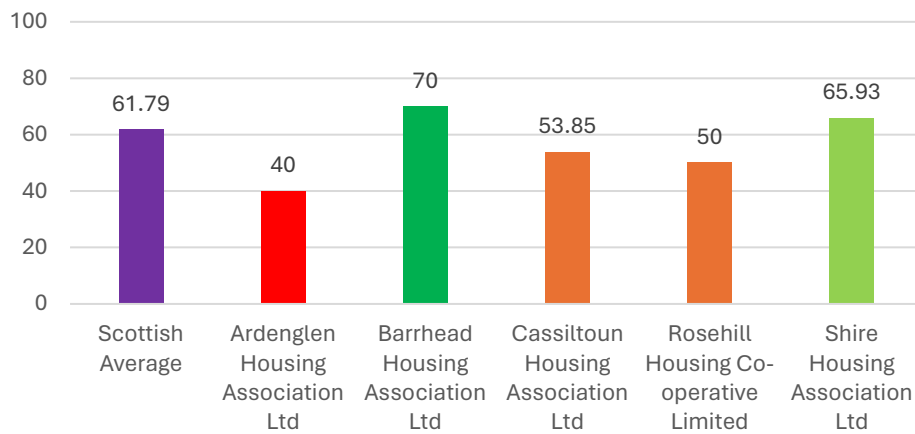
### 27 - Percentage gross rent arrears of rent due



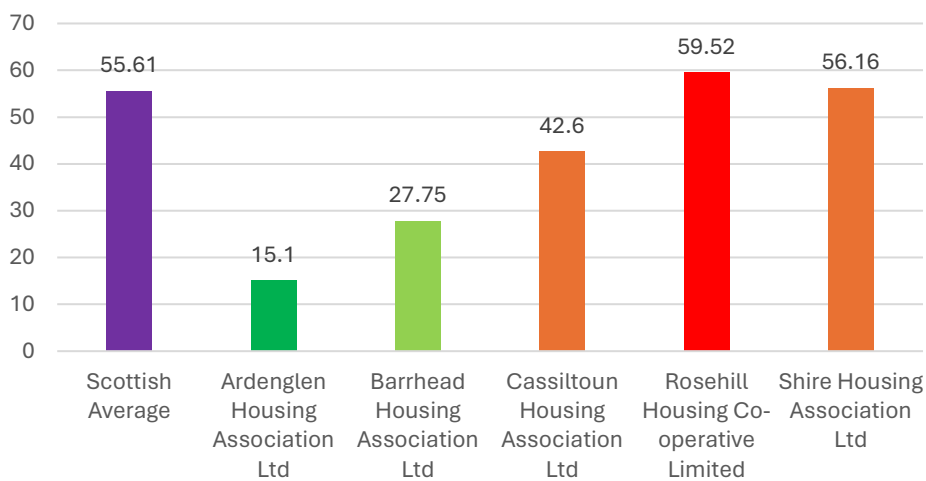
### 28 - Average management fee per factored property



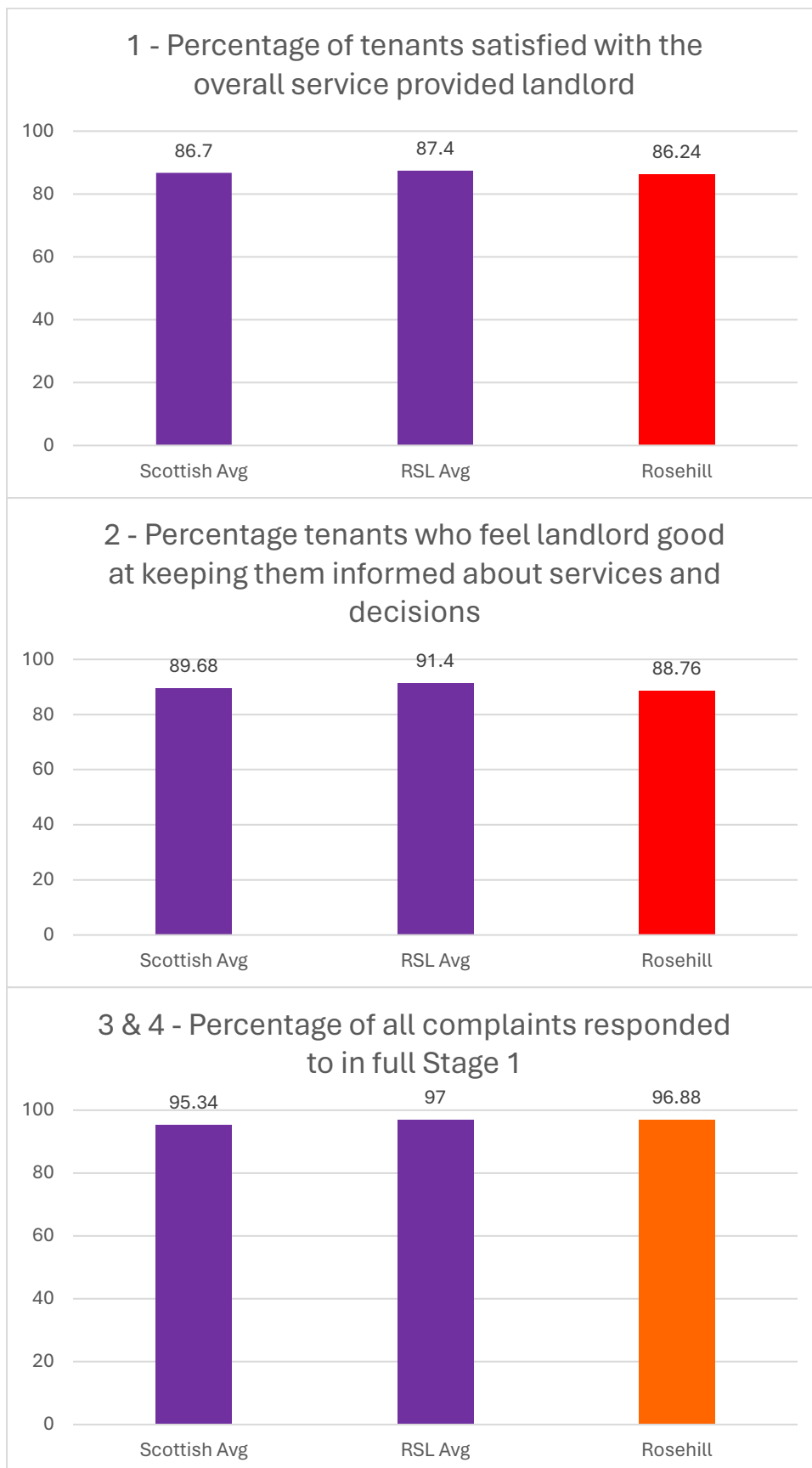
### 29 - Percentage factored owners satisfied with factoring service



### 30 - Average calendar days to re-let properties



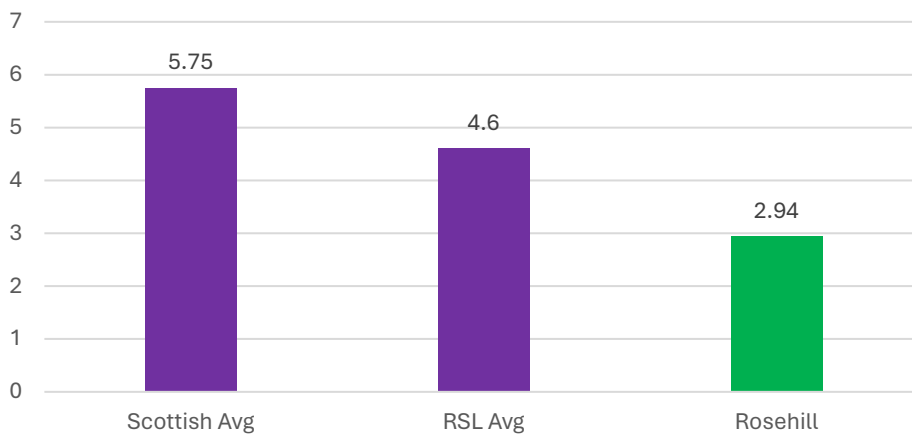
## Appendix 3 – Benchmarking Group: RSL and Scottish Averages



### 3 & 4 - Percentage of all complaints responded to in full Stage 2



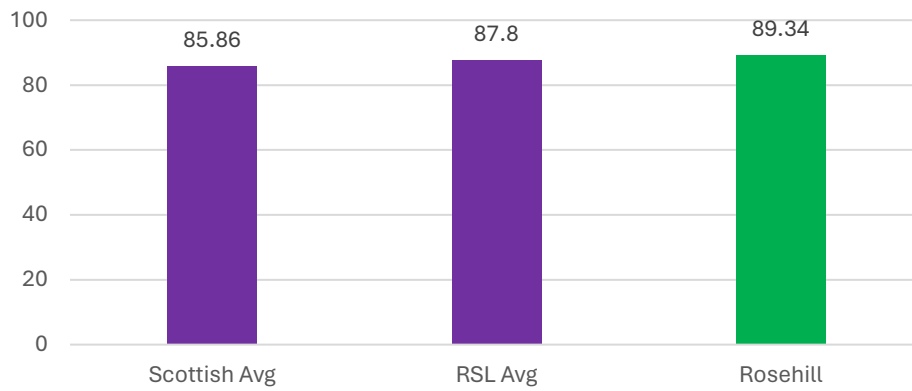
### 3 & 4 - Average time in working days for full response Stage 1



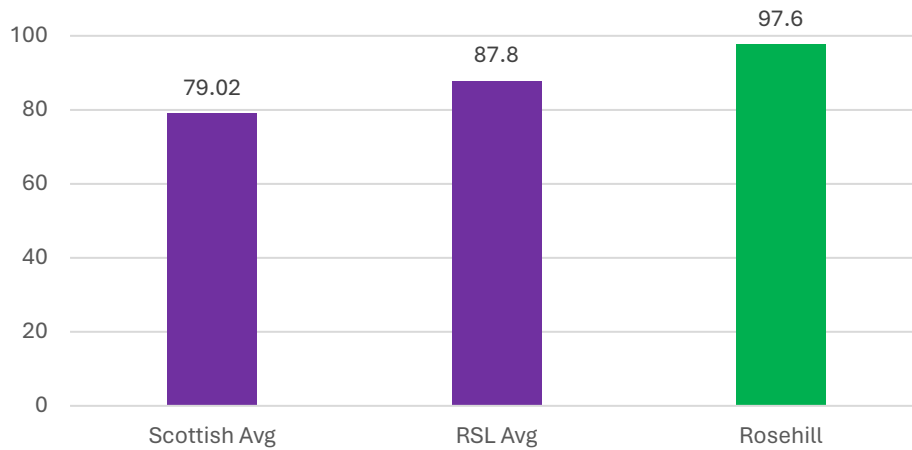
### 3 & 4 - Average time in working days for full response Stage 2



### 5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making



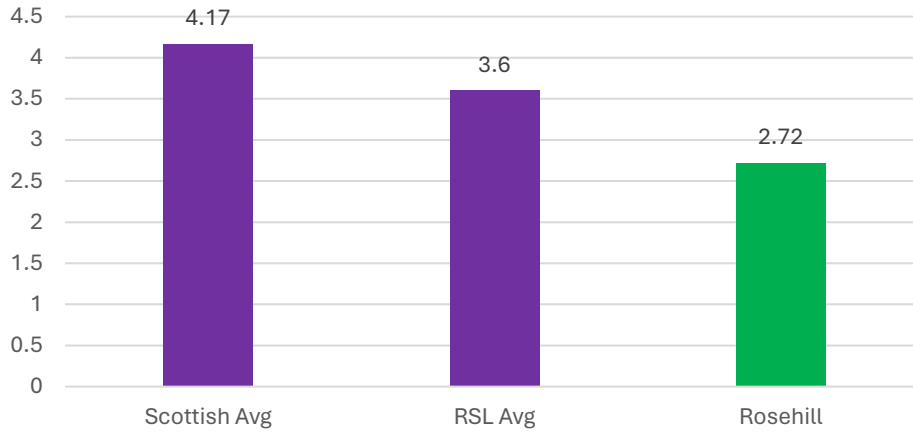
### 6 - Percentage properties meeting SHQS year end



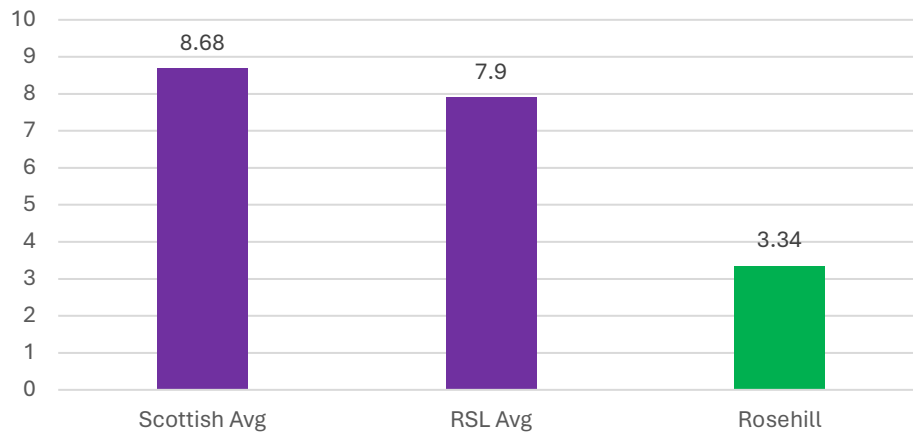
### 7 - Percentage tenants satisfied with quality of home



### 8 - Average hours to complete emergency repairs



### 9 - Average working days to complete non-emergency repairs



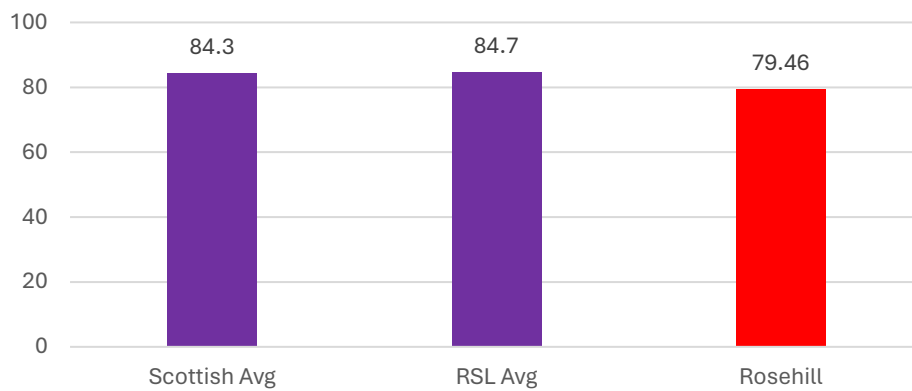
### 10 - Percentage reactive repairs completed right first time



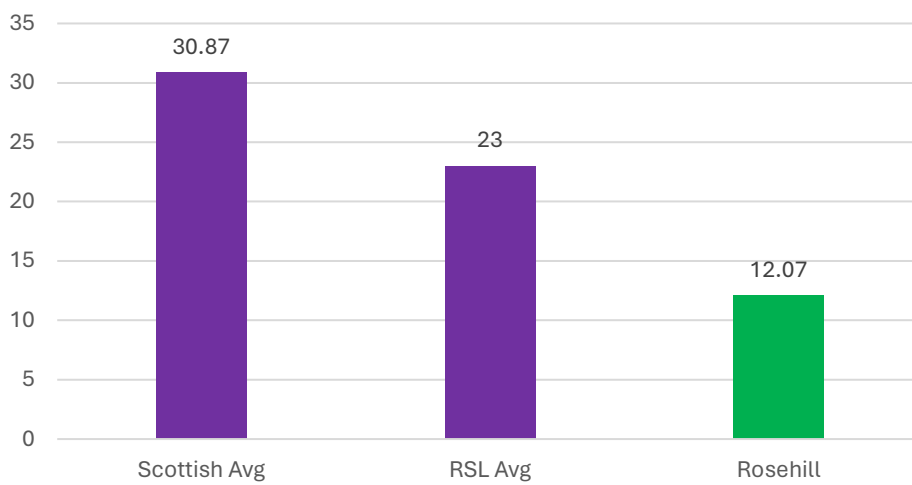
### 12 - Percentage tenants satisfied with repairs service



### 13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood



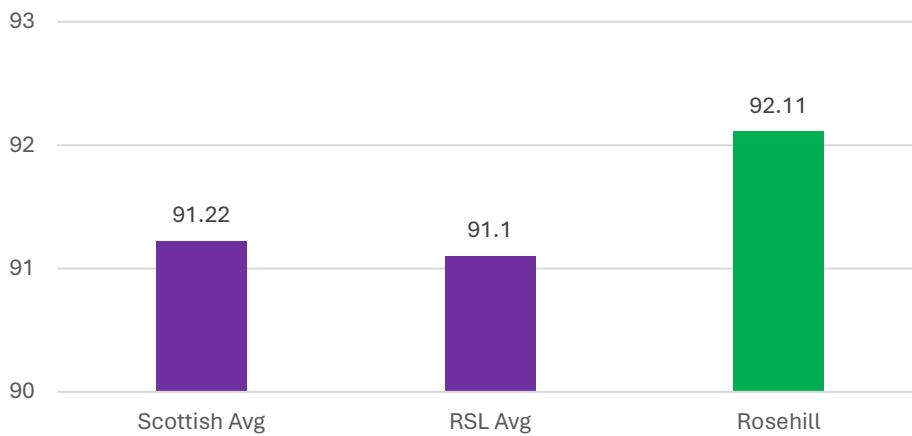
### 14 - Percentage tenancy offers refused



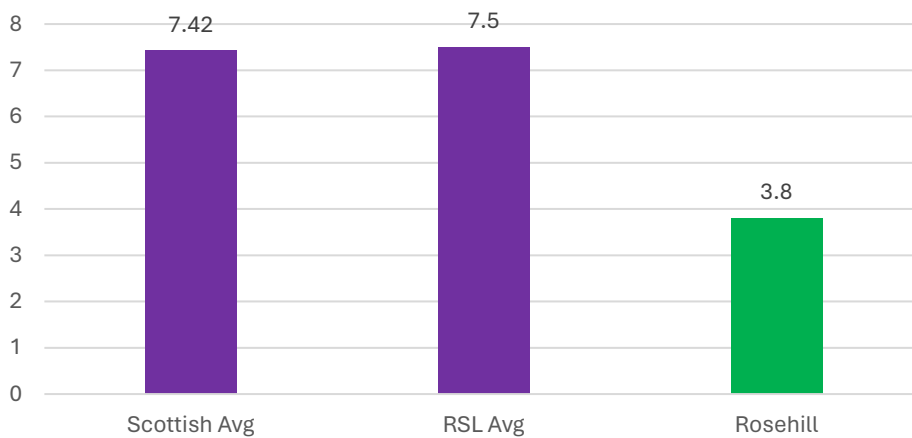
### 15 - Percentage Anti-social behaviour cases resolved



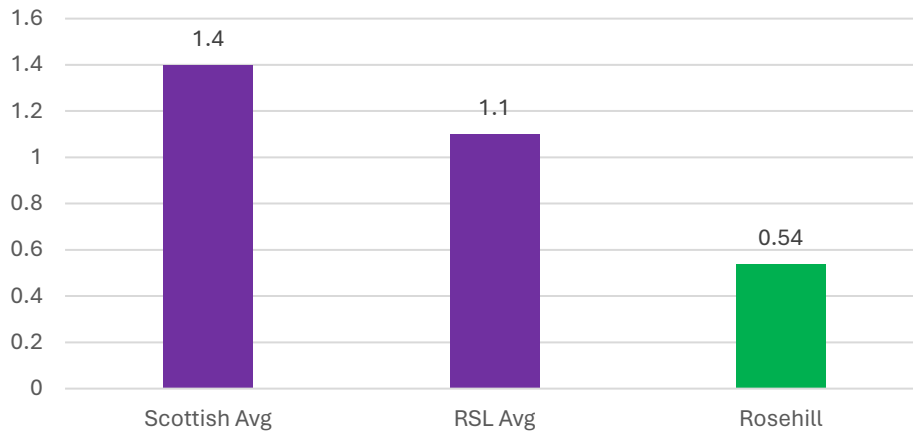
### 16 - Percentage new tenancies sustained more than a year - all



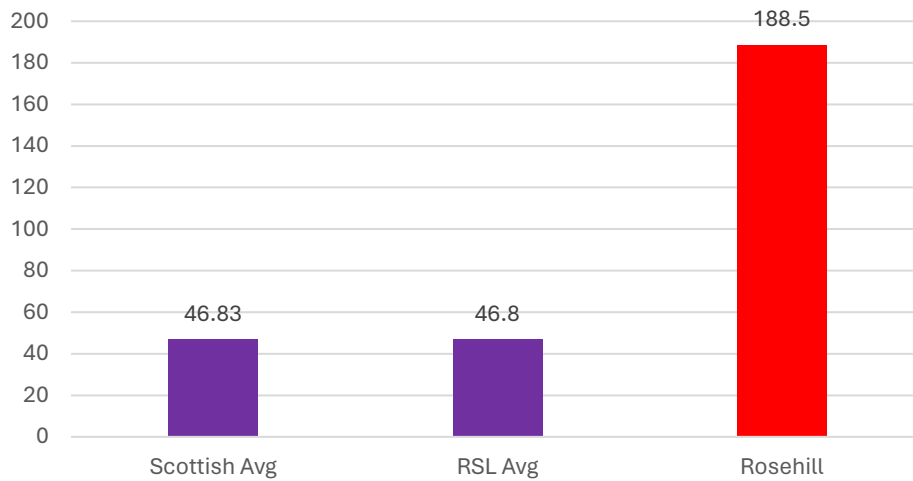
### 17 - Percentage lettable self-contained houses that became vacant in year



18 - Percentage of rent due lost through empty properties



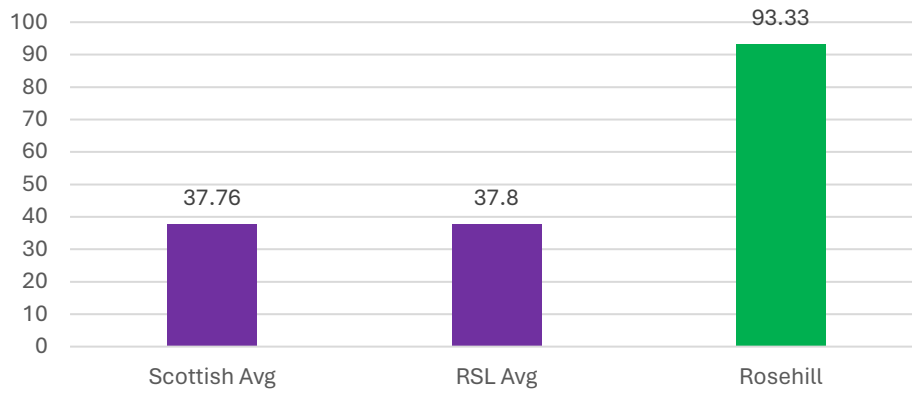
21 - Average time to complete adaptations



22 - Percentage of court actions initiated resulted in eviction



23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer



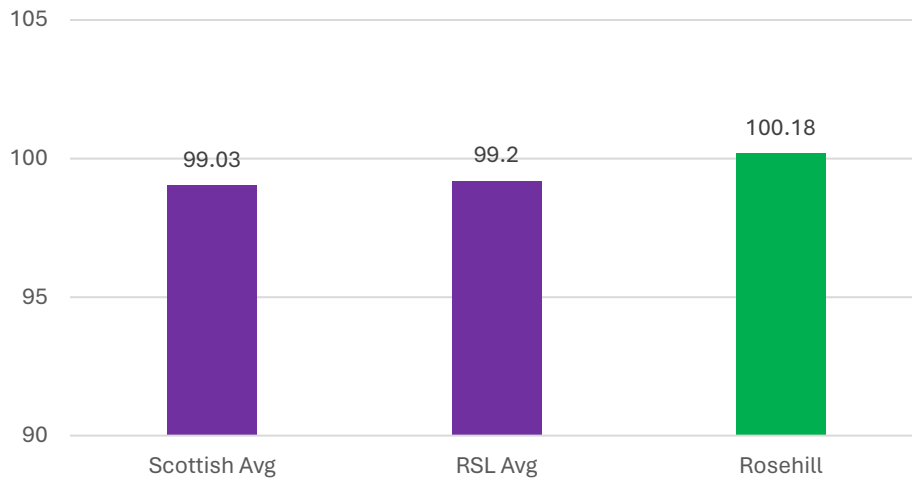
23 - Percentage of offers result in let



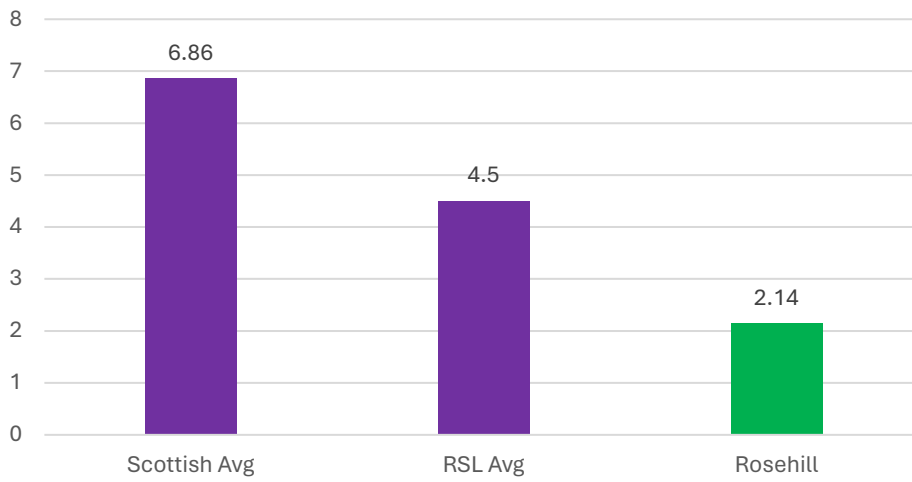
25 - Percentage tenants who feel rent for property represents good value for money



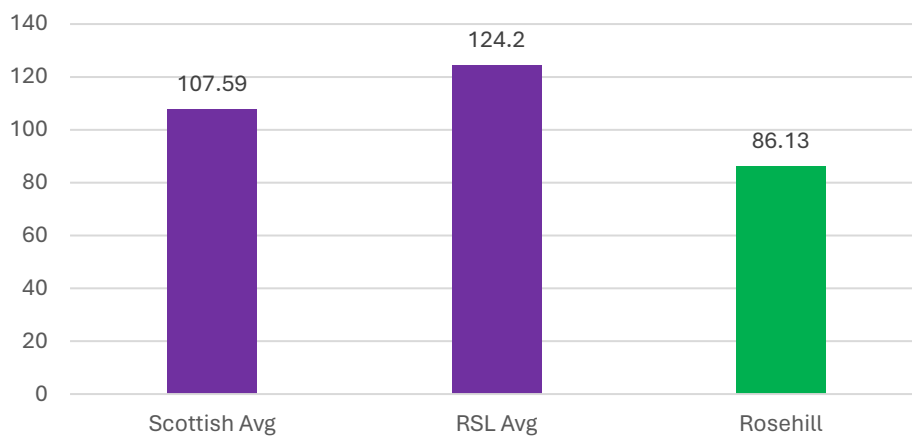
26 - Percentage collected of rent due



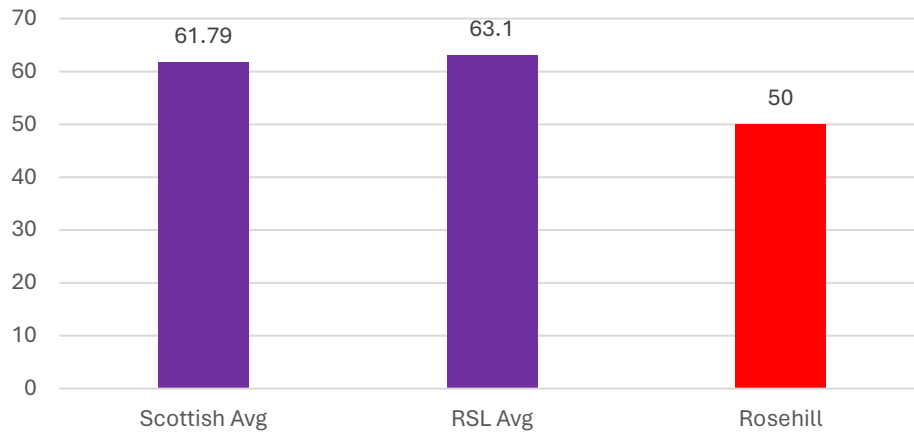
27 - Percentage gross rent arrears of rent due



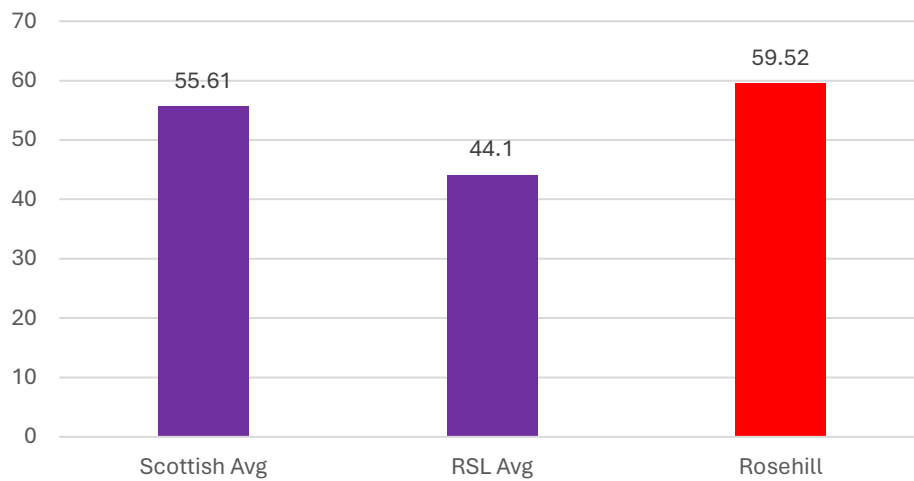
28 - Average management fee per factored property



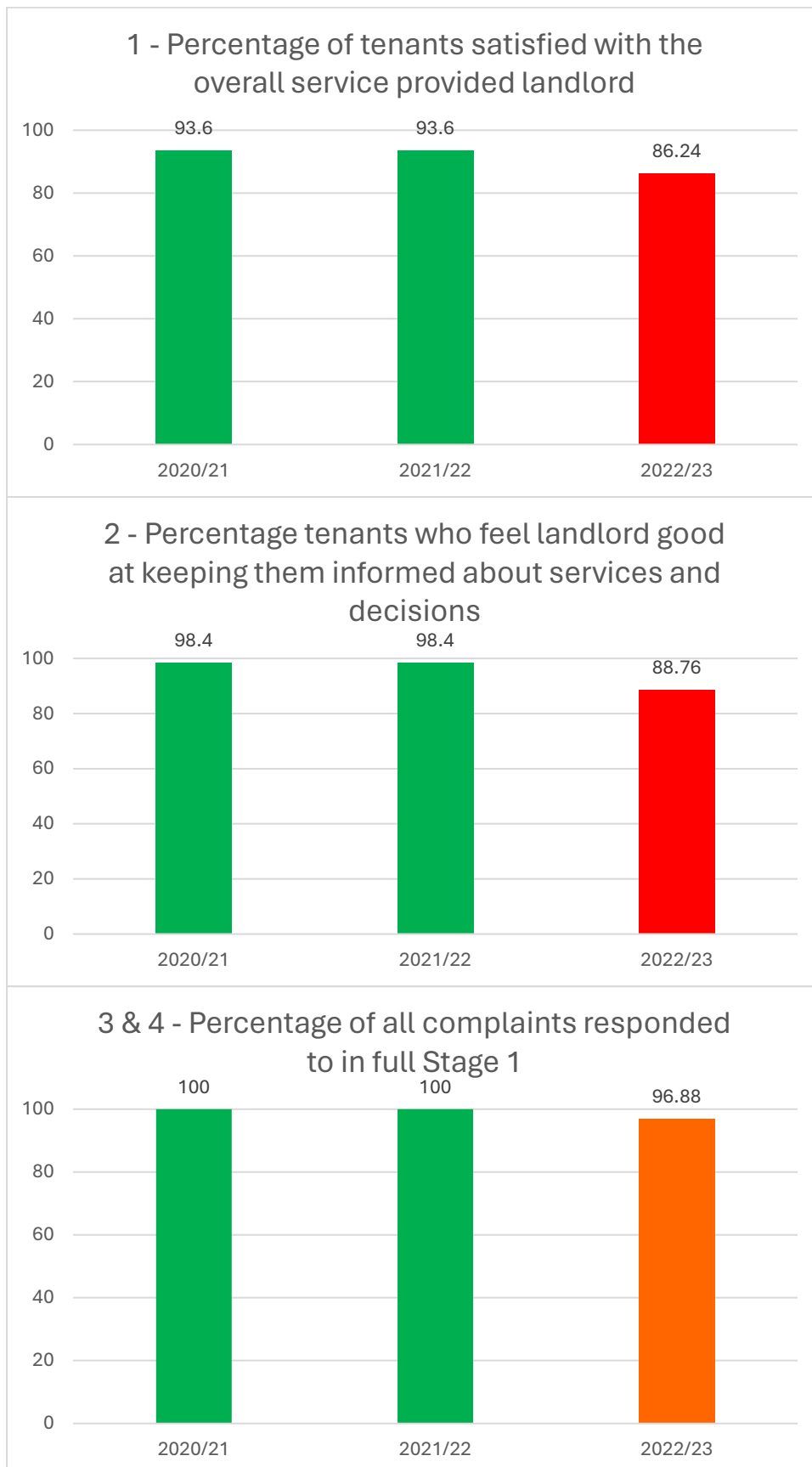
### 29 - Percentage factored owners satisfied with factoring service



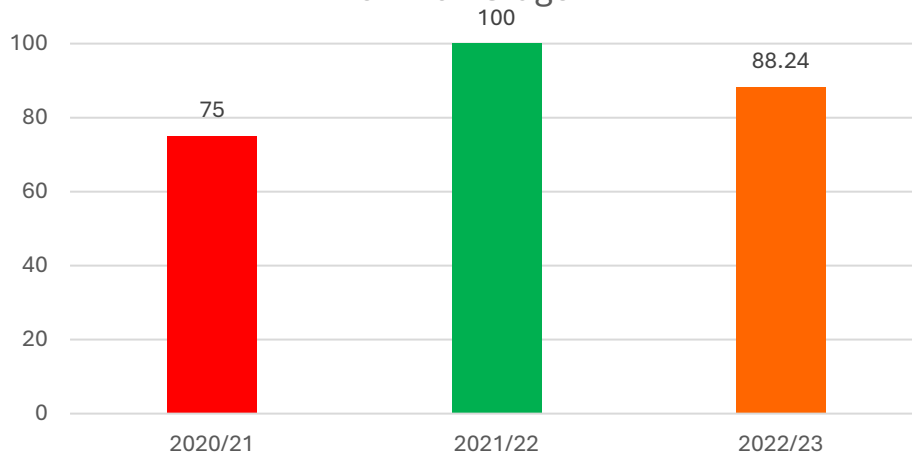
### 30 - Average calendar days to re-let properties



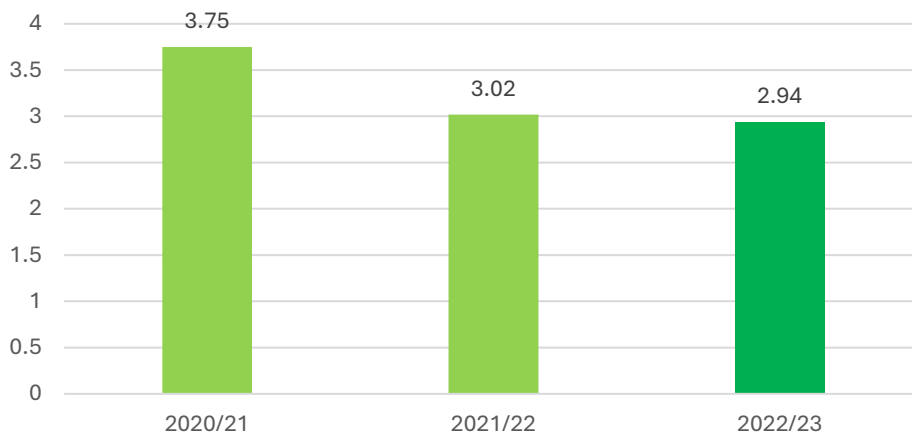
## Appendix 4 – Benchmarking Group: Comparison with previous 2 years' performance



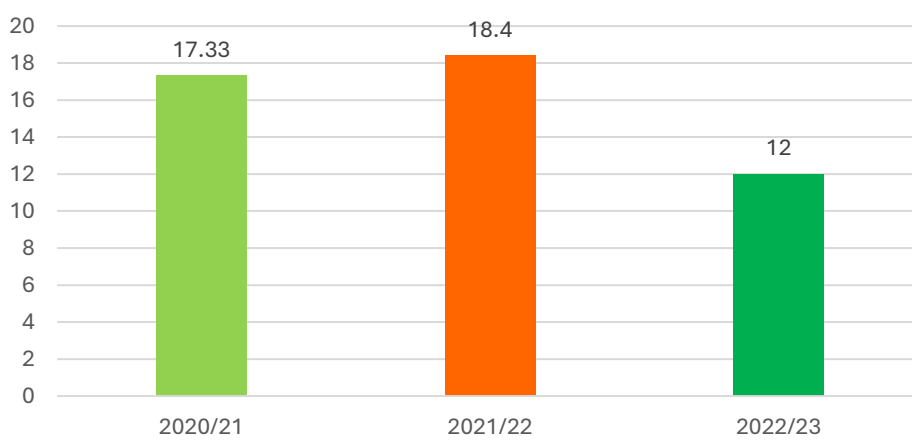
3 & 4 - Percentage of all complaints responded to in full Stage 2



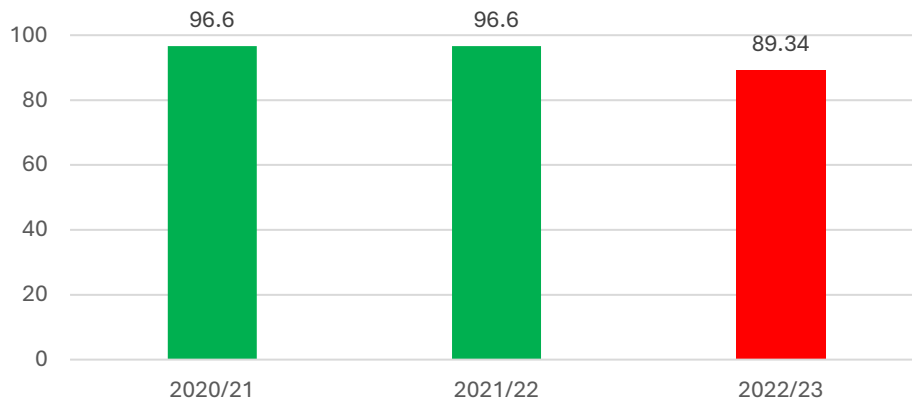
3 & 4 - Average time in working days for full response Stage 1



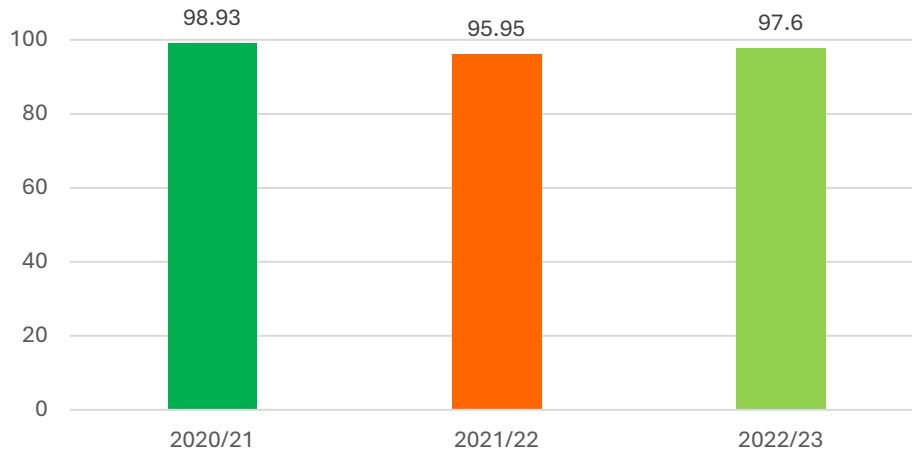
3 & 4 - Average time in working days for full response Stage 2



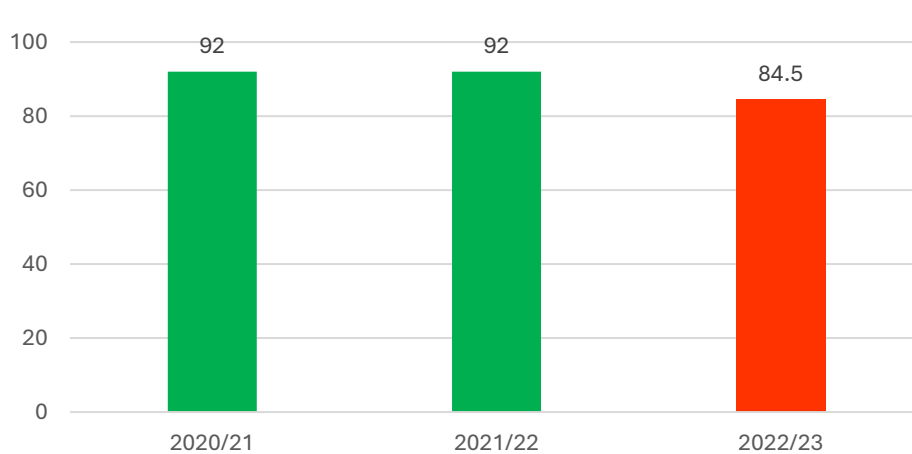
### 5 - Percentage tenants satisfied with opportunities given to participate in landlord decision making



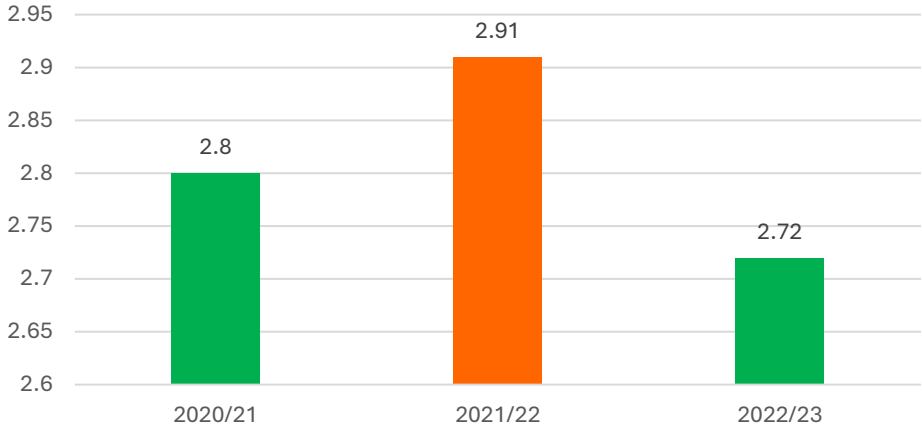
### 6 - Percentage properties meeting SHQS year end



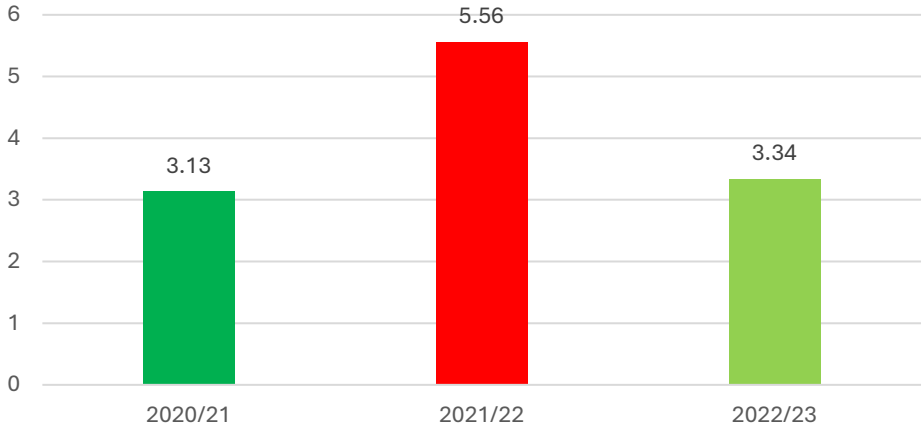
### 7 - Percentage tenants satisfied with quality of home



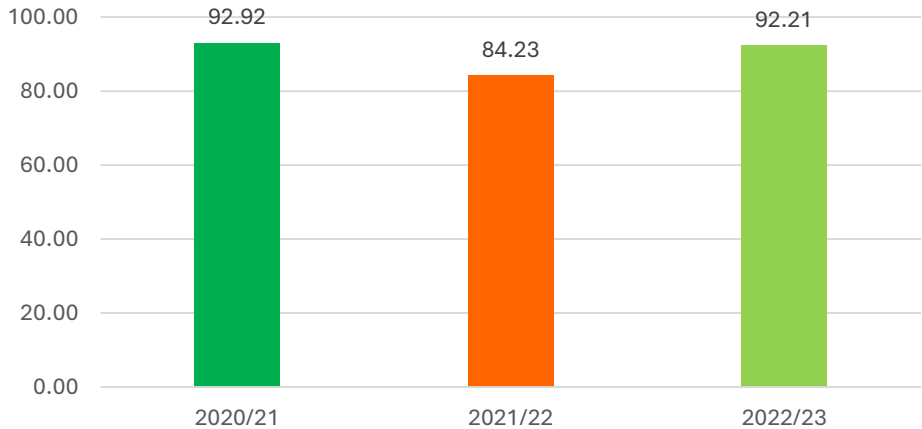
### 8 - Average hours to complete emergency repairs



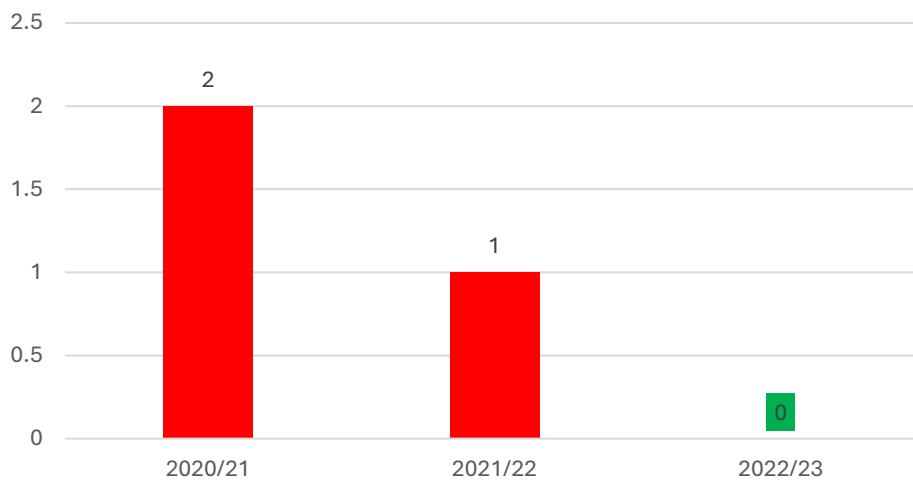
### 9 - Average working days to complete non-emergency repairs



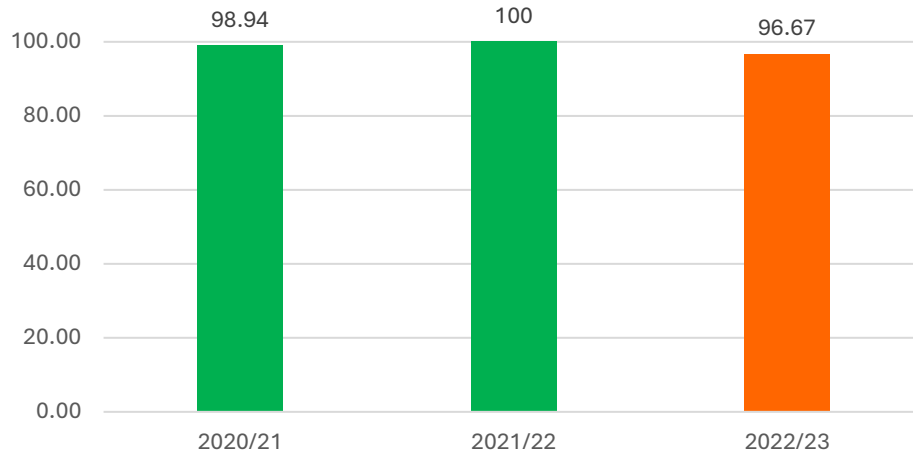
### 10 - Percentage reactive repairs completed right first time



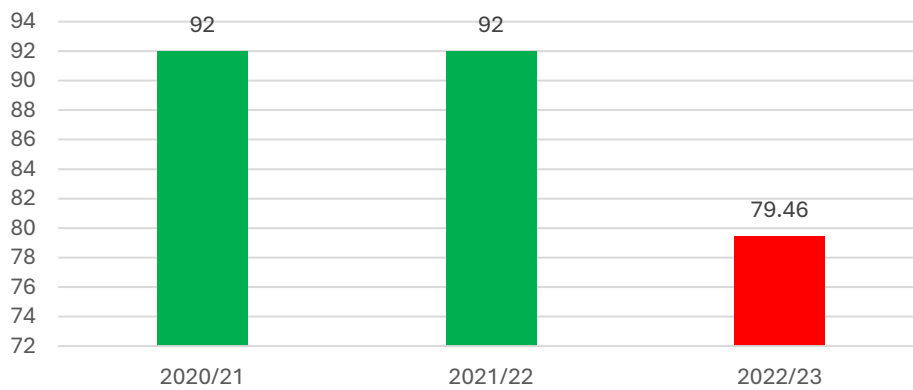
### 11 - Number of times gas safety check not met



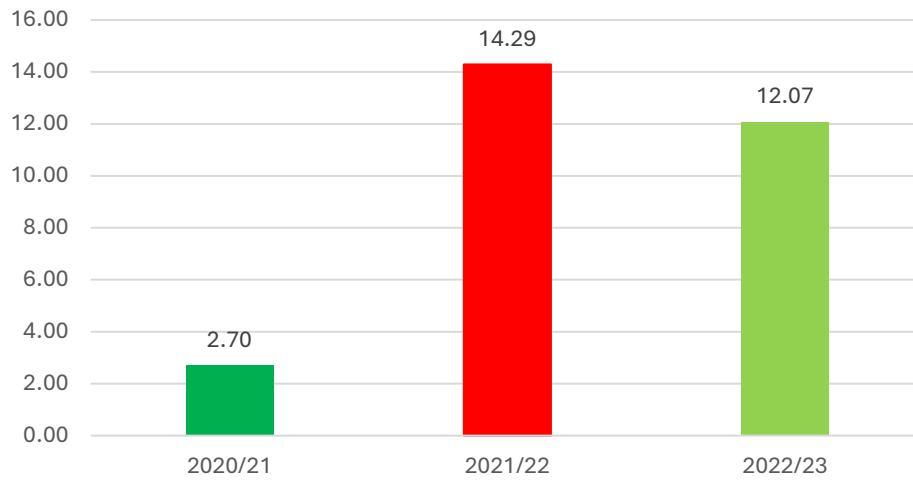
### 12 - Percentage tenants satisfied with repairs service



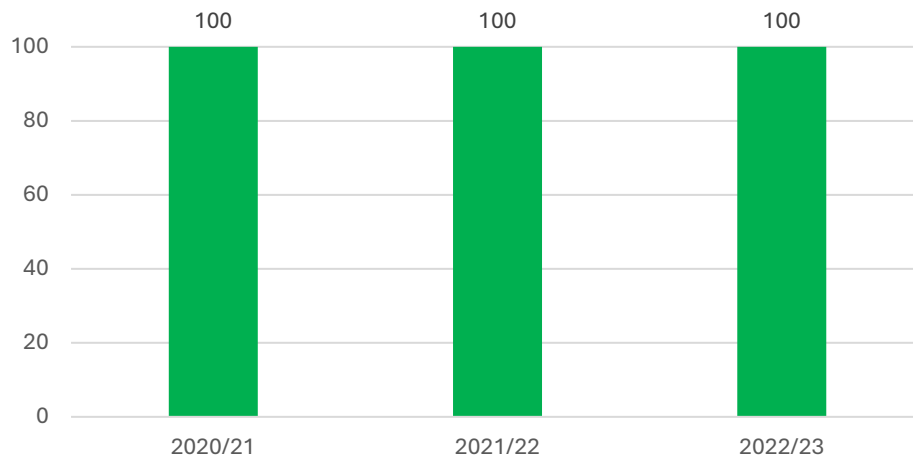
### 13 - Percentage tenants satisfied with landlord contribution to management of neighbourhood



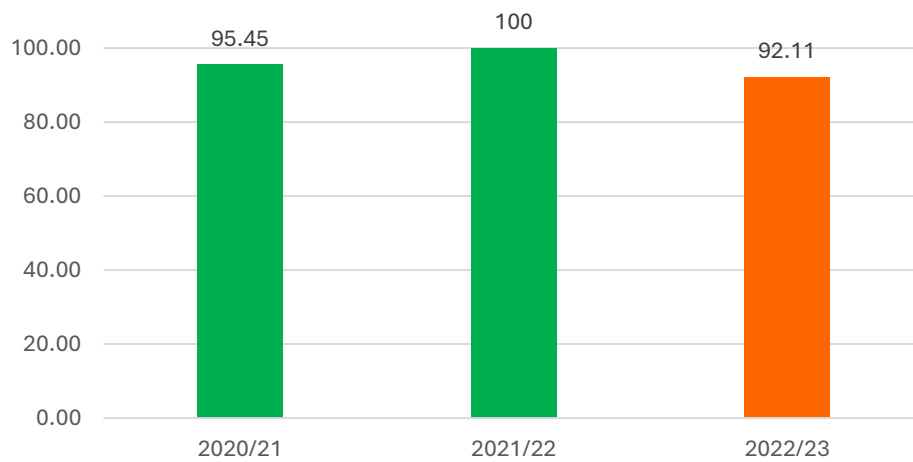
14 - Percentage tenancy offers refused



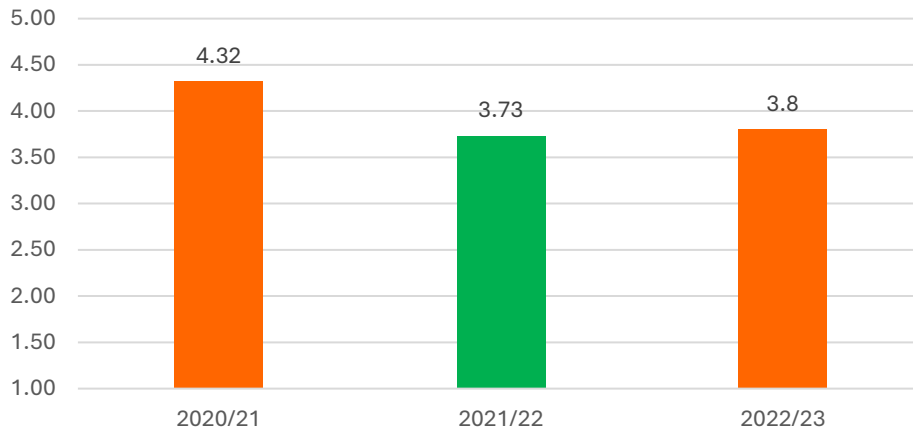
15 - Percentage Anti-social behaviour cases resolved



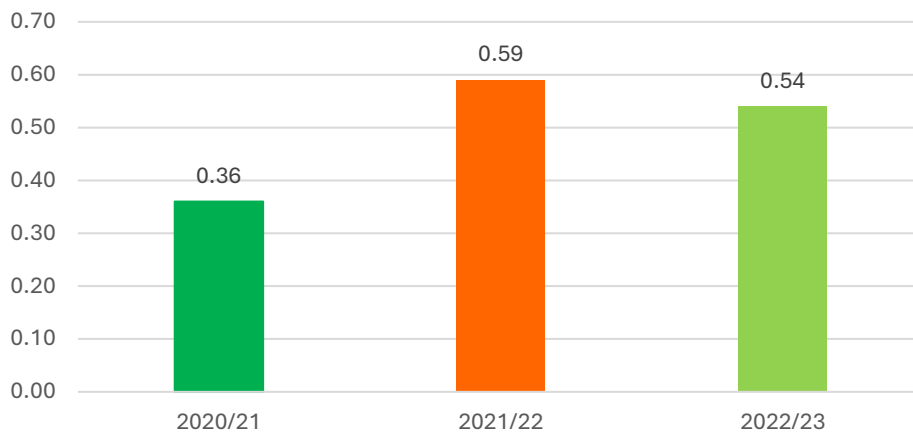
16 - Percentage new tenancies sustained more than a year - all



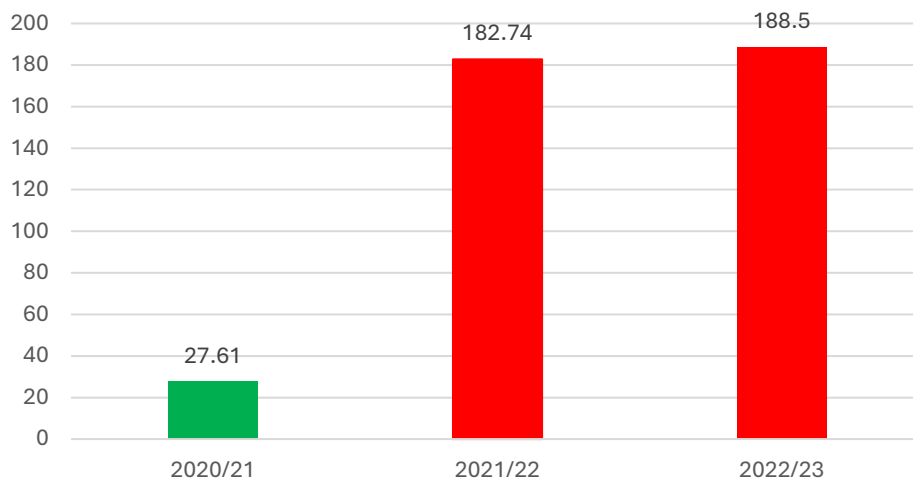
17 - Percentage lettable self-contained houses that became vacant in year



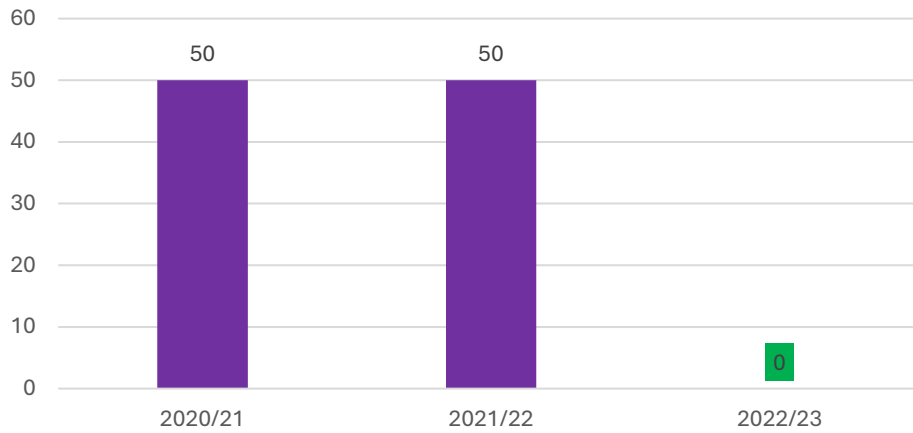
18 - Percentage of rent due lost through empty properties



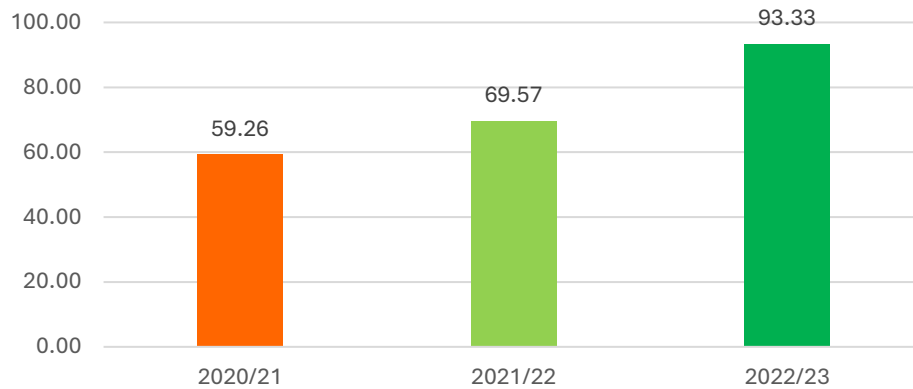
21 - Average time to complete adaptations



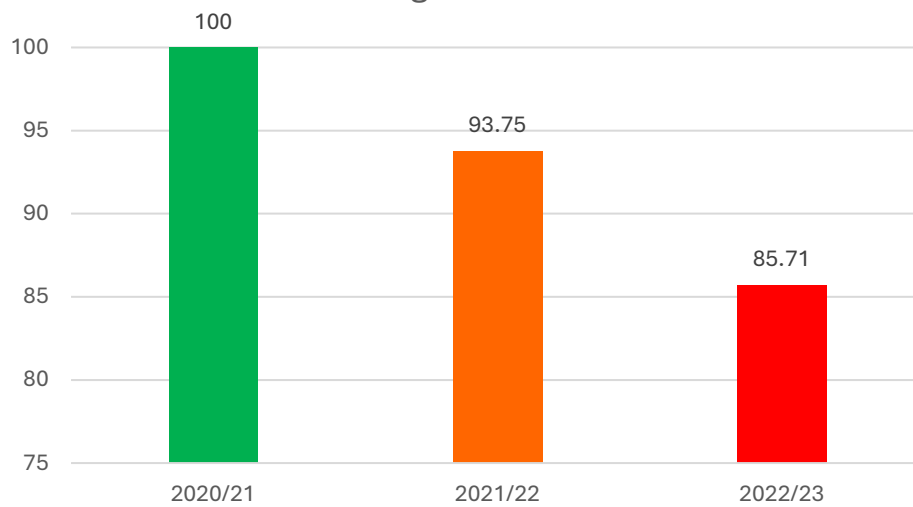
22 - Percentage of court actions initiated resulted in eviction



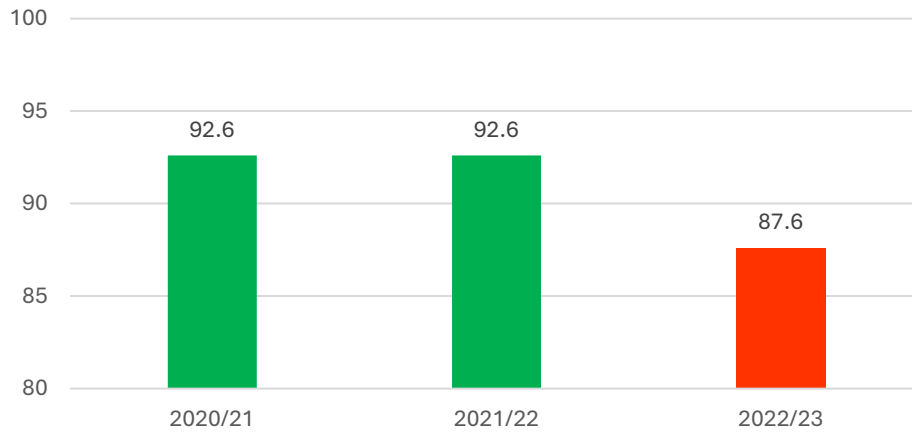
23 - Percentage of Section 5 and other referrals for homeless households by LA result in offer



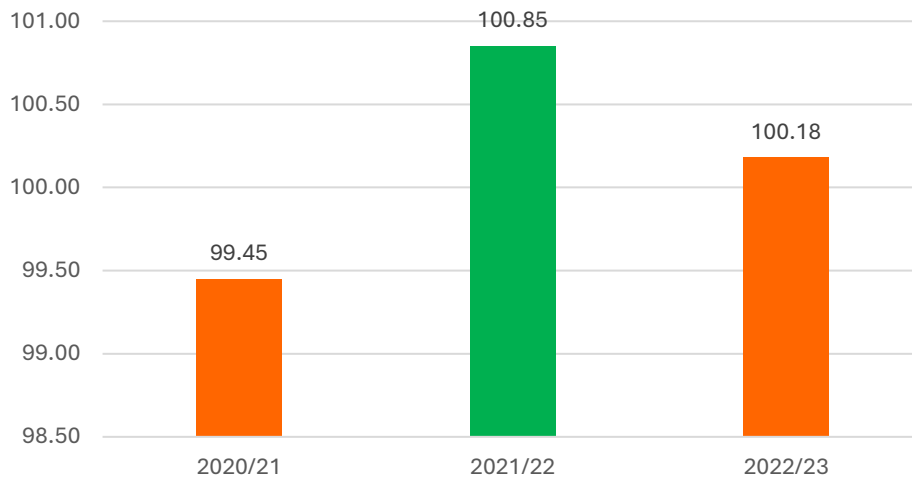
23 - Percentage of offers result in let



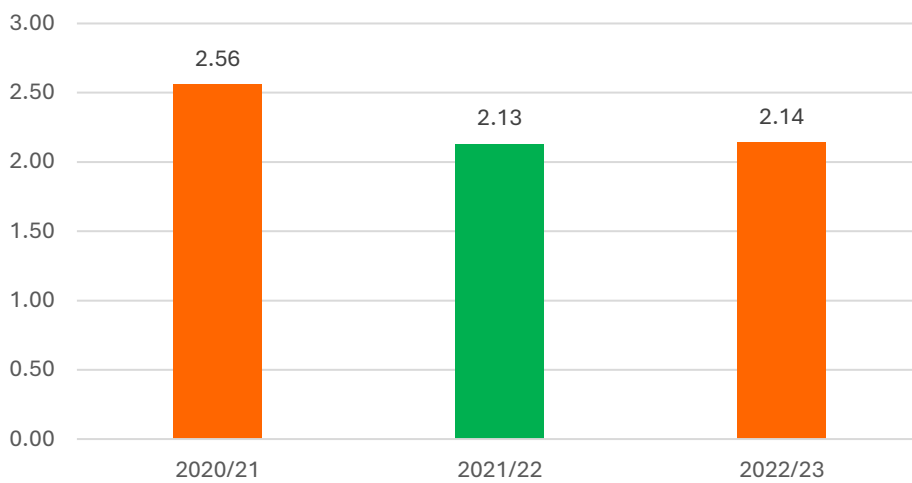
### 25 - Percentage tenants who feel rent for property represents good value for money



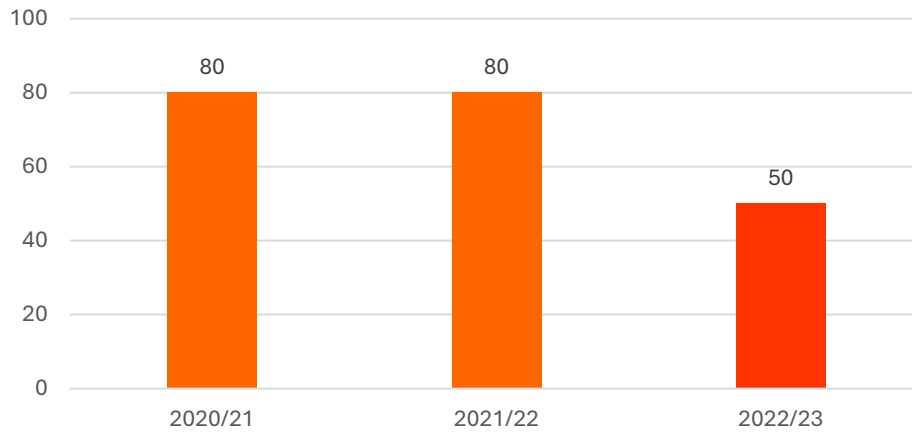
### 26 - Percentage collected of rent due



### 27 - Percentage gross rent arrears of rent due



### 29 - Percentage factored owners satisfied with factoring service



### 30 - Average calendar days to re-let properties

