

## 4.8 Housing Charter Indicators

INDICATOR		Renfrewshire Council					DOT	SHN (1)	SHR (2)
		15/16	16/17	17/18	18/19	19/20		19/20	18/19
1	% satisfied with the overall service provided	82.2%	82.2%	88.0%	88.0%	<b>88.8%</b>	↑	85.7%	<b>90.1%</b>
2	% satisfied with keeping tenants informed	79.5%	79.5%	82.2%	82.2%	<b>88.4%</b>	↑	85.9%	<b>91.6%</b>
3	% of all complaints responded to in full at 1st stage	n/a	n/a	n/a	n/a	<b>99.7%</b>	↔	96.5%	<b>86.9%</b>
	% of all complaints responded to in full at 2nd stage	n/a	n/a	n/a	n/a	<b>94.1%</b>	↔	89.7%	<b>86.9%</b>
4	Average time in working days for a full response at Stage 1	n/a	n/a	n/a	n/a	<b>3.6</b>	↔	6.5	<b>83.8%</b>
	Average time in working days for a full response at Stage 2	n/a	n/a	n/a	n/a	<b>14.6</b>	↔	20.8	<b>83.8%</b>
5	% satisfied with opportunities to participate	84.2%	84.2%	87.8%	87.8%	<b>93.7%</b>	↑	80.8%	<b>86.5%</b>
6	% meeting the SHQS % stock	85.9%	91.4%	93.5%	94.3%	<b>94.6%</b>	↑	95.5%	<b>94.1%</b>
7	% Satisfied with quality of home	82.2%	82.2%	83.9%	83.9%	<b>86.1%</b>	↑	84.8%	<b>88.1%</b>
8	Average length of time taken to complete emergency repairs (hours)	5.5	6.9	5.1	5.1	<b>5.5</b>	↓	4.1	<b>3.6</b>
9	Average length of time taken to complete non-emergency repairs (days)	8.4	7.4	7.1	6.9	<b>7.8</b>	↓	7.1	<b>6.6</b>
10	% of non-emergency repairs completed right first time	90.8%	94.8%	90.2%	88.1%	<b>82.6%</b>	↓	92.4%	<b>92.5%</b>
11	How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check.	58	3	3	3	<b>17</b>	↓	11	<b>99.9%</b>
12	% Satisfaction with repairs service	96.6%	91.4%	98.3%	92.5%	<b>90.8%</b>	↓	91.1%	<b>91.7%</b>
13	% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	82.5%	82.5%	83.2%	83.2%	<b>84.5%</b>	↑	83.5%	<b>87.8%</b>
14	% of tenancy offers refused	46.1%	39.7%	37.7%	46.4%	<b>40.2%</b>	↓	37.6%	<b>36.3%</b>
15	% of anti-social behaviour cases reported in the last year which were resolved.	92.9%	96.4%	95.0%	96.0%	<b>99.4%</b>	↑	94.1%	<b>87.9%</b>
16	% of new tenancies sustained - Overall	84.5%	87.5%	88.5%	88.5%	<b>88.5%</b>	↔	89.3%	<b>88.8%</b>
	Existing Tenants	91.0%	88.4%	91.2%	94.2%	<b>95.4%</b>	↑	93.8%	<b>93.6%</b>
	Homeless Tenants	72.1%	78.1%	84.6%	82.1%	<b>80.4%</b>	↓	87.6%	<b>87.9%</b>
	Housing List	87.4%	91.9%	89.3%	90.0%	<b>91.7%</b>	↑	88.5%	<b>87.9%</b>
17	% of Lettable Houses that became vacant in last year	10.2%	9.7%	9.2%	9.7%	<b>9.5%</b>	↓	8.2%	<b>8.6%</b>
18	% of rent due lost through properties being empty during the last year	1.9%	1.5%	1.3%	1.4%	<b>1.5%</b>	↑	1.3%	<b>0.9%</b>
19	No of Households currently waiting for adaptations	New indicator				<b>46</b>	↔		

INDICATOR	Renfrewshire Council						SHN (1)	SHR (2)					
	15/16	16/17	17/18	18/19	19/20	DOT	19/20	18/19					
<b>20</b>	Total Cost of adaptations completed in the year by source of funding					New indicator	402,000	↔					
<b>21</b>	Average time to complete approved adaptations (days)					44	44	33.6	56.8	36.2	↓	36	49
<b>22</b>	% of court actions initiated which resulted in eviction - all reasons					23.1%	26.4%	25.0%	27.4%	20%	↓	16.3%	19.9%
<b>24</b>	Homelessness - % of homeless households referred to RSLs under section 5 and through other referral routes					New indicator		33.7%	↔	26.8%			
<b>25</b>	% tenants who feel rent represents value for money					77.2%	77.2%	75.8%	75.8%	78.2%	↑	82.8%	83.2%
<b>26</b>	Rent collected as % of total rent due in the reporting year					100.0%	100.1%	101.2%	100.0%	99.5%	↓	99.1%	99.1%
<b>27</b>	Gross rent arrears (all tenants) as at 31st March each year as a % of rent due for the reporting year					6.0%	5.4%	4.9%	5.8%	5.7%	↓	7.0%	5.7%
<b>28</b>	Average annual management fee per factored property					£90	£90	£90	£90	£108	↔	£113.17	£93.73
<b>29</b>	Owners satisfied with factoring service					50.9%	57.6%	56.7%	61.0%	60.8%	↔	57.0%	67.0%
<b>30</b>	Average length of time taken to re-let properties in the last year (days)					42	38.0	38.2	38.5	45	↑	35	32
<b>31</b>	Gypsies/travellers - Average weekly rent per pitch					N/A no sites in Renfrewshire							
<b>32</b>	% of gypsies/travellers satisfied with the landlord's management of the site												

Source: (1) Scottish Housing Network website (Las + GHA) (2) Scottish Housing Regulator Website