

**PERFORMANCE INDICATOR TARGETS****APPENDIX II**

Indicators with a proposed target change are highlighted in grey.

| No.  | Indicator   | Category / Source                     | Target 2014/15 | Target 2015/16 |
|--|---|---------------------------------------|----------------|----------------|
| <b>1. The Customer/Landlord Relationship</b> |   |                                       |                |                |
| 1.1  | Percentage of tenants satisfied with the overall service provided by their landlord   | Scottish Housing Regulator            | 90%            | 90%            |
| 1.3  | Percentage of tenants who feel that their landlord is good at keeping them informed about their services and decisions                          | Scottish Housing Regulator            | 90%            | 90%            |
| 1.5  | Percentage of 1st and 2nd stage complaints responded to in full in the last year within the SPSO Model Complaints Handling Procedure timescales | Scottish Housing Regulator            | 100%           | 100%           |
| 1.6  | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes               | Scottish Housing Regulator            | 90%            | 90%            |
| 1.7  | No of MSP enquiries responded to within target  | Local                                 | 100%           | 100%           |
| <b>2. Housing Quality and Maintenance</b>    |   |                                       |                |                |
| 2.1  | Percentage of stock meeting the Scottish Housing Quality Standard   | Scottish Housing Regulator/<br>SOLACE | 100%           | 100%           |
| 2.2  | Percentage of properties at or above the appropriate NHER or SAP ratings specified in element 3.5 of the SHQS as at 31 March each year.         | Scottish Housing Regulator/<br>SOLACE | 100%           | 100%           |
| 2.3  | Percentage of tenants satisfied with the standard of their home when moving in  | Scottish Housing Regulator            | 90%            | 90%            |
| 2.4  | Percentage of tenants satisfied with the quality of their home  | Scottish Housing Regulator            | 90%            | 90%            |
| 2.5  | Percentage of properties meeting the Moray Housing Standard   | Local                                 | 65%            | 75%            |
| 2.7  | Average length of time (hours) to complete emergency repairs  | Scottish Housing Regulator            | 4 hours        | 4 hours        |
| 2.8  | Average length of time (working days) to complete non-emergency repairs   | Scottish Housing Regulator            | 20 days        | 20 days        |
| 2.9  | Percentage of repairs completed   | SOLACE                                | 97%            | 97%            |

| No.                                   | Indicator   | Category / Source                 | Target 2014/15 | Target 2015/16                    |
|---------------------------------------|---|-----------------------------------|----------------|-----------------------------------|
|                                       | within target time  |                                   |                |                                   |
| 2.10                                  | Percentage of reactive repairs by Category completed within timescale: <ul style="list-style-type: none"> <li>Emergency – within 4 hours</li> <li>Urgent – within 1 day</li> <li>Priority – within 5 days</li> <li>Ordinary – within 20 days</li> <li>Voids – within 5, 10 and 15 days</li> </ul> | Provides detail for indicator 2.9 |                | 99.9%<br>98%<br>98%<br>98%<br>98% |
| 2.11                                  | Percentage of reactive repairs carried out in the last year completed right first time  | Scottish Housing Regulator        | 94%            | 87%                               |
| 2.12                                  | Percentage of repair appointments kept  | Scottish Housing Regulator        | 100%           | 100%                              |
| 2.13                                  | Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date   | Scottish Housing Regulator        | 100%           | 100%                              |
| 2.14                                  | Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service  | Scottish Housing Regulator        | 90%            | 90%                               |
| 2.16                                  | Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)  | Local                             | 100%           | 100%                              |
| 2.19                                  | Percentage of service records kept to Gas Safe Register acceptable standards  | Local                             | 100%           | 100%                              |
| 2.20                                  | Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship   | Local                             | 95%            | 95%                               |
| <b>3. Neighbourhood and Community</b> |   |                                   |                |                                   |
| 3.1                                   | Percentage of tenants satisfied with the management of the neighbourhood they live in   | Scottish Housing Regulator        | 90%            | 90%                               |
| 3.2                                   | Percentage of tenancy offers refused during the year  | Scottish Housing Regulator        | 26%            | 26%                               |
| 3.4                                   | Percentage of antisocial behaviour cases reported in the last year which were resolved within locally agreed targets (20 working days)  | Scottish Housing Regulator        | 95%            | 95%                               |

| No.   | Indicator  | Category / Source          | Target 2014/15               | Target 2015/16               |
|---|--|----------------------------|------------------------------|------------------------------|
|   |  |                            |                              |                              |
| 3.5   | Number of cases of antisocial behaviour reported and number and percentage where action initiated within target timescales:<br>Category A (within 1 working day)<br>Category B (within 2 working days)<br>Category C (within 5 working days)<br>Category D (within 5 working days) | Local                      | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% |
| <b>4. Access to Housing and Support</b>                     |  |                            |                              |                              |
| 4.3   | Percentage of approved applications for medical adaptations completed during the reporting year.   | Scottish Housing Regulator | 95%                          | 95%                          |
| 4.4   | Average time to complete applications for medical adaptations  | Scottish Housing Regulator | 95 days                      | 95 days                      |
| 4.7   | Percentage of households requiring temporary or emergency accommodation to whom an offer was made  | Scottish Housing Regulator | 100%                         | 100%                         |
| 4.8   | Percentage of temporary or emergency accommodation offers refused in the last year by accommodation type   | Scottish Housing Regulator | 4%                           | 7%                           |
| 4.9   | Of those households homeless in the last 12 months, the percentage satisfied with the quality of temporary or emergency accommodation  | Scottish Housing Regulator | 90%                          | 90%                          |
| 4.13  | Homelessness assessments completed within 28 days  | Local                      | 100%                         | 100%                         |
| 4.15  | Housing applications admitted to list within 10 days   | Local                      | 100%                         | 100%                         |
| 4.18  | % allocations by group (see separate Allocations Review report on the agenda)<br>Homeless Priority<br>Waiting List<br>Transfer List  | Local                      | 40%<br>40%<br>20%            | 40%<br>40%<br>20%            |
| <b>5. Getting Good Value from Rents and Service Charges</b> |  |                            |                              |                              |
| 5.1   | Percentage of tenants who feel that the rent for their property represents good value for money  | Scottish Housing Regulator | 90%                          | 90%                          |

| No.                         | Indicator  | Category / Source                     | Target 2014/15                | Target 2015/16                |
|-----------------------------|--|---------------------------------------|-------------------------------|-------------------------------|
| 5.2                         | Rent collected as percentage of total rent due in the reporting year   | Scottish Housing Regulator            | 95%                           | 95%                           |
| 5.3                         | Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the period   | Scottish Housing Regulator            | 2.8%                          | 2.8%                          |
| 5.4                         | Percentage of rent due lost through properties being empty during the last year.   | Scottish Housing Regulator/<br>SOLACE | 0.63%                         | 0.63%                         |
| 5.5                         | Current tenants arrears as a percentage of net rent due  | SOLACE                                | 3.5%                          | 3.5%                          |
| 5.6                         | Average length of time taken to re-let empty properties  | Scottish Housing Regulator            | 28 days                       | 32 days                       |
| 5.7                         | Number and percentage of properties let within: <ul style="list-style-type: none"> <li>• 0 - 2 weeks</li> <li>• 2 - 4 weeks</li> <li>• 5 - 8 weeks</li> <li>• 9 - 16 weeks</li> <li>• Over 16 weeks</li> </ul> | Local                                 | 30%<br>40%<br>25%<br>4%<br>1% | 30%<br>40%<br>25%<br>4%<br>1% |
| <b>6. Gypsy/Travellers</b>  |  |                                       |                               |                               |
| 6.2                         | Percentage of new unauthorised encampments visited within target timescale of 1 working day (or 2 working days for rural locations)  | Local                                 | 100%                          | 100%                          |
| <b>7. Building Services</b> |  |                                       |                               |                               |
| 7.1                         | Percentage of overtime expenditure (craft & manual staff)  | Local                                 | 10.5%                         | 10.5%                         |
| 7.2                         | Percentage of absence (craft & manual staff)   | Local                                 | 3%                            | 3%                            |
| 7.3                         | Rate of return on investment   | Local                                 | 7.7%                          | 2.5%                          |
| 7.4                         | Percentage of sub-contractor expenditure (against overall expenditure)   | Local                                 | 10%                           | 10%                           |
| 7.5                         | No. of reportable incidents (RIDDOR)   | Local                                 | 1 (per quarter)               | 1 (per quarter)               |
| 7.6                         | Percentage of planned maintenance works completed within agreed programme  | Local                                 | 98%                           | 98%                           |