

INDICATOR	PAGE REF	BARRHEAD HA 2017/18	Barrhead 2018/19	B/WATER 2017/18	B/WATER 2018/19	FPHA 2017/18	FPHA 2018/19	LINSTONE 2017/18	LINSTONE 2018/19	PAISLEY HA 2017/18	PAISLEY HA 2018/19	W/BURGH 2017/18	W/BURGH 2018/19	FLAIR AVERAGE 2017/18	FLAIR AVERAGE 2018/19
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	53	366	368	574	542	422	436	795	888	146	131	368	548	445	485.00
completion times/hours		2.29	1.91	2.44	2.06	2.44	1.88	1.62	1.68	2.21	2.07	1.79	1.82	2.132	1.90
Non-E repair –number	54	2962	3010	3017	2579	3342	2679	2612	2190	3618	3429	5929	5066	3580	3,158.00
comp/days		5.15	4.25	5.62	7.69	6.2	5.24	4.58	4.66	3.18	2.88	3.3	3.85	4.67	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	666	687	2396	2302	0	0	703.17	1,522
% kept		97.88%	97.71	n/a	N/A	n/a	73.01	94.89%	90.83%	99.46%	98.74%	n/a	n/a	97.41 % (3)	95.76% (3)
GASSURE only	57	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		100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	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%	100.36%	98.82%	98.53%	99.66%	99.59%
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	605	576	533	641	624	879	815	924	885	1086	1028	787	748.33
% of tenants		£2,039,923	£2,046,806	£2,039,400	£2,053,308	2136262	£2,146,870	£3,398,732	£3,414,774	£2,960,806	£3,099,506	£2,988,388	£3,055,424	2593919	2,636,114.67
% of rent due		66	65	68	63	80	78	56	51	78	76	67	63	69	66.02
		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	23	0	2	6	11	3	2	12	23	2	4	7	10	5	8.67
Low demand unlettable		0	0	0	0	0	0	0	1	0	0	0	0	0	0.17
		2		15		0	0	3		110	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 - overall	78		94%		86.36%		100%		90.18%		91.18%		91%		92%
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
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%	3.46%
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%

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ENERGY EFFICIENCY STANDARD, EESH															
%	C33	77.66%	88.32%	64%	76.70%	91.70%	96.90%	88.40%	91.60%	92.20%	94.80%	100%	99.90%	85.64%	91%
number meeting	C33	723	824	543	651	733	775	1377	1432	1110	1141	1614	1615	1017	1,073.00
No. of properties where compliance is unknown	C33.4.1	36	0	0	0	0	0	0	0	0	0	0	0	6	-
No. of properties that do not meet the standard	C33.5	172	109	306	198	66	25	181	132	94	63	2	1	137	88.00
No. up to standard this year	C34.2	255	63	207	118	126	41	25	74	11	11	0	1	104	51.30
up to standard next year	C34.4	72	109	95	95	65	25	50	132	10	62	1	1	49	70.70
No. require exemption	C35.1	22	7	2	4	0	0	0	0	1	1	0	0	4	2.00
No. with valid EPC	C36.1	897	911	425	566	354	353	780	808	934	1050	794	848	697	756.00
Brought up to standard – No/cost	C37.1	255	63	207	118	126	41	25	74	11	11	0	1	104	25.70
	C37.2.4	£120,861	£112,946	£1,211,452	£0	£226,800	£90,200	£75,000	£104,000	£70,624	£92,417	0	0	284123	£66,593

