

Area	Indicator	Target 2022/2023	Target 2023/2024
People	Employee turnover	NA	5%
	Employee sickness	NA	3%
Debt	Percentage collected of rent due	100%	100%
	Gross rent arrears as a percentage of rent due for the reporting year (current tenants)	4.8%	5%
Tenancy	Percentage of rent lost due to property being empty during the last year (excluding garages)	0.8%	0.6%
	Average length of time taken to re-let properties in the last year	25	25
	Percentage of antisocial behaviour cases reported last year which were resolved	90%	90%
	Vacant Stock (Available)	25	30
Complaints	Number of complaints/1,000 properties	15	15
	Stage 1 Complaints escalating to Stage 2 %	8%	8%
	Percentage all 1st stage complaints responded to in full within SPSO timescales	100%	100%
	Percentage all 2nd stage complaints responded to in full within SPSO timescales	92%	92%
	Stage 1 complaints average working days to respond (target 5 working days)	5	5
	Stage 2 complaints average working days to respond (target 20 working days)	20	20
Customer Satisfaction	Percentage of tenants satisfied with the overall service provided by landlord	71%	71%
	Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	79%	79%
	Percentage of tenants who feel the rent for their property represents good value for money	65%	65%
	Percentage of tenants satisfied with management of neighbourhood	75%	75%
	Percentage of tenants satisfied with opportunities to participate in the landlords decision-making process	90%	90%
	Percentage tenants satisfied with the quality of their home	76%	76%
	Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service	70%	70%
Repairs and Maint.	Average length of time taken to complete emergency repairs (hours)	6	6
	Average length of time taken to complete non-emergency repairs (days)	20	20
	Percentage of reactive repairs completed right first time	96%	96%
	Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100%
Finance	Operating Margin (numbers not comparable due to addition of Thistle)	84%	83.4%