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Cat	PI Code & Short Name	Target	2022/23	2023/24	2024/25	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	86.5%	N/A	N/A	81.7%	Not measured for Quarters	Not measured for Quarters				<p>Target set at Family Group Average of 86.5%, Moray placed 6/8 with Family Group</p> <p>South Ayrshire Council last surveyed 01/02/2023 92.13%</p> <p>East Ayrshire Council last surveyed 01/09/2020 91.93%</p> <p>Stirling Council last surveyed 01/03/2023 90.88%</p> <p>North Ayrshire Council last surveyed 01/06/2021 88.74%</p> <p>Fife Council last surveyed 01/10/2022 81.86%</p> <p>Moray Council last surveyed 01/09/2024 81.7%</p> <p>East Lothian Council last surveyed 01/10/2022 81.62%</p> <p>Perth & Kinross Council last surveyed 01/01/2023 78.4%</p> <p>Data source: https://www.housingregulator.gov.scot/landlord-performance/statistical-information/ > Charter data – all social landlords dataset</p>	
Nat(b)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	83.67%	Not measured for Quarters	Not measured for Quarters					

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	N/A	N/A	74.87 %	Not measured for Quarters	Not measured for Quarters					
Nat(b)	H2.1 (HSN03) % of stock meeting the SHQS		15.5%	23.02 %	43.7%	Not measured for Quarters	Not measured for Quarters					
Local	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH)	81.3%	62.1%	65%	69.7%	Not measured for Quarters	Not measured for Quarters				4,470 of 6,410 Council properties meet EESSH. Target Benchmarked as Family Group average LGBF - HSN05a (81.3%)	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	72	81.2	64.7	90	0	0	0	64.7		
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	72%	81%	Not measured for Quarters	Not measured for Quarters					
Local	H2.7 Average length of time (hours) to complete emergency repairs	4	2.4	2.2	2.2	2.3	2.4	2.3	2.5	2.4		
Local	H2.8 Average length of time (working days) to complete non-emergency repairs (Quarterly)	10	5.46	5.7	N/A	5	4.4	4.7	4.5	N/A		
MI	H2.9a Number of repairs completed within target time (excl voids)		14,416	13,987	11,460	3,944	3,146	2,951	3,658	1,705		
Local	H2.9b % of repairs completed within target time (excl voids)	98%	93.95 %	94.87 %	92.93 %	94.3%	95.22 %	95%	92.3%	89.2%		
Local	H2.10a Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.33 %	89.8%	89.73 %	88.2%	89.73 %	89.28 %	86.3%	89.2%	With only one tradesman to cover all areas of Moray Out Of Hours (OOH) , it is challenging to complete reactive repairs within a 4 hour period due the most urgent emergencies being prioritised.	
Local	H2.10b Percentage of reactive repairs by category completed within timescale:	95%	97.85 %	98.8%	98.81 %	99.1%	98.81 %	98.75 %	98.35 %	N/A		

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			Value	Value	Value	Value	Value	Value	Value	Value		
	Urgent – within 1 day											
Local	H2.10c Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	99.14 %	99.4%	99.45 %	99%	99.45 %	98.54 %	96.48 %	N/A		
Local	H2.10d Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	95%	97.04 %	98%	99.21 %	98.9%	99.21 %	98.86 %	99.12 %	N/A		
Local	H2.10e Percentage of reactive repairs by category completed within timescale: Voids	90%	18%	38%	39%	51%	21%	54%	43%	24%		
Local	H2.11 % of repairs completed right first time	95%	90.2%	95%	87.5%	95%	95.8%	73.7%	93%	N/A		
Local	H2.12 % of repairs appointments kept	95%	99.8%	95.5%	97.72 %	95.1%	99.95 %	96.6%	96.6%	N/A		
Local	H2.13a Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	4	2	1	1	0	1	0	0		
Local	H2.14 % of tenants who have had repairs or maintenance carried out in last 12 months and are satisfied with the service	90%	100%	99.4%	78.1%	Not measured for Quarters	Not measured for Quarters					
Local	H2.16 Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	99.96 %	100%	99.96 %	100%	99.98 %	100%	100%		
Local	H2.19 Percentage of service records kept to Gas Safe Register acceptable standards	100%	98.8%	98.3%	97.77 %	100%	100%	93.3%	100%	N/A		
Local	H2.20 Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	96.5%	94.8%	98.9%	93.3%	96.7%	100%	100%	N/A		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless		90.9%	93.6%		92.9%	90.9%	91.3%	89.5%			

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Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	0.7%	0.3%	1.4%	0.6%	2.1%	1.8%	1.8%	0%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	N/A	90.7%		100%	100%	100%	81%	42.9%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes		15.6%	16.1%	16.9%	4.5%	7.8%	13.8%	8.5%	9.2%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	97.9%	98.4%	98.3%	97.6%	98.7%	98.5%	98.3%	97.4%		
Local	H4.18a % allocations by group: Homeless list	50.0%	50.8%	54.7%	51.5%	63.9%	53.1%	59.2%	51.3%	44.5%		
Nat(b)	H5.4 (HSN02) % of rent lost due to voids	0.63%	1.01%	0.74%	0.72%	0.8%	1.04%	0.67%	0.65%	0.52%		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	56	61	36	80	35	36	36	37		
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	80%	37.25 %	92.7%	Not measured for Quarters	Not measured for Quarters					