

INDICATOR	PAGE	REF	BARRHEAD HA	Barrhead	B/WATER	B/WATER	FPHA	FPHA	LINSTONE	LINSTONE	PAISLEY HA	PAISLEY HA	W/BURGH	W/BURGH	FLAIR	FLAIR	
			2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Total Stock		21	934	933	846	846	799	799	1585	1588	1173	1170	1621	1621	1160		1,159.50
																	-
Staff employed		7	18.6	21.8	32	30.86	18	20	49	46	33	36.6	35	38	31		32.21
Number of members		12	54	57	84	73	71	82	98	103	47	40	114	109	78		77.33
Total rent due		85	£3,950,471	£4,062,596	£4,041,509	£4,073,874	3,405,306	£3,480,659	£6,289,880	£6,359,116	£5,108,920	5,228,016	£6,042,583	£6,107,552	4806445		4,885,302.17
% rent increase		89	2.90%	2.40%	2.00%	3%	2.50%	2.40%	2.50%	2.50%	3.50%	3.20%	3.00%	2.30%	3%		3%
Average weekly rent for 1 apts/numbers.		21	61.75/5	£64.44/5	£48.45/2	£49.42/2	0	0	53.88/42	55.04/42	54.26/7	£58.59/6	£54.77/7	£56.47/7	£54.62		£56.79
Average weekly rents for 2 apts/numbers.			73.72/340	£76.32/342	£87.01/242	£89.08/242	71.91/178	£73.77/178	69.56/380	£71.13/378	78.98/359	£80.33/361	£65.05/775	£67.55/775	£74.37		£76.36
Average weekly rents for 3 apts/numbers.			£86.46/354	£88.70/355	£90.24/356	£92.17/356	£79.80/303	£81.87/303	£78.53/637	£80.51/620	£83.29/548	£85.96/543	£74.04/560	£76.34/558	82.06		£84.26
Average weekly rents for 4 apts/numbers.			92.55/209	£95.47/208	£94.04/151	£95.56/151	86.14/230	£88.28/230	83.76/482	£85.73/476	89.75/237	£92.91/237	82.53/248	£85.27/250	£88.13		£90.54
Average weekly rents for 5 apts/numbers.			112.9/23	£116.04/23	£108.37/95	£109.64/95	96.91/88	£99.27/88	99.60/44	£102.09/44	105.06/22	£107.00/22	94.62/31	£97.39/31	£102.91		£105.24
Average weekly rent			83.68/931	£86.22/933	£91.93/846	£93.75/846	81.75/799	£83.82/799	77.88/1585	£79.75/1588	83.51/1173	£85.89/1170	71.38/1621	£73.86/1621	£81.69		£83.88
% overall service		29	94.00%	94%	98.60%	98.57%	87.30%	89.70%	93.60%	93.63%	93.20%	93.18%	94%	94.23%	93%		94%
% satisfied- kept informed by landlord		34	99.10%	99.14%	99.70%	99.71%	86.80%	97.27%	100.00%	100%	97.20%	97.23%	99.70%	99.68%	97%		99%
% satisfied - opportunities to participate		35	95.70%	95.70%	98.30%	98.28%	79.30%	98.48%	99.04%	99.04%	90.80%	90.83%	99.70%	99.68%	94%		97%
% standard of home/moving in responses no.		49	93.65%	96.55%	87.80%	95%	100	97%	80.43%	84.93%	89.84%	93.14%	92.98%	95.06%	92.10%		94%
		63	58	41	44	24	34	92	73	128	102	57	81	68			65.33
% satisfied quality of home		50	92.30%	92.26%	97.70%	97.71%	87.03%	89.70%	87.30%	88.31%	95.10%	95.10%	93.90%	93.91%	92.22%		93%
% satisfied mgnt of neighbourhood		65	90.50%	90.54%	95.90%	95.99%	85%	92.42%	94.30%	94.27%	94.90%	94.88%	84.90%	84.94%	90.92%		92%
% of factored owners satisfied with service		83	43%	42.86%	44.59%	44.59%	0	0	45.60%	45.61%	81%	80.95%	73.00%	73%	57.44%		57%
sample size		28	28	518	518	0	0	57	57	84	84	100	100	131			131.17
% rent is VFM		82	94%	94.27%	91.90%	91.98%	83.50%	86.06%	97.50%	97.45%	90%	90.19%	91.90%	91.99%	92.22%		92%
Complaints		63															
Stage1-no/response			46/89.13%	43/100%	46/90.7%	47/86.67	18/82.4%	29/80%	77/94.8%	64/92.06	57/94.7%	54/92.59%	18/47.1%	16/100%	44/83%		42/91.88%
Stage2-no/response			4/100%	4/100%	21/100%	23/90.91	1/100%	6/100%	6/66.7%	5/100%	2/100%	3/100%	24/90.5%	22/90.91%	9.6/92.9%		10.5/96.7%
No related to equality:		62															
Stage 1 - no/response			0	0	0	0	0	0	1/100%	1/100%	1/100%	0	0	1/0%	0.3/		
Stage 2-no/response			0	0	0	1/100	0	0	0/0	0/0	0	0	0	0	0		
Legal actions –		70															
Notices issued			17	20	35	35	31	65	121	107	98	119	64	108	61		75.67
Decrees granted/recovered			1	3	3	0	0	2	15	10	4	8	8	10	5		5.50
No. of abandonments		69	2	1	3	2	0	1	20	14	16	14	12	16	9		8.00

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% of homes meeting SHQS		47	98.40%	98.40%	97.40%	97.41%	100%	100%	78.24%	78.72%	99.75%	99.75%	100.00%	100%	96%	96%	
% of stock meeting nher/sap		48	99.90%	99.90%	98.40%	99.53%	100%	100.00%	99.94%	99.94%	99.92%	99.92%	100.00%	100%	100%	100%	
E repair – number completion times/hours		53	366 2.29	368 1.91	574 2.44	542 2.06	422 2.44	436 1.88	795 1.62	888 1.68	146 2.21	131 2.07	368 1.79	548 1.82	445 2.132		485.00 1.90
Non-E repair –number comp/days		54	2962 5.15	3010 4.25	3017 5.62	2579 7.69	3342 6.2	2679 5.24	2612 4.58	2190 4.66	3618 3.18	3429 2.88	5929 3.3	5066 3.85	3580 4.67		3,158.00 4.76
% reactive repairs completed right first time		55	81.74%	82.96%	84.85%	81.94%	96.34%	73.80%	98.35%	80.40%	96.64%	97.16%	94.67%	94.71%	92%	85%	
% repair appt kept-no made		56	1157	1180	0	0	0	1919 73.01	666	687	2396	2302	0	0	703.17		1,522
% kept			97.88%	97.71	n/a	n/a	n/a	n/a	94.89%	90.83%	99.46%	98.74%	n/a	n/a	97.41 % (3)	95.76% (3)	
GASSURE only			included in total	N/A 18/19	included in total	N/A 18/19	included in total	N/A 18/19	not included	N/A 18/19	not included/inc weekends	N/A 18/19	included in total	N/A 18/19			
E repair –			40/2.66 hours	N/A 18/19	61/2.42 days	N/A 18/19		N/A 18/19	97%/1.21 hrs	N/A 18/19	62/1 hr 40	N/A 18/19	94/1.3 hours	N/A 18/19			
Non E			878/5.67 days	N/A 18/19	697/2.97 days	N/A 18/19		N/A 18/19	96%/1.91 days	N/A 18/19	1112/3.13 days	N/A 18/19	1526/0.79 days	N/A 18/19			
first time fix			177/79.84%	N/A 18/19	94%	N/A 18/19		N/A 18/19	70.60%	N/A 18/19	81.58%	N/A 18/19	97.28%	N/A 18/19			
appointments, if known			18/100%	N/A 18/19	n/a	N/A 18/19		N/A 18/19	n/a	N/A 18/19	n/a	N/A 18/19	n/a	N/A 18/19			
Average number of repairs per unit			3328/3.57	N/A 18/19	3591/4.23	N/A 18/19	3764/4.72	N/A 18/19	3407/2.19	N/A 18/19	3764/3.13	N/A 18/19	6297/3.91	N/A 18/19	3.625	N/A 18/19	
Valid gas certificate		57	100%	100%	100%	100%	100.00%	100.00%	100.00%	100%	100%	100%	100%	100.00%	100%	100%	
% satisfied - repair - last 12 months		58	91.87% (in-house)	87.34%	94%	90.91%	84.30%	90.21%	95.07%	89.47%	93.80%	93.80%	93.50%	93.35%	92.09%	91%	
ASB cases - numbers		67	84	105	16	29	17	63	63	127	84	166	216	241	80		121.83
% resolved/local target			89.29%	94.29%	43.75%	34.48%	100%	95%	92.06%	98.43%	92.86%	92.77%	8.09%	90.46%	71%		84.28%
% of total rent due collected in last year		85	100.27%	99.75%	101.89%	99.76%	99.91%	99.63%	98%	99.53%	98.82%	103.32%	98.82%	98.53%	99.66%		100.09%
Gross arrears		86	3.07%	2.98%	1.68%	1.85%	6.82%	5.98%	4.62%	4.89%	2.94%	2.86%	4.74%	5.18%	3.978%		3.96%
F/T arrears due		91	£49,400	£35,778	£21,498	£20,926	66069	£39,447	£109,069	£113,662	£37,113	£33,392	£111,444	£120,062	65766		60,544.50
write off			£22,563	£5,315	£8,524	£4,464	42505	£6,626	£37,289	£32,741	£14,261	£30,817	48784	£0	28988		13,327.17
% arrears written off			45.67%	14.86%	39.65%	21.33%	64%	16.80%	34.20%	28.81%	38.40%	92.29%	43.77%	0.00%	44%		29.02%
HB cases and value		90	615 £2,039,923	605 £2,046,806	576 £2,039,400	533 £2,053,308	641 2136262	624 £2,146,870	879 £3,398,732	815 £3,414,774	855 £2,960,806	885 £3,099,506	1086 £2,988,388	1028 £3,055,424	787 2593919		748.33 2,636,114.67
% of tenants		96	66	65	68	63	80	78	56	51	78	76	67	63	69		66.02
% of rent due			52%	50	51%	50%	63%	62	54%	53.7	58%	58.6	50%	50	55%		54%

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% of rent lost due to empty homes		88	0.37%	0.25%	0.79%	0.89%	0.13%	0.28%	1.46%	1.01%	0.43%	0.36%	0.39%	0.40%	0.595%	0.53%	
Voids at year-end over 6 mths Low demand unlettable		23	0	2	6	11	3	2	12	23	2	4	7	10	5		8.67
			0	0	0	0	0	0	0	1	0	0	0	0	0		0.17
			2		15		0	0	3		110	0	0	0	22		
			0		0		0	0	27		1	0	5		6		
No. of SSSTs/SSTs issued		17	0/67	1/49	0/66	0/64	0/26	0/40	0/163	0/121	0/136	0/109	3/108	3/148	0.5/94.3	0.6/88.5	
No. of lets		15															
Total			67	50	66	64	26	40	169	121	135	109	107	151	95		89.17
% of stock			7.20%	5.36	7.8	7.57	3.3	5	10.8	7.62	11	9.3	6.62	9.3	7		7.36
Section 5 no.			27	6	10	8	4	3	22	18	32	25	38	32	22		15.33
Section 5 %			40	12	31	12.5	15	7.5	13.5	14.9	23.5	22.9	35.5	21	26		15.13
Number of applicants on waiting list		18	1720	842	681	785	272	273	809	787	590	642	1007	595	847		654.00
Average length of time taken to re-let - days		75	17.43	15.6	35.7	33.5	11.69	21.52	24.79	29.12	14.05	13.95	18.41	14.44	20.345		21.36
re-lets			67	50	64	64	26	40	163	121	135	109	111	151	94		89.17
Ten/sustainment		78															
Existing tenants			100.00%	100%	100.00%	80.00%	100%	100%	95%	88%	90.90%	100.00%	87.50%	88.89%	96%		93%
Homeless			84.60%	85%	84.62%	80%	100%	100%	88.90%	81.82%	82.40%	88%	85.00%	84.62%	88%		87%
Housing list			93.33%	100.00%	90.70%	88%	97.2%	100.00%	91.60%	91%	82.50%	89.04%	93.50%	93.75%	91%		94%
Nominations			100%	0	0%	0	0%	0%	100%	100%	85.00%	100.00%	100%	100%	64%		50%
other			0	0	0%	100%	100%	0.00%	0	0	0%	0	67%	66.67%	28%		28%
% of tenancy offers refused during year		66	13.75%	16%	15.79%	17.07%	17.90%	22.00%	30.90%	35%	42.13%	50.00%	51.70%	37.50%	29%		30%
Medical Adaptations:		76															
No. approved:			50	45	25	14	33	38	52	52	25	24	50	54	39		37.83
No. completed:			50	42	29	14	26	26	46	52	25	24	50	54	38		35.33
Average time to complete: days			76														
			32	28	68.3	134.93	75.88	70.69	37.6	67.87	56.2	23.92	23.14	14.87	49		56.71
Average factoring fee		87	£119.20	£124.75	£34.10	£35.03	0	0	£138.44	£153.36	£163.04	£166.32	£135.60	£135.52	98.40		£122.99 (5)
No of factored properties/Mgmt fee value		87	224	239	2686	2686	0	0	493	492	244	244	568	568	702.50		846.00
			£28,847	£29,816	£91,597	£94,090	0	0	£68,252	£75,453	£39,782	£40,542	£77,019	£76,974	50916.17		£63,363
% of days lost to sickness		8	0.98%	1.12%	4.00%	5%	0.48%	2.76%	6.30%	4.30%	3.56%	4.18%	4.88%	2.94%	3.37%		#####
Staff turnover - ALL		7	14%	15%	9%	6.81%	16.70%	36%	5.10%	11%	12.10%	19.12%	2.86%	6.06%	9.9600%		16%
staff turnover -senior staff		7	17%	0%	9%	20.00%	0	50%	0%	0%	0.00%	0.00%	0.00%	0.00%	4.33%		12%

