

INDICATOR	BARRHEAD HA 2015/16	Barrhead 2016/17	BRIDGE WATER HA 2015/16	Bridgewater 2016/17	Ferguslie Park HA 2015/16	FPHA 2016/17	LINSTONE HA 2015/16	Linstone 2016/17	PAISLEY HA 2015/16	Paisley 2016/17	WILLIAMS BURGH HA 2015/16	Williams burgh 2016/17	FLAIR (5) AVERAGE 2015/16	Flair average (6) 2016/17
Total Stock	908	934	850	849		799	1579	1580	1204	1176	1623	1621	1233	1160
	902+6 (+1)	928+6 (+26)		(-1)				(+1)	(-1)	(-28)	(-3)	(-2)		
Total rent due	£3,597,063	£3,837,360	£3,935,249	£3,998,731		£3,342,719	£6,159,211	£6,264,585	£4,842,997	£5,191,065	£5,710,297	£5,725,807	£4,848,963	£4,728,059
% rent increase 2016-17/ 2017-18	2.00%	2.00%	1.50%	2%		0.90%	1.50%	1.40%	2.02%	2.50%	0.70%	1.50%	1.54%	1.72%
Average weekly rent for 1 apts/numbers.	£47.15/2	£47.15/2	£46.80/2	£47.50/2		0	£49.91/41	£52.69/42	£47.90/8	£50.43/8	£53.40/7	£53.76/7	£49.03	£50.31
Average weekly rents for 2 apts/numbers.	£71.45/325	£71.69/338	£85.04/242	£85.91/242		£71.30/177	£60.19/378	£68.62/379	£74.30/359	£75.60/360	£63.48/776	£64.28/775	£70.89	£72.90
Average weekly rents for 3 apts/numbers.	£85.22/347	£85.14/350	£86.96/356	£88.45/356		£79.02/303	£74.08/627	£77.48/379	£79.32/548	£80.91/547	£71.97/561	£72.68/560	£79.51	£80.61
Average weekly rents for 4 apts/numbers.	£90.61/205	£90.72/205	£90.92/153	£92.40/152		£85.00/232	£80.71/479	£82.60/481	£85.64/238	£87.05/238	£80.78/248	£81.42/248	£85.73	£84.87
Average weekly rents for 5apts/numbers.	£110.77/23	£110.28/23	£104.62/97	£104.94/96		£95.83/89	£96.35/44	£98.14/44	£103.75/22	£104.16/22	£92.59/31	£93.13/31	£101.62	£101.08
Average weekly rent	£82.05	£81.98	£89.05	£90.20		£80.92	£72.75	£76.83	£79.31	£80.76	£69.60	£70.34	£78.55	£80.17
% overall service	95.90%	94%	88.95%	98.60%		90.60%	85.50%	93.60%	89.80%	93.20%	86%	94.20%	89.25%	94.03%
% satisfied- kept informed by landlord	98.60%	99.10%	91.90%	99.70%		99.40%	91.30%	100%	94.40%	97.20%	90.30%	99.70%	93.30%	99.20%
% satisfied - opportunities to participate	58.60%	95.70%	69.80%	98.30%		99.70%	70.10%	99.04%	63.50%	90.80%	71.90%	99.70%	66.78%	97.20%
% satisfied - standard of home when moving in	96.97%	100% (61/in- house)	96.10%	100% (48 responses)		100% 41 responses)	88.90%	81.60% (87 responses)	94.96%	98.20% (108 responses)	93.81%	98.80% (80 responses)	94.15%	96.40%
% satisfied quality of home	91.40%	92.30%	89.80%	97.70%		88.20%	78.90%	87.30%	79.46%	95.10%	89.15%	93.90%	85.74%	92.40%
% satisfied mgnt of neighbourhood	78.67%	90.50%	90.40%	95.90%		94.60%	86.80%	94.30%	94.40%	94.90%	76.23%	84.90%	85.30%	92.50%
% of factored owners satisfied with service	89%	42.90% (28 sample)	48.30%	48.30% -609		0	50.75%	50.75% (199 responses)	68%	80.90% (84 responses)	38.54%	73% (100 responses)	58.90%	59.20% (204 sample)
% rent is VfM	51%	94.30%	61.63%	91.90%		93.30%	54.94%	97.50%	53%	90.20%	76.82%	91.90%	59.48%	93.20%
Complaints Stage1- no/response	80/91.25%	54/85.2%	60/93.3%	37/94.6%		21/66.7%	118/95.76%	85/94.05%	83/100%	86/93.1%	13/81.82%	31/77.4%	71/92.4%	52/85%
Stage2- no/response	6/100%	3/100%	12/91.7%	31/83.9%		12/90.9%	13/92.3%	7/100%	11/90.91%	5/100%	15/85.71%	28/78.6%	11/92.1%	14/92%

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No related to equality: Stage 1 – no/response Stage 2- no/response	15/80% 2/100%	0 0	0 1/100%	0 0		0/ 0/100%	1/100% 1/100%	0 0	0/0 0/0	1/100% 0	0/0 0/0	0/ 1/100%	3/90% 0.8/100	
Legal actions – Notices issued Decrees granted/recovered	37 03-Jan	31 0/0	29 1/0	40 03-Jan		29 04-Apr	103 20-Dec	119 26-Dec	110 16/14	83/ 05-Mar	71 10-May	56 10-May	70 10/6.4	60 8/4.2
No. of abandonments	7	5	2	1		1	25	16	17	7	26	22	15	9
% of homes meeting SHQS	98.45%	98.20%	97.40%	97.40%		100%	76.09%	78.24%	99.75%	99.75%	100.00%	100%	94.34%	95.60%
% of stock meeting nher/sap	99.89%	99.70%	98.40%	98.40%		76.80%	99.87%	99.87%	99.92%	99.92%	100.00%	100%	99.60%	95.80%
E repair – no. & completion times	338/2.45 hours	288/2.28 hrs	631/2.02 hours	626/1.74 hrs		165/1.7 hrs	755/ 1.37 hrs	746/ 1.44 hours	178/ 1.87 hours	151/ 1.94 hours	502/ 3.50 hours	412/ 1.75 hours	480/2.24 hrs	398/1.81 hrs
Non-E repair –no/completion times	2450/4.46 w/days	2351/4.92 w days	3330/5.02 w/days	3118/5.13 days		2914/5.36 days	2765/ 4.8 w/days	2547 4.82 days	3496/ 3.67 w/days	3708/ 3.07 days	6778/ 3.86 w/days	6409/ 3.11 days	3764/4.36 w/days	4.4 s/days
% reactive repairs completed right first time	89.01%	78.31%	86.30%	87.90%		93.01%	96.12%	98.08%	96.89%	96.10%	92.98%	96.10%	92.26%	91.22%
% repair appt kept-no made/%kept	1944/96.5%	1932/90.68%	n/a	n/a		n/a	846/ 95.80%	1016 95.08%	2376/ 98.23%	2659/ 99.80%	1705/ 97.60%	1727/ 98.60%	1717/97% (4)	96.1% (4)
Average number of repairs per unit	3.1	2639/2.89	4.64	3744/4.39		3079/3.85	2.23	3295/2.12	3.05	3859/3.21	4.54	6821/4.25	3.5	3.46 pu
Valid gas certificate	99.78% (2 fails)	100%	100%	100%		99.40%	99.92%	100%	100%	100%	100%	99.94%	99.94%	99.90%
% satisfied - repair - last 12 months	93.20%	82.30%	92%	96.10%		86.10%	94.75%	92.80%	78.01%	93.80%	94.34%	95.60%	90.46%	91.10%
% of ASB cases resolved within local target	59 cases/ 94.90%	52 cases/ 91.40%	13/ 30.80%	21/ 57.10%		12/ 100%	113/ 92.90%	98/ 93.90%	146/ 90.41%	126/ 92.10%	272/ 72.43%	266/ 80.80%	121/76.31%	96/85.9%

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% of total rent due collected in last year	99.34%	101.83%	100.60%	100.97%		99.60%	101%	100.70%	98.66%	100.82%	94.97%	99.20%	98.91%	101.20%
Gross arrears	3.82%	2.88%	1.60%	1.95%		6.90%	5.13%	4.43%	4.50%	3.58%	6.17%	6.81%	4.24%	4.40%
F/T arrears due/ amount w/o/ % arrears written off	£57,415/ £17,217/ 29.98%	£49,317/ £11,800 23.90%	£13,621/ £2704/ 19.85%	£17,683 £2,501 14.14%		£66,335 0 0	£136,110/ £53,033/ 38.96%	£118,035 £34,574 29.30%	£118,269/ £54,369 /45.97%	£76,332 £50,396/ 66.02%	£188,879/ 28,318/ 14.99%	£217,182 £128,029 58.90%	102,859/ 31,128/ 29.95%	£90,814 £37,883 32%
HB cases and value % of T/% of rent due	632/ £2,034,009 70%/56%	626/ £2,064,079 67%/54%	569/ £2,052,442 67%/52%	560 £2,033,654 66%/51%		642 £2,147,993 80%/64.3%	896/ £3,580,333 57%/58%	873/ £3,544,028 55%/57%	963/ £2,924,759 82%/60%	879/ £2,892,438 75%/56%	1131/ £3,131,054 70%/55%	1139/ £2,981,176 70%/52%	69.2%/56.2%	787 £2,610,561
% of rent lost due to empty homes	0.26%	0.29%	0.61%	0.75%		0.46%	1.43%	1.09%	0.52%	0.31%	0.91%	0.64%	0.75%	0.59%
Voids at year-end/over 6 months; Low demand/unlettable	3/0	4/0 0 low D 10 unlettable	5/0	7/0 15 low D 1 unlettable		2/0 0 low D 1 unlettable	10-Jan 401 low demand/ 27 unlettable	5/0	7/0 99 low demand/ 2 unlettable	16/0	13/0 3 low demand/ 4 unlettable	7.8/0.2	7/0	
No. of SSSTs/SSTs issued	0/83	0/77	0/68	0/69		0/50	0/199	0/151	0/142	0/111	5/185	3/165	1/135.4	0.5
No. of lets Total/% of stock Section 5 no/%	83/9.2% 25/30%	77/8.3% 26/34%	64/7.5% 11/16.2%	69/ 13/19%		50/6.3% 2/4%	199/12.6% 16/8%	151/9.6% 9/6%	142/12% 32/22.5%	111/10.5% 17/15%	190/11.7% 22/11.6%	168/10.4% 20/12%	55 17.66%	104/8.9% 15%
Average length of time taken to re-let	11.6 days (83 re-lets)	13.39 days (62 re-lets)	27.5 days (68)	30.67 days -72		27.62 days -50	32.47 days (199)	25.63 days -151	15.7 days -142	12.58 days -111	28.23 days (190)	24.05 days -168	23.10 days	22.3 days
Ten/sustainment														
Existing tenants	89.90%	100%	92.30%	66.70%		100%	100%	100%	94.40%	93.30%	85.71%	79.20%	92.46%	89.90%
Homeless	90.50%	96%	85.70%	100%		100%	78.57%	93.80%	70.97%	100%	67.86%	63.60%	78.72%	92.20%
Housing list	78.60%	90.50%	76.20%	92%		97.90%	91.38%	94%	91.18%	86.80%	87.60%	87.90%	84.99%	91.50%
Nominations	0	0	0	0		0%	100%	94%	95.24%	94.70%	100%	100%	98.41% (3)	96.2% (3)
other	0	0	100%	100%		85.70%	0	0	100%	0	50%	83.30%	83.33% (3)	89.7% (3)
% of tenancy offers refused during year	23.15%	10%	12.99%	22.50%		22.60%	16.41%	25%	38.79%	40.60%	41.67%	47.80%	26.60%	28.10%
Medical Adaptations: No. approved: No. completed:	38 38	32 25	46 34	35 38		31 23	60 35	81 76	38 25	41 41	54 54	54 54		

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Average time to complete:	31.26 days	29.8 days	78.26 days	97.8 days		67. days	160.66 days	131.9 days	75.8 days	97.24 days	36.72 days	39.52 days	76.54 days	77.3 days
Average factoring fee	£116.43	£116.97	£33.21	£33.18		0	£134.30	£135.99	£159.84	£163.04	£132.72	£134.76	£115.30	£116.79 (5)
No of factored properties/Mgmt fee value	236/ £27,477	233/ £27,255	2682/ £89,064	2684/ £89,048		0	492/ £66,075	497/ £67,585	287/ £45,874	244/ £39,782	563/ £74,720	568/ £76,543	852	845 £60,043
Factoring write offs	£427		£4,775			0	£11,021		£626		£4,825		£4,335	
% of days lost to sickness	3.20%	0.97%	5%	9%		2.13%	5%	5.11%	1.39%	2.23%	5.00%	3.74%	3.92%	3.90%
Staff turnover	24%	20%	20%	12.90%		15%	17%	20%	3.38%	3.16%	5.97%	4.72%	13.40%	12.60%
ENERGY EFFICIENCY STANDARD, EESSH														
%/No. meeting EESSH	41.4%/373	50.6%/470	28.7%/245	35.2%/300		76.8%/614	80.2%/1265	87.1%/1352	88.7%/1068	91.3%/1099	27.4%/445	99.9%/1615	53.30%	73.50%
No. of properties where compliance is unknown	416	332	467	0		0	0	0	0	0	1114	0		
No. of properties that do not meet the standard	113	126	141	552		187	312	201	136	105	64	2	153	196
No. up to standard this year	65	77	38	14		25								43
up to standard next year	195	70	146	162		187	1265 148	113 53	68 27	27 11	0 0	0 2		81
No. require exemption	72 (social)	56 (cost)	9 (social)	0		0	0	0	0	1	Not known	0		
No. with valid EPC	486 (SAP 2012)	632 (SAP 2012)	386 (SAP 2005/9/12)	226 (SAP 05/2012)		346 (SAP 09/2012)	677 (SAP 2012)	742 (SAP 2012)	672 (SAP 2005/9/12)	831 (SAP - 05/09/2012)	902 (SAP 2005/9/12)	763 (SAP 05/09/2012)		590
Brought up to standard – No/cost	65/ £9,500	77/ £159,751	38/ £209,860	14/ £23,835		25/ £57,500	1265/£11.1m	113/£779,000	68/£243,000	27/£15,000	Not known	0/0		