

INDICATOR	BARRHEAD HA 2017/18	Barrhead 2016/17	BRIDGE WATER HA 2017/18	Bridgewater 2016/17	Ferguslie Park HA 2017/18	FPHA 2016/17	LINSTONE HA 2017/18	Linstone 2016/17	PAISLEY HA 2017/18	Paisley 2016/17	WILLIAMS BURGH HA 2017/18	Williams burgh 2016/17	FLAIR (6) AVERAGE 2017/18	Flair average (6) 2016/17
Total Stock	934	934	846	849	799	799	1585	1580	1173	1176	1621	1621	1160	1160
	(931+3)	928+6 (+26)	-3	(-1)				(+1)	-3	(-28)	0	(-2)		
Staff employed	18.6	18.7	32	31	18	20	49	49	33	31.57	35	34	31	31
Number of members	54	66	84	159	71	62	98	150	47	54	114	113	78	101
Total rent due (ind 30)	£3,946,504	£3,845,447	£4,085,328	£3,998,731	3,397,636	£3,342,297	£6,090,147	£6,264,585	£5,026,842	4,938,104	£5,855,185	£5,725,807	4733607	£4,728,059
% rent increase 2016-17/ 2017-18	2.90%	2.00%	2.00%	2%	2.50%	0.90%	2.50%	1.40%	3.50%	2.50%	3.00%	1.50%	3%	1.72%
Average weekly rent for 1 apts/numbers.	61.75/5	£47.15/4	£48.45/2	£47.50/2	0	0	53.88/42	£52.69/42	54.26/7	£50.43/8	54.77/7	£53.76/7	£54.62	£50.31
Average weekly rents for 2 apts/numbers.	73.72/340	£71.69/340	£87.01/242	£85.91/242	71.91/178	£71.30/177	69.56/380	£68.62/379	78.98/359	£75.60/360	65.05/775	£64.28/775	£74.37	£72.90
Average weekly rents for 3 apts/numbers.	£86.46/354	£85.14/354	£90.24/356	£88.45/356	£79.80/303	£79.02/303	£78.53/637	£77.48/379	£83.29/548	£80.91/547	£74.04/560	£72.68/560	82.06	£80.61
Average weekly rents for 4 apts/numbers.	92.55/209	£90.72/207	£94.04/151	£92.40/152	86.14/230	£85.00/232	83.76/482	£82.60/481	89.75/237	£87.05/238	82.53/248	£81.42/248	£88.13	£84.87
Average weekly rents for 5 apts/numbers.	112.9/23	£110.28/23	£108.37/95	£104.94/96	96.91/88	£95.83/89	99.60/44	£98.14/44	105.06/22	£104.16/22	94.62/31	£93.13/31	£102.91	£101.08
Average weekly rent	83.68/931	£81.98	£91.93/846	£90.20	81.75/799	£80.92	77.88/1585	£76.83	83.51/1173	£80.76	71.38/1621	£70.34	£81.69	£80.17
% overall service	94.00%	94%	98.60%	98.60%	87.30%	90.60%	93.60%	93.60%	93.20%	93.20%	94%	94.20%	93%	94.03%
% satisfied- kept informed by landlord	99.10%	99.10%	99.70%	99.70%	86.80%	99.40%	100.00%	100%	97.20%	97.20%	99.70%	99.70%	97%	99.20%
% satisfied - opportunities to participate	95.70%	95.70%	98.30%	98.30%	79.30%	99.70%	99.04%	99.04%	90.80%	90.80%	99.70%	99.70%	94%	97.20%
% standard of home/moving in responses no.	93.65%	100	87.80%	100%	100	100%	80.43%	81.60%	89.84%	98.20%	92.98%	98.80%	92.10%	96.40%
	63	61	41	48	24	41	92	87	128	108	57	80	68	71
% satisfied quality of home	92.30%	92.30%	97.70%	97.70%	87.03%	88.20%	87.30%	87.30%	95.10%	95.10%	93.90%	93.90%	92.22%	92.40%
% satisfied mgnt of neighbourhood	90.50%	90.50%	95.90%	95.90%	85%	94.60%	94.30%	94.30%	94.90%	94.90%	84.90%	84.90%	90.92%	92.50%
% of factored owners satisfied with service sample size	43%	42.90%	44.59%	48.30%	0	0	45.60%	50.75%	81%	80.90%	73.00%	73%	97.08%	59.20%
	28	28	518	609	0	0	57	199	84	84	100	100	131	170
% rent is VfM	94%	94.30%	91.90%	91.90%	83.50%	93.30%	97.50%	97.50%	90%	90.20%	91.90%	91.90%	92.22%	93.20%
Complaints Stage1- no/response	46/89.13%	54/85.2%	46/90.7%	37/94.6%	18/82.4%	21/66.7%	77/94.8%	85/94.05%	57/94.7%	86/93.1%	18/47.1%	31/77.4%	44/83%	52/85%

Stage2- no/response	4/100%	3/100%	21/100%	31/83.9%	1/100%	12/90.9%	6/66.7%	7/100%	2/100%	5/100%	24/90.5%	28/78.6%	9.6/92.9%	14/92%
INDICATOR	BARRHEAD HA	Barrhead	B/water	Bridgewater	Ferguslie Park HA	FPHA	LINSTONE HA	Linstone	PAISLEY HA	Paisley	W/burgh	Williams	FLAIR (6)	Flair average (6)
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2018/18	2016/17	AVERAGE	2016/17
No related to equality: Stage 1 – no/response	0	0	0	0	0	0/	1/100%	0	1/100%	1/100%	0	0/	0.3/	
Stage 2- no/response	0	0	0	0	0	0/100%	0/0	0	0	0	0	1/100%	0	
Legal actions – Notices issued Decrees granted/recovere d	17	31	35	40	31	29	121	119	98	83/	64	56	61	60
	1	0	3	3	0	4	15	26	4	5	8	10	5	8/4.2
No. of abandonments	2	5	3	1	0	1	20	16	16	7	12	22	9	9
% of homes meeting SHQS	98.40%	98.20%	97.40%	97.40%	100%	100%	78.24%	78.24%	99.75%	99.75%	100.00%	100%	96%	95.60%
% of stock meeting nher/sap	99.90%	99.70%	98.40%	98.40%	100%	76.80%	99.94%	99.87%	99.92%	99.92%	100.00%	100%	100%	95.80%
E repair – number completion times/hours	366	288/2.28 hrs	574	626/1.74 hrs	422	165/1.7 hrs	795	746/	146	151/	368	412/	445	398
	2.29		2.44		2.44		1.62	1.44 hours	2.21	1.94 hours	1.79	1.75 hours	2.132	1.81 hrs
Non-E repair –number comp/days	2962	2351	3017	3118	3342	2914	2612	2547	3618	3708	5929	6409	3580	3508
	5.15	4.92	5.62	5.13	6.2	5.36	4.58	4.82 days	3.18	3.07 days	3.3	3.11 days	4.67	4.4 days
% reactive repairs completed right first time	81.74%	78.31%	84.85%	87.90%	96.34%	93.01%	98.35%	98.08%	96.64%	96.10%	94.67%	96.10%	92%	91.22%
% repair appt kept-no made	1157	1932	0	n/a	0	n/a	666	1016	2396	2659	0	1727	703.17	
% kept	97.88%	90.68	n/a		n/a		94.89%	95.08%	99.46%	99.80%	n/a	98.60%	97.41 % (3)	96.1 (4)
GASSURE only	included in total		included in total		included in total		not included		not included/inc weekends		included in total			
E repair –	40/2.66 hours		61/2.42 days				97%/1.21 hrs		62/1 hr 40		94/1.3 hours			
Non E	878/5.67 days		697/2.97 days				96%/1.91 days		1112/3.13 days		1526/0.79 days%			
first time fix appointments, if known	177/79.84%		94%				70.60%		81.58%		97.28%			
	18/100%		n/a				n/a		n/a		n/a			
Average number of repairs per unit	3328/3.57	2639/2.89	3591/4.23	3744/4.39	3764/4.72	3079/3.85	3407/2.19	3295/2.12	3764/3.13	3859/3.21	6297/3.91	6821/4.25	3.625	3.46 pu
Valid gas certificate	100%	100%	100%	100%	100%	99.40%	100.00%	100%	100%	100%	100%	99.94%	100%	99.90%

Existing tenants	100.00%	100%	100.00%	66.70%	100%	100%	95%	100%	90.90%	93.30%	87.50%	79.20%	96%	89.90%
Homeless	84.60%	96%	84.62%	100%	100%	100%	88.90%	93.80%	82.40%	100%	85.00%	63.60%	88%	92.20%
Housing list	93.33%	90.50%	90.70%	92%	97.2%	97.90%	91.60%	94%	82.50%	86.80%	93.50%	87.90%	91%	91.50%
Nominations	100%	0	0%	0	0%	0%	100%	94%	85.00%	94.70%	100%	100%	64%	96.2% (3)
other	0	0	0%	100%	100%	85.70%	0	0	0%	0	67%	83.30%	28%	89.7% (3)
% of tenancy offers refused during year	13.75%	10%	15.79%	22.50%	17.90%	22.60%	30.90%	25%	42.13%	40.60%	51.70%	47.80%	29%	28.10%
Medical Adaptations:														
No. approved:	50	32	25	35	33	31	52	81	25	41	50	54	39	
No. completed:	50	25	29	38	26	23	46	76	25	41	50	54	38	
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Average time to complete: days	32	29.8 days	68.3	97.8 days	75.88	67. days	37.6	131.9 days	56.2	97.24 days	23.14	39.52 days	49	77.3 days
Average factoring fee	£119.20	£116.97	£34.10	£33.18	0	0	£138.44	£135.99	£163.04	£163.04	£135.60	£134.76	98.40	£116.79 (5)
No of factored properties/Mgmt fee value	224 £28,847	233/ £27,255	2686 £91,597	2684/ £89,048	0 0	0	493 £68,252	497/ £67,585	244 £39,782	244/ £39,782	568 £77,019	568/ £76,543	702.50 50916.17	845 £60,043
% of days lost to sickness	0.98%	0.97%	4.00%	9%	0.48%	2.13%	6.30%	5.11%	3.56%	2.23%	4.88%	3.74%	3.37%	3.90%
Staff turnover	14%	20%	9%	12.90%	16.70%	15%	5.10%	20%	12.10%	3.16%	2.86%	4.72%	9.9600%	12.60%
staff turnover - senior/TOTAL staff	17%	0%	9%	0.00%	0	50%	0%	20%	0.00%	0.00%	0.00%	0.00%	4.33%	11.70%
turnover - total	14%	20%	0%	12.90%	16.66%	15%	5%	25%	12.10%	3.16%	2.86%	4.72%	8.45%	13.50%
ENERGY EFFICIENCY STANDARD, ESSH														
%	77.66%	50.60%	64%	35.20%	91.70%	76.80%	88.40%	87.10%	92.20%	91.30%	100%	99.90%	85.64%	73.50%
number meeting	723	470	543	300	733	614	1377	1352	1110	1099	1614	1615	1017	
No. of properties where compliance is unknown	36	296	0	0	0	0	0	0	0	0	0	0	6	
No. of properties that do not meet the standard	172	126	306	552	66	187	181	201	94	105	2	2	137	196
No. up to standard this year	255	77	207	14	126	25	25	113	11	27	0	0	104	43
up to standard next year	72	70	95	162	65	187	50	53	10	11	1	2	49	81

weekends included or not?